



Board Report

File #: A 19-512, **Version:** 1

- a. Authorize the Director of the Information Technology Department to execute an Agreement with Dimension Data, a Cisco Systems, Inc. re-seller, incorporating the terms of Cisco's existing master technology agreement with the State of California, to purchase Cisco SMARTnet support services for County-owned Cisco equipment and software for a term retroactive to October 29, 2018 through September 30, 2019, for a total amount not to exceed \$265,715.76;
- b. Authorize the Director of the Information Technology Department 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 to execute an Agreement with Dimension Data, a Cisco Systems, Inc. re-seller, incorporating the terms of Cisco's existing master technology agreement with the State of California, to purchase Cisco SMARTnet support services for County-owned Cisco equipment and software for a term retroactive to October 29, 2018 through September 30, 2019, for a total amount not to exceed \$265,715.76;
- b. Authorize the Director of the Information Technology Department 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. 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 County Department needs for the future.

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. ITD proposes to purchase CiscoSMARTnet support from Dimension Data, a Cisco re-seller, by adopting the terms of the NASPO master agreement and the California participating addendum.

Utilizing NASPO contract terms provides an effective, efficient mechanism for 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. Furthermore, cooperative agreements such as the NASPO master agreement maintain public confidence through ethical and transparent competitive procurement practices, consistent with County procurement policy.

Dimension Data was selected by Monterey County as 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.

The County's Network Refresh project entailed replacement and upgrade of most of the County network infrastructure; additionally, significant changes in SMARTnet support have occurred. These circumstances resulted in a longer than anticipated support renewal process which, in turn, necessitates a retroactive start date of October 29, 2018 to ensure continuity of support of the County network.

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 this service in the amount of \$265,715.76 have been included in the FY18-19 Approved Budget for the Information Technology Department, ITD 1930, Unit 8436, Appropriations Unit INF002.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Cisco SMARTnet service provides 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.

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

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

Approved by:

Date: _____

Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: State of Utah Cooperative Contract AR233 with Cisco Systems, Inc.; Amendment 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; Amendment to State of California Participant Addenda to NASPO/Cisco Agreement No. 7-14-70-04; Dimension Data Quote for Cisco SmartNet services, incorporating the terms of NASPO Agreement AR233 and State of California Participating Addendum No. 7-14-70-04, and amendments thereto

Attachments on file with Clerk of the Board