



## Board Report

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**File #:** A 19-237, **Version:** 1

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- a. Authorize the Director of the Information Technology Department to execute a Service Order and Quote with Cyxtera Technologies, Inc., pursuant to an existing Board-approved Cyxtera Master Services Agreement, to renew Circuit Cross-Connect services for ERP Managed Hosting for one year, extending the end date from June 30, 2019 to June 30, 2020 and increasing the contract amount by \$8,200.00 for a total contract amount not to exceed \$120,886;
- b. Authorize the Director of the Information Technology Department to execute order forms and such documents as are necessary to implement the renewal with Cyxtera Technologies, Inc.; and
- c. Authorize the Director of Information Technology to sign up to four (4) additional renewals, of one (1) year each, of the agreement with Cyxtera Technologies, Inc., for Circuit Cross-Connect for the ERP Managed Hosting, provided any additional costs do not exceed ten percent (10%) of the original cost of \$8,200 (\$820.00 maximum additional cost), subject to County Counsel review and provided that the terms and conditions of the agreement remain substantially the same.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

- a. Authorize the Director of the Information Technology Department to execute a Service Order and Quote with Cyxtera Technologies, Inc., pursuant to an existing Board-approved Cyxtera Master Services Agreement, to renew Circuit Cross-Connect services for ERP Managed Hosting for one year, extending the end date from June 30, 2019 to June 30, 2020 and increasing the contract amount by \$8,200.00 for a total contract amount not to exceed \$120,886;
- b. Authorize the Director of the Information Technology Department to execute order forms and such documents as are necessary to implement the renewal with Cyxtera Technologies, Inc.; and
- c. Authorize the Director of Information Technology to sign up to four (4) additional renewals, of one (1) year each, of the agreement with Cyxtera Technologies, Inc., for Circuit Cross-Connect for the ERP Managed Hosting, provided any additional costs do not exceed ten percent (10%) of the original cost of \$8,200 (\$820.00 maximum additional cost), subject to County Counsel review and provided that the terms and conditions of the agreement remain substantially the same.

**SUMMARY:**

Cyxtera Technologies, Inc. (Cyxtera) has provided Circuit Cross-Connect, Co-location and Disaster Recovery Services, supporting both the Monterey County Enterprise Resource Planning (ERP) System and Natividad Medical Center systems since July 2015. In July 2018, the Board approved a new Master Agreement with Cyxtera, providing for continuance of these services for an additional year, expiring on June 30, 2019.

The proposed Service Order and Quote, submitted pursuant to the 2018 Master Agreement, renews Circuit Cross-Connect Services provided by Cyxtera to the County limited to the County's ERP system. For ease of fiscal administration, Natividad Medical Center will submit a separate proposed renewal to this Master Agreement to the Board for approval, extending services it receives from Cyxtera by an additional year.

In addition, in a separate Board report, the Information Technology Department (ITD) will propose a 1-year extension of an existing agreement with CenturyLink Communications for ERP Managed Hosting services. In combination, extension of the Cyxtera and CenturyLink agreements will provide for the continuity and

functionality of the County's ERP system.

DISCUSSION:

Cyxtera provides Circuit Cross-Connect (CCC) services allowing transparent connections between the County and CenturyLink's ERP Managed Hosting provider circuits.

The County's ERP system supports all general accounting functions including payroll for employees, payment to vendors for services rendered by the County, and management of County assets and debts, as well as performance of internal audits.

The continuation of the CCC services provided by Cyxtera is essential for the County to access its ERP system, hosted by CenturyLink. The Director of the Information Technology Department (ITD) recommends that the Board approve renewal of the Master Service Agreement in order to avoid disruption of the County ERP System. Authorization to execute up to four additional one-year renewals, subject to County Counsel review and limited as to cost increases, is also requested.

In July 2018, the Board approved terms in the Cyxtera Master Services Agreement that are non-standard to the County but are common in the information technology industry. The proposed renewal of the Master Services Agreement does not change the terms previously approved by the Board.

OTHER AGENCY INVOLVEMENT:

County Counsel cannot approve extension of non-standard terms.

FINANCING:

Funds for the proposed agreement have been included in the FY19-20 Approved Budget for the Information Technology Department, ITD 1930, Unit 8433, Appropriations Unit INF002. Funds relating to agreement costs in future fiscal years will be included in each respective Recommended Budget based upon anticipated utilization of Cyxtera services.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Extension of the services provided by Cyxtera ensures the continuity and functionality of the County's ERP system.

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

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Approved by:

\_\_\_\_\_ Date: \_\_\_\_\_  
Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: Executed July 2018 Master Agreement with Cyxtera; Cyxtera Service Order and Quote for 12 months' service to County

Attachments on file with the Clerk of the Board