



County of Monterey

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

Board Report

File #: A 19-367, **Version:** 1

- a. Authorize the Director of the Information Technology Department to execute Amendment No. 1 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, retroactively extending the term for a one (1) year period from September 30, 2019 through September 30, 2020, and adding an additional \$402,651.85 for a revised agreement total of \$668,367.61;
- 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 Amendment No. 1 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, retroactively extending the term for a one (1) year period from September 30, 2019 through September 30, 2020, and adding an additional \$402,651.85 for a revised agreement total of \$668,367.61;
- 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. Cisco devices are used to transport information for County users, users at Laguna Seca Racetrack, and for mission-critical systems such as the 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 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. This Board previously authorized ITD 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. The term of that original agreement expired on September 30, 2019; this Amendment No. 1 would retroactively renew, and then 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. Furthermore, cooperative agreements such as the NASPO Master Agreement maintain public confidence through ethical and transparent competitive procurement practices, consistent with County procurement policy.

Monterey County selected Dimension Data 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.

Recently, ITD took over support for the 911 CAD system. Network hardware components of this 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.

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 this service of \$402,651.85 have been included in the FY19-20 Adopted Budget for the Information Technology Department, ITD 1930, Unit 8436, Appropriations Unit INF002.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Cisco SMARTnet service provides the necessary support 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 on file with Clerk of the Board: 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; Dimension Data Quote for Cisco SmartNet services, incorporating the terms of NASPO