DATE: November 16, 2021

TO: Mayor and City Council

FROM: CIO/Director of Information Technology

SUBJECT: Adopt a Resolution Authorizing the City Manager to Negotiate and Execute an Agreement for a Term of Five Years with LookingPoint for Implementation of Software Defined Network (SD-WAN) in an Amount Not-to-Exceed $1,000,708

RECOMMENDATION

That Council adopts a resolution (Attachment II) authorizing the City Manager to negotiate and execute an agreement for a term of five years with LookingPoint for the implementation of a software defined wide area network (SD-WAN) in an amount not-to-exceed $1,000,708.

SUMMARY

SD-WAN is software-defined wide area networking that allows communication over the Internet using encryption between all city locations, mobile users, and applications in the cloud. The City has an extensive and complex network that supports every department and provides internet and telephone systems throughout the enterprise. In the past 18 months, there has been a growing need to support the increased remote and mobile workforce as City staff and residents more frequently work from home. SD-WAN helps resolve this challenge by increasing network access, balancing internet traffic, increasing security, as well as adding redundancy and resiliency.

On September 9, 2021 the City issued a Request for Proposals (RFP) to 135 qualified companies to design, install, configure, and support a complete SD-WAN solution for the City. The chosen provider, LookingPoint, is a local business and their solution offers a high-level of support and on-site monitoring. The City has worked with LookingPoint in the past and has found their work to be dependable and reasonably priced. The cost of the agreement with LookingPoint will not exceed $1,000,708 and is covered by the City's ARPA stimulus funds allocation. Authorizing this agreement does not require an additional appropriation.

BACKGROUND

SD-WAN is software-defined wide area networking that allows communication over the Internet using encryption between all city locations, mobile users, and applications in the

cloud. The City has an extensive and complex network that supports every department and provides internet and telephone systems throughout the enterprise. In the past 18 months, there has been a growing need to support the increased remote and mobile workforce as our City staff and residents more frequently work from home. SD-WAN helps resolve this challenge by increasing network access, balancing internet traffic, increasing security, as well as adding redundancy and resiliency.

DISCUSSION

As more of the City's applications move to the cloud and the workforce embraces mobility, the network must adapt to meet these new needs. To meet this challenge, implementation of SD-WAN is an ideal solution. A SD-WAN, is a virtual wide area network architecture that allows enterprises to utilize all City Internet services at all City locations to securely connect users to internal and external cloud applications. A SD-WAN uses a centralized software to securely and intelligently direct internet traffic across the wide area network (WAN). This increases application performance and delivers a higher-quality experience, which results in increased business productivity, agility, and reduces the complexity of managing the network.

Unlike traditional router-centric WAN architecture, the SD-WAN model is designed to fully support applications hosted in on-premise data centers, public or private clouds, and SaaS services such as Office 365 and Amazon Web Services, while delivering the highest levels of application performance. Implementation of SD-WAN for the City would help achieve the goals of increasing access of on-premises and cloud applications, as well as securing network redundancy and resiliency.

On September 9, 2021, the City issued a Request for Proposals (RFP) to 135 qualified companies to design, install, configure, and support a complete SD-WAN solution. The RFP required that the proposed solution accommodate the current and future network requirements of all City operations, onsite and remote employees, and systems. The City received three responses to the RFP by the September 30, 2021 deadline. Of the three responses, two responses were deemed fully qualified to meet the requirements. City staff interviewed the two companies and independently rated the interviews and solutions, ultimately arriving at one chosen solution.

Two of the most important evaluation criteria for vendors is if they offer level-one support and on-site monitoring. Level-one support is the first tier of support and is important because issues with the network usually affect all users and must be addressed immediately. On site monitoring consists of tools that reside inside the network and is needed because they will instantly notify IT of any traffic issues that are out of the ordinary so they can be addressed immediately.

The chosen provider, LookingPoint, is a local business and their solution does offer level one support and on-site monitoring. The City has worked with LookingPoint in the past and has found their work to be dependable and reasonably priced. The design offered by their engineers was clear, simple and covered all concerns the City is looking to address. LookingPoint also supplied several references for comparable governmental organizations

as well as private companies. The review team found their solution to be very cost appropriate.

STRATEGIC ROADMAP
This agenda item supports the Strategic Priority of Improve Organizational Health. Specifically, this item relates to the implementation of the following project:

Project 17, Part 17b: Upgrade City network connections and speeds

Staff is bringing forth this new item because of the need to provide cost effective, secure, fast and reliable communications within and connecting to the City of Hayward network.

FISCAL IMPACT
The cost of the agreement with LookingPoint will not exceed $1,000,708 and is covered by the City's ARPA stimulus funds allocation. Authorizing this agreement does not require an additional appropriation. This packaged solution is a one-time cost that covers the entirety of the project as well as all licensing and support for five years. Please note that equipment prices have increased since the initial RFP. The original quote was $835,675.69, which has been revised to reflect the new equipment pricing to a new total of $917,917.16. The not-to-exceed amount includes an additional 10% contingency added to bring the final request to $1,000,708.

RFP Evaluation Results		
Vendor	Qualified Bid	Total Pricing
LookingPoint	Yes	$ 835,675.69
Tech Mahindra	No	$ 2,270,000.00
Net Fortris	No	$ 1,885,200.00

NEXT STEPS
If Council authorizes the City Manager to negotiate and execute this agreement, then staff will schedule the project. Project kickoff would commence in November 2021 and take approximately five months to complete.

Prepared by: Carolyn Saputo, IT Manager Infrastructure

Recommended by: Adam Kostrzak, Chief Information Officer

Approved by:

Kelly McAdoo, City Manager