

Capitola City Council

Agenda Report



Meeting: March 24, 2022

From: City Manager Department

Subject: Computer Network Infrastructure Upgrade Agreement

Recommended Action: Authorize City Manager to enter a managed services agreement with Exceedio for upgrade of City IT network infrastructure.

Background: The City of Capitola computer network infrastructure is the backbone for all the work done on the computers at the City of Capitola. 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 the network infrastructure for access resources and in the Police Department there is a need for data storage on servers. And though current City network infrastructure is still in use and functioning properly, much of it is nearing end of life and needs to be replaced.

At the February 24, 2022 City Council meeting, Council authorized the City Manager to negotiate an agreement for managed IT network infrastructure in an amount not-to-exceed \$6,000 per month with Exceedio; and to return to Council with a final agreement.

Discussion: City staff discussed the project with several vendors and received bids from three firms. During the evaluation process it became clear the Exceedio was the best fit for the City of Capitola and its technology needs. The proposal from Exceedio is a managed services agreement that includes installation, configuration, maintenance, support, and monitoring of the equipment and the City of Capitola network. Exceedio is based in Santa Cruz County and has several clients of similar size to Capitola. Staff has spoken with Exceedio clients and received positive feedback.

The attached managed services agreement is 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 fully understand all threats. The monitoring of systems and threats is included in the proposal. In addition, the managed services agreement will allow the Information Systems Specialist to focus on end user and desktop support, in light of her approved reduction in hours.

With the approval of this contract, the City can eliminate several existing support and licensing agreements as well as some planned hardware purchases as they are included in the agreement.

The agreement has a 5-year term. If the City wishes to end the agreement prior to 5-years, the cost would be a prorated portion of the EMS Waived services fee, which is \$7,088 for each year remaining on the 5-year agreement.

Fiscal Impact: The Fiscal Year 2021-22 fiscal impact will be \$25,000.

Attachments:

1. Exceedio Managed Services Agreement

Report Prepared By: Larry Laurent, Assistant to the City Manager

Reviewed By: Chloé Woodmansee, City Clerk; Jim Malberg, Finance Director; Samantha Zutler, City Attorney

Approved By: Jamie Goldstein, City Manager