05

Office of the City Manager

<u>CONSENT CALENDAR</u>
June 2, 2020

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Savita Chaudhary, Director, Department of Information Technology

Subject: Contract No. 10789 Amendment: AMS.NET for Network Support and Maintenance

RECOMMENDATION
Adopt a Resolution authorizing the City Manager to amend Contract No. 10789 with AMS.NET for network support and maintenance, for the amount not to exceed $534,000 and a total contract value not to exceed $989,335 from July 1, 2017 to June 30, 2025.

FISCAL IMPACTS OF RECOMMENDATION
Funding for maintenance and support services in the amount of $534,000, is allocated for Fiscal Year (FY) 2021-2025 in the Department of Information Technology's IT Cost Allocation funds as outlined below. Spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

$340,000	FY 2021-FY 2025: Cisco Flex Plan Subscription ($68K Annually) Budget Code: 680-35-363-384-6005-000-472-613130- (IT Cost Allocation, IT Department, Software Maintenance)
$175,000	FY 2021-FY2025: Hardware and Software Maintenance ($35K Annually) Budget Code: 680-35-363-384-6005-000-472-613130- (IT Cost Allocation, IT Department, Software Maintenance)
$19,000	FY 2021-2025: Professional Services (80 hours, as needed) Budget Code: 680-35-363-380-0000-000-412-612990 (IT Cost Allocation, IT Department, Professional Services)
$534,000	**Total FY 2021-2025: Software and Professional Services**

CURRENT SITUATION AND ITS EFFECTS
The City's current network infrastructure comprises over 150 switches, routers, and Firewalls providing access to network resources across the City's 42 locations. AMS.NET provides skilled and certified engineers who provide maintenance on hardware and

Page 2 of 4

Contract Amendment: Contract: Integration Partners for
Upgrade, Support, and Maintenance for Voice Over IP (VoIP) Telephone System

CONSENT CALENDAR
June 2, 2020

software and support to our entire network infrastructure. The network equipment hardware and software maintenance from Cisco is purchased and maintained through resellers.

In addition, the City has rolled-out Cisco WebEx boards in select City conference rooms for videoconferencing with digital whiteboard, screen (or application) sharing, device-casting, file sharing, and facilitator controls of full-feature video teleconferencing systems, while also expanding its capacity to schedule and conduct virtual meetings, conference calls, collaboration sessions, and increase staff accessibility (internally and with external parties) through the Cisco WebEx software. The Cisco Flex Plan subscription included in this recommendation provides hardware and software licensing for all of these features and through the Cisco WebEx boards, including dial-in phone numbers and the ability to join a meeting from any desktop, laptop, or City-issued phone. This subscription model includes savings of $28,270 over a five-year term compared to current licensing model.

BACKGROUND
On July 11, 2017, Council approved a contract with AMS.NET for network equipment and maintenance. Since then AMS.NET has provided excellent technical expertise to assist staff in maintaining the City's network infrastructure. AMS.NET offers Cisco networking communications products through a competitively bid contract with the National Association of State Procurement Officials (NASPO, formerly the Western States Contracting Alliance, or WSCA).

ENVIRONMENTAL SUSTAINABILITY
A fast, secure, and reliable network allows for more collaborative work to be accomplished between City facilities, and provides the backbone infrastructure that supports the City's online services, including the increased use of virtual meetings and videoconferencing, reducing greenhouse gas emissions from travel to and from City facilities.

RATIONALE FOR RECOMMENDATION
Staff recommends partnering with AMS.NET based on its twenty-five year track record of highly successful network services for local government agencies and its history of providing excellent technical expertise and customer service to the City of Berkeley. The network equipment hardware and software maintenance from Cisco is purchased and maintained through resellers. AMS has been providing this support to the City of Berkeley since 2017.

ALTERNATIVE ACTIONS CONSIDERED
Staff considered looking at other support vendors, however the City's investment in modernized business systems must be supported by an infrastructure that allows them to operate most efficiently, and the combination of AMS.NET's year of expertise, coupled with their familiarity with the City's network led staff to recommend continuing the existing support relationship.

Contract Amendment: Contract: Integration Partners for
Upgrade, Support, and Maintenance for Voice Over IP (VoIP) Telephone System

CONSENT CALENDAR
June 2, 2020

CONTACT PERSON
Savita Chaudhary, Director, Department of Information Technology, 981-6541

Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 10789 AMENDMENT: AMS.NET FOR NETWORK SUPPORT AND MAINTENANCE

WHEREAS, a reliable network infrastructure is necessary to provide routine City services to the Berkeley community; and

WHEREAS, the City Council authorized Contract No. 10789 with AMS.NET on July 11, 2017 (Resolution No. 68,080–N.S.), for network equipment and maintenance; and

WHEREAS, AMS.NET is a reputable company that has provided the City of Berkeley with excellent technical expertise and customer service since 2017; and

WHEREAS, funding for maintenance and support services in the amount of $534,000, is allocated for Fiscal Year (FY) 2021-2025 in the Department of Information Technology's Cost Allocation fund, and spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 10789 with AMS.NET, Inc. for network support and maintenance, for the amount not to exceed $534,000 and a total contract value not to exceed $989,335 from July 1, 2017 to June 30, 2025.