

Legislation Text

File #: 22-0980, Version: 1

CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Approve the award of Cooperative Procurement 22-256, SMARTnet Maintenance Renewal, to CDW-G for an amount not to exceed \$230,777 and for a one-year term

DEPARTMENT: Information Technology

SUBMITTED BY: Jacqueline Nguyen, Director

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

The Information Technology (IT) Department is responsible for maintaining the City's systems for computing, storage, and networking. Cisco communications equipment is installed at every City facility and provides connectivity to the entire voice and data network. This complex, expansive, and reliable ecosystem powers municipal services and operations and enables the City to quickly and seamlessly pivot to accommodate upgrades and new services while continuing to reliably deliver essential services to residents.

DISCUSSION:

The SmartNet maintenance coverage applies to the City's systems for computing, storage and networking. These systems are dynamic and changing to meet business needs. A representative listing of current components includes:

1. Cisco Adaptive Security Appliances (ASA) for network security
2. Wireless network controllers and access points covering areas such as City buildings, public safety locations, and Jaycee's Park
3. The network and switching devices used for both voice and data applications which includes approximately 95 LAN switches for network connectivity
4. Six Voice Over IP (VOIP) phone system servers, which includes:
 - Cisco Call Manager
 - Cisco Unity Voicemail
 - Cisco Unified Contact Center
 - Cisco Emergency Responder
5. Devices that support Internet connectivity and private connectivity such as the Virtual Private Network (VPN) to Tyler Technologies Munis Enterprise Resource Platform (ERP), and remote working
6. Cisco Hyperflex, a modern high-performance converged platform of networking, computing,

and storage components that provides services to employees and residents

7. Cisco FirePOWER firewall solution that is a key component of the City's cyber security defenses

This year the SMARTnet procurement is approximately \$184,000 lower than last year's SMARTnet procurement. This difference is comprised of several components. These components and their approximate amounts are discussed below:

- \$43,000 is from a price reduction in SMARTnet HyperFlex Data Center Advantage Support
- \$38,000 is from FirePOWER licensing and maintenance that does not appear here because first year licensing and maintenance is included in the procurement of new firewalls that occurred this year
- \$103,000 is from a change in licensing for the Cisco VoIP phone system that coincides with our upgrade of the phone system whereby licensing includes two zero-dollar renewal years

While two of these components do not appear this year, they are expected to return over the next few years as the table below outlines:

	2021	2022	2023 est.	2024 est.
HyperFlex Data Center related	\$117,000	\$74,000	\$74,000	\$74,000
Firewall related	\$38,000	\$0	\$38,000	\$38,000
Phone system related	\$129,000	\$26,898	\$26,898	\$155,898
Remaining SMARTnet components	\$130,387	\$129,879	\$135,000	\$145,000
TOTAL	\$414,387	\$230,777	\$273,898	\$412,898

Staff has identified an approved cooperative contract, State of Illinois Cooperative Contract, 18-448DOIT-ADMIN-P-385 (formerly CMS7891190) through CDW-G, for the renewal of the SmartNet Maintenance. SmartNet Maintenance includes technical support from Cisco and is an item that is renewed annually.

The contract term is September 20, 2022, through September 19, 2023

FISCAL IMPACT:

The renewal cost for the SmartNet system is expensed to the account number listed below for a total budget of \$379,162. The requested award is within budget.

Account Number	Fund Description	Total Budget Amount
16101100-531312	General Fund	\$2,949,022

