



**CITY OF PACIFICA  
COUNCIL AGENDA SUMMARY REPORT**

**9/10/2018**

**SUBJECT:**

Agreement between the City of Pacifica and TPx Communications for Network and Internet Services

**RECOMMENDED ACTION:**

Approve Agreement between the City of Pacifica and TPx Communications for the provision of network and internet services for City operations for three years and authorize City Manager to execute the Agreement.

**STAFF CONTACT:**

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**BACKGROUND/DISCUSSION:**

The City is in the process of reviewing and upgrading its information technology (IT) infrastructure. As a first step, during Spring 2018, the City contracted with an outside consultant to review City IT functions and provide recommendations for improvement. One of the primary recommendations from the consultant was the review and upgrade of the City's current IT data network.

The City's IT network provides internet and data communication services for all City facilities and supports over 150 devices (i.e. printers, computers, etc.) connected to the network.

Staff has transformed the consultant's recommendations into a 2018-2020 action plan that includes the following:

- Upgrade City's Data Network:
  - o Upgrade data connectivity between City data center and remote facilities
  - o Upgrade Internet Service Provision
  - o Upgrade network hardware
- Implement Reliable Server Infrastructure
  - o Replace server infrastructure
  - o Utilize cloud-based applications (i.e., Office 365) as appropriate
- Telecommunications
  - o Review all telecommunication billing and eliminate unnecessary wiring
  - o Assess the City's current telephone system and infrastructure for replacement

This action plan will begin with upgrades to fortify the IT infrastructure and network connectivity speeds, and will consist of upgrading the City's data network connections and internet services and related hardware to support it. Once the network upgrades are complete, staff will then

assess which City IT services would be candidates for migration to a cloud based (offsite) applications or implemented on our local servers. A review of the City's 20 year old telephone system is next, and staff has begun initial efforts to assess the number, quantity and use of the city's telephone lines.

The attached agreement with TPx Communications will launch the City's 2018-20 action plan allowing the City to implement a reliable and faster data network and increase the City's system wide internet connection speed from 10.5 megabyte (MB) to 200 MB. The system will improve network redundancy, data flow, protective measures, and monitoring. In addition to the TPx services, the City will utilize backup internet services provided by Comcast. The Comcast agreement is approximately \$16,000 annually, which is within the City Manager's signing authority and therefore not included in this item. The City intends to combine the two services to create a network with centralized oversight and control, and redundant connections at key City locations to ensure high availability of data services and speeds. The increased system speed and fortification will also provide capacity to address subsequent steps in the action plan.

**ALTERNATIVE ACTION:**

Do not approve the services from TPx Communications. This alternative would result in retaining current internet services, which are not adequate to address the needs of the City.

**RELATION TO CITY COUNCIL GOALS AND WORK PLAN:**

- Fiscal Sustainability
- Stewardship of City Infrastructure
- A Strong Workforce Infrastructure
- Maintaining a Safe Community

**FISCAL IMPACT:**

The 3-year agreement attached includes an annual charge of approximately \$88,950. This represents an increase of approximately \$12,941 over our current internet services of approximately \$76,000 annually. The new agreement includes a redundant Internet Service Connection, and an upgraded Firewall and Managed Services for that Firewall.

**ORIGINATED BY:**

City Manager's Office

**ATTACHMENT LIST:**

Agreement with TPX Communications (PDF)