



# CITY OF HAYWARD

Hayward City Hall  
777 B Street  
Hayward, CA 94541  
[www.Hayward-CA.gov](http://www.Hayward-CA.gov)

## Cover Memo

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**File #:** CONS 19-378, **Version:** 1

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**DATE:** May 21, 2019

**TO:** Mayor and City Council

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

### **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 liason, and security upgrades with bi-weekly service reviews and a yearly best practive review. Authorizing the City Manager to execute this agreement will not require an additional budget appropriation.

### **ATTACHMENTS**

Attachment I	Staff Report
Attachment II	Resolution