



# Monterey County

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Board Report

Legistar File Number: A 20-097

May 05, 2020

**Introduced:** 4/17/2020

**Current Status:** General Government -  
Consent

**Version:** 1

**Matter Type:** BoS Agreement

- a. Authorize the Director of the Information Technology Department or his designee to execute Amendment No. 2 with NTT, formerly Dimension Data, a Cisco Systems, Inc. re-seller, incorporating the terms of Cisco's existing master technology agreement with the State of California, to update the County's intrusion detection systems, adding an additional \$209,408.70 for a revised agreement total of \$877,776.31, extending the agreement for a revised term of September 30, 2019 through September 29, 2025;
- b. Authorize the Director of the Information Technology Department or his designee to execute order forms and such documents as are necessary to implement the agreement with Dimension Data for purchase of Cisco support; and
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Director of the Information Technology Department or his designee to execute Amendment No. 2 with NTT, formerly Dimension Data, a Cisco Systems, Inc. re-seller, incorporating the terms of Cisco's existing master technology agreement with the State of California, to update the County's intrusion detection systems, adding an additional \$209,408.70 for a revised agreement total of \$877,776.31, extending the agreement for a revised term of September 30, 2019 through September 29, 2025;
- b. Authorize the Director of the Information Technology Department or his designee to execute order forms and such documents as are necessary to implement the agreement with Dimension Data for purchase of Cisco support; and
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology.

### SUMMARY/DISCUSSION:

Cisco SMARTnet provides comprehensive technical support for network devices and software manufactured by Cisco. Support includes access to online self-help tools and knowledge library, software downloads, and support tools necessary to maintain County network security for quick resolution of issues. Features of the SMARTnet service include the following:

- Technical assistance and incident management - provides 24X7 access to Cisco technical support to resolve incidents quickly, assist with product use, configuration, and troubleshooting issues.
- Security and product alerts management - used to proactively identify and manage security risks

that could jeopardize the integrity and availability of the County network.

- Service coverage management - ensure critical network components have expedited replacement to ensure business continuity.

Cisco SMARTnet provides support for over 750 hardware and software devices. Cisco devices are used to transport information for County users, users at Laguna Seca Racetrack, and mission-critical systems such as NGEN radio network. The cost of this support has increased significantly in recent years as a result of equipment upgrades and technology changes arising from the County's Capital Improvement Program Network Refresh Project. This project was initiated to replace 10-year-old County network hardware, to increase network connection speed for County users, to meet privacy and security requirements imposed by law protecting personal information, and to implement a scalable network to support future County needs.

The National Association of State Procurement Officials (NASPO) competitively procures various types of services and equipment, including technology services; successful vendors, which include Cisco, then entered into a NASPO Master Agreement with the State of Utah setting terms and conditions for delivery of services. The State of California, in turn, adopted the Utah Master Agreement with Cisco pursuant to participating addendum. This Board previously authorized ITD to purchase Cisco SMARTnet support from Dimension Data, a Cisco reseller, by adopting the terms of the NASPO Master Agreement and the California Participating Addendum. The term of that original agreement expired on September 30, 2019; this Amendment No. 2 would retroactively extend the agreement to September 30, 2020.

Utilizing NASPO contract terms provides an effective, efficient mechanism for the procurement of SMARTnet services and ensures the prudent use of public funds. The NASPO Master Agreement will achieve significant savings in time and money in contract production as well as lower contract prices through economies of scale of multiple cooperative members.

Dimension Data was selected by Monterey County as an authorized reseller of Cisco SMARTnet. Dimension Data served as the County's selected vendor to assist in the County network refresh project; its resulting in-depth understanding of the updated County network, which incorporates Cisco equipment and software, provides the unique insight needed to assist the County in acquiring the proper level of Cisco support necessary to maintain a reliable County network.

In October of 2019, the Board of Supervisors approved amendment no. 1 to this agreement when ITD took over support for the 911 CAD system. Network hardware components of that system were previously supported by vendors that allowed SMARTnet agreement to lapse. Additionally, new network equipment was purchased in August of 2019 with one year of support and was not included in last year's SMARTnet agreement. Cisco requires continual support of devices and those items have been included in this support agreement.

ITD recommends the Board approves amendment no. 2 which will upgrade the County's cyber security intrusion detection system. The County's Information Security Team utilizes Cisco Sourcefire

intrusion detection systems to identify cyber intrusion attempts into our environment. Malicious hackers and organizations have been actively targeting critical financial, elections, and public safety systems in local governments, and the intrusion detection system is a core component of the County's information security defensive architecture. This will upgrade our existing old (2013) Sourcefire hardware that has become end-of-life to up-to-date hardware capable of handling the County's increased network bandwidth in preparation for the future increased usage of cloud computing and allow us to use the most current threat intelligence available. The cost is for new hardware and five years of support and intrusion rule subscriptions.

While the various terms of the combined NASPO/California Participating Addendum agreement are non-standard to the County, ITD believes that they are the most favorable terms available and, in some cases because of the State's bargaining power, better than could be achieved by the County alone. Accordingly, the Director of ITD recommends that the Board accept the non-standard provisions identified by County Counsel, below.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed the Cisco's NASPO Master Agreement, and the State of California Participating Addendum, and cannot approve the following provisions: non-standard termination and cancellation provisions; non-standard notice and cure provisions; absence of insurance provisions protecting the County; non-standard indemnity provisions; force majeure provisions; limitations on vendor liability; limitations on the amount and type of damages available to the County in the event of breach; non-standard payment provisions; warranty restrictions; and attorneys' fees provisions.

FINANCING:

The funds for the upgrade of the County's intrusion detection system of \$209,408.70 have been included in the FY20-21 Adopted Budget for the Information Technology Department, ITD 1930, Budget Unit 8436, Appropriations Unit INF002. Funds for future years will be included in the respective fiscal years recommended budget.

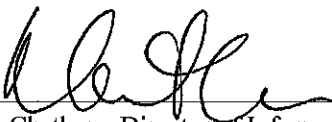
BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Cisco SMARTnet service provides the support necessary to operate a secure and available County data network. Network services provide the foundation for transport of technology for County users and all County applications. Cisco SMARTnet support services ensure mission-critical connectivity to public safety applications used in the enforcement and prevention of crime. The County's Information Security Team utilizes Cisco Sourcefire intrusion detection systems to identify cyber intrusion attempts into our environment. Malicious hackers and organizations have been actively targeting critical financial, elections, and public safety systems in local governments, and the intrusion detection system is a core component of the County's information security defensive architecture.

- X Economic Development
- X Administration
- X Health & Human Services
- X Infrastructure
- X Public Safety

Prepared by: Lynnette Beardsall, Management Analyst II, 759-6938

Approved by: O.B.O. ERIC CHATHAM, DAN KERN

 Date: 4-27-2020  
Eric A. Chatham, Director of Information Technology, 759-6920

Attachments:

County of Monterey SmartNet Amendment No. 2 Form

County of Monterey SmartNet Amendment No. 1 Form

County of Monterey Original SmartNet Order Form

State of Utah Cooperative Contract AR233 with Cisco Systems, Inc.

Amendments to State of Utah Cooperative Contract AR233 with Cisco Systems, Inc.

State of California Participant Addenda to NASPO/Cisco Agreement No. 7-14-70-04

Amendments 1 and 2 to State of California Participant Addenda to NASPO/Cisco Agreement No.  
7-14-70-04

Attachments on file with Clerk of the Board