

## CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

July 19, 2011

Agenda Item: 5.7

Subject: Approval of Agreement Renewal—AT&T SmartNET for Cisco Equipment Maintenance, District

Background: The Chabot-Las Positas Community College District has been standardized for several years on Cisco routers, switches, and firewalls utilized within the network infrastructure across all the district and college sites to provide data connectivity to all enterprise applications for students, faculty, and staff. The Cisco equipment has been upgraded and expanded over the past six years as an integral part of the Measure B facility renovations and new building construction.

As part of the Cisco equipment purchases under Measure B, SmartNET agreements were established for support and repairs at each location. SmartNET is Cisco's maintenance agreement vehicle that provides 7x24 incidence response time for extremely critical devices such as routers and firewalls and 8x5 response time for critical devices such as switches that serve each of the campus' buildings. The maintenance agreement provides free hardware replacements for failed components, Cisco Technical Assistance Center (TAC) support help desk, knowledge database, network tools, and operating system software updates. In addition to replacement of failed network components, SmartNET provides district network technicians with phone support and on-site access to Cisco engineers in resolving very complex technical issues on a 7x24 basis.

Over three years ago, the SmartNET services from various third party vendors were competitively evaluated to determine the least cost with the necessary features for our environment. At that time, the AT&T vendor provided the least costs and the most comprehensive services for those costs for all Cisco equipment at the CLPCCD sites, regardless of which vendor the equipment was initially purchased from. Currently, AT&T continues to provide the most cost effective solution for the SmartNET agreements.

As the District continues to find new alternatives for cost savings in light of the current State budget situation, District ITS negotiated a new multi-year SmartNET agreement for five (5) years with the current AT&T vendor which provided guaranteed discounts at the current year pricing in comparison to the previous percentage cost increases for each subsequent year. The costs for a 5-year agreement to support all the current Cisco equipment at the colleges and district totals \$247,432. The new agreement does allow for equipment replacements as they become necessary and the addition of new hardware at the same discounted rates over the 5-year agreement duration.

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Recommended Action: That the Board of Trustees approves the proposed agreement renewal with AT&T SmartNET for Cisco equipment maintenance, District at a cost of \$247,432 for a period of five years. It is further recommended that the Board authorize the Vice Chancellor, Business Services, to execute the agreement and any future amendments or augmentations on behalf of the District.

Funding: Measure B Bond Funds

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Submitted: Lorenzo Legaspi/Date

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Approved: Joel L. Kinnamon/Date

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