

Capitola City Council

Agenda Report



Meeting: February 24, 2022

From: City Manager Department

Subject: Computer Network Infrastructure Upgrade and Maintenance

Recommended Action: 1) Authorize the City Manager to negotiate an agreement with Exceedio in an amount not-to-exceed \$6,000 per month for managed services of City IT network infrastructure; 2) Approve the proposed resolution amending the FY 2021-22 Budget; and 3) Direct staff to return to Council for approval of the final agreement.

Background: The City of Capitola computer network infrastructure is the backbone of all work done on City computers. This network infrastructure equipment consists of routers, switches, wireless access points, and servers.

Although the City has migrated much of its applications and data to the Cloud, there is still a need for network infrastructure to access resources. For the Capitola Police Department, servers are needed for data storage.

Although current City network infrastructure is still in use and functioning properly, much of it is nearing end of life and needs to be replaced.

Discussion: City staff discussed the project with several vendors and received bids from three firms. After the evaluation process, Staff recommends that Exceedio is the best fit for the City and its technology needs. The proposal from Exceedio (Attachment 1) is a managed services agreement that includes installation, configuration, maintenance, support, and monitoring of the equipment and the City's network. None of the other vendors offered this level of support and service in their proposals. Exceedio is based in Santa Cruz County and has several clients similar in size to Capitola; staff has spoken with a few of the clients and received positive feedback.

The proposed managed services were viewed as critical to the City due to the increased complexity of computer systems and the continued increase in bad players on the Internet. It has become more and more difficult for internal staff to stay apprised and to fully understand all technology threats. System and threat monitoring is included in the Exceedio proposal. In addition, the managed services agreement will allow the City's Information Systems Specialist to focus on end-user and desktop support during her approved reduced work schedule.

Because the pricing of the managed services proposal is based on the specific equipment recommended and installed, staff believes there will be changes to the equipment recommendation when Exceedio dives deeper into the City's requirements. Thus, there will likely be changes to the proposal amount (not-to-exceed \$6,000 per month), however the proposed budget amendment will ensure there is adequate funding in this year's budget to complete needed work.

Under the proposed managed services agreement with Exceedio, the City will be able to eliminate several existing support and licensing agreements as well as some planned hardware purchases as they are included in the managed services agreement.

The proposed managed services agreement will likely be similar to a five-year lease of equipment with installation, configuration, management, and support included.

Fiscal Impact: The Fiscal Year 2021-22 fiscal impact will be \$25,000. Staff proposes transferring \$14,000 from City Manager personnel budget to technical support in the Information Technology fund; and transferring \$11,000 from supplies to technical support within the Information Technology fund. This is further outlined in the proposed resolution and budget amendment (Attachment 2).

Attachments:

1. Exceedio Managed Services Proposal
2. Budget Amendment

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Reviewed By: Chloé Woodmansee, City Clerk, Jim Malberg, Finance Director

Approved By: Jamie Goldstein, City Manager