



**DATE:** May 21, 2019

**TO:** Mayor and City Council

**FROM:** Director of Information Technology/CIO

**SUBJECT:** Authorize the City Manager to Negotiate and Execute an Agreement with Lookingpoint for Next Care Complete Services in the Amount of \$105,600 Annually

### **RECOMMENDATION**

That Council adopts the attached resolution authorizing the City Manager to execute an agreement with Lookingpoint for Next Care Complete services in the amount of \$105,600 annually.

### **SUMMARY**

The City of Hayward currently partners with Lookingpoint using their Next Care Complete services to provide active management and monitoring of critical IT network infrastructure. Lookingpoint Next Care Complete provides network support, infrastructure monitoring, vendor liaison, and security upgrades with bi-weekly service reviews and a yearly best practice review. Authorizing the City Manager to execute this agreement will not require an additional budget appropriation.

### **BACKGROUND**

Lookingpoint is the City's current vendor that supplies the City with its Microsoft Unified Messaging voicemail services. The City of Hayward invests in technology to efficiently and economically support the organization's mission and vision. This technology is delivered to all City staff and systems using the City network, which is the underlying IT infrastructure. Lookingpoint Next Care Complete provides network support, infrastructure monitoring, vendor liaison, and security upgrades with bi-weekly service reviews and a yearly best practice review.

This network management service supplements and enhances the effective management of IT infrastructure, thereby reducing risk, improving operational efficiency, and ensuring critical operations throughout the city run optimally.

## **DISCUSSION**

The Information Technology Department (IT) engaged Lookingpoint a year ago to pilot the Next Care Complete services in an effort to add a secondary layer of security and support for critical IT Infrastructure. This pilot project has far exceeded expectations by providing proactive and reactive network support, infrastructure monitoring, and network security. Next Care Complete services offers network support, infrastructure monitoring, and vendor liaison services as follows:

### *Network Support:*

Lookingpoint has three priority levels of support for Next Care that include Priority 1 Critical (P1), Priority 2 (P2) High, and Priority 3 (P3) Standard. All P1 tickets are called in to the Lookingpoint support number and after hour calls are returned by an on-call engineer within 1 hour. Examples of a P1 event would be device or site failure. Lookingpoint will commit the necessary resources 24x7 to resolve the issue. P2 tickets are when the operation of an existing network or service is impaired, but most business functions remain operational. Examples of this would be a primary device failure but a backup device is working or there is degraded performance of a device. P2 tickets are called or emailed into Lookingpoint and an engineer is assigned within 2 hours. P3 tickets are when overall functionality of the network is intact, but changes are requested such as new firewall rules. Typical turnaround time for a P3 request is one business day.

### *Infrastructure Monitoring:*

Lookingpoint has a device in the City network that provides infrastructure monitoring, data collection and access. This infrastructure monitoring allows for proactive and reactive network support. There have been several times when a device has gone offline and Lookingpoint has reached out to IT staff before or as a ticket is being opened. This monitoring and data collection also helps with viewing network traffic and making modifications to enhance network performance.

### *Vendor Liaison:*

One example of Lookingpoint exceeding staff's expectations happened a year ago when Cisco released a massive recall on a line of routers that the City uses throughout the network, including all fire stations, the Police Department, and City Hall. Lookingpoint managed every aspect of the replacement, reconfiguration, installation, and warranty transfers of the new routers. This was an international recall affecting businesses throughout the world and Lookingpoint was able to use their partnership with Cisco to expedite the City's hardware replacement ensuring the public safety network stayed up. Lookingpoint engineers spent around 120 hours coordinating, reconfiguring, and installing the new routers.

IT Staff have reached out to additional vendors for cost comparison and received a quote for similar services at \$430,548 annually with a one-time transition fee of \$35,879.

Lookingpoint's price point of \$105,600 annually represents a significant cost savings versus the quoted rates of alternate vendors for similar services, especially considering that there would be no one-time transition fee for Lookingpoint.

**STRATEGIC INITIATIVES**

Although this is a routine operational item and does not directly pertain to the Council’s Strategic Initiatives, the use of Lookingpoint technology does assist in the accomplishment of the Strategic Initiatives.

**FISCAL IMPACT**

The cost of this on-going agreement with Lookingpoint will not exceed \$105,600 annually and will be included in IT’s proposed budget; however, staff does not foresee a need to increase IT’s budget to account for this contract. Authorizing this agreement does not require an additional appropriation.

**NEXT STEPS**

If Council authorizes the City Manager to negotiate and execute this agreement, the project will begin immediately.

*Prepared by:* Carolyn Saputo, Information Technology Manager

*Recommended by:* Adam Kostrzak, Director of Information Technology/CIO

Approved by:



---

Kelly McAdoo, City Manager