



CITY OF SALINAS COUNCIL STAFF REPORT

DATE: DECEMBER 5, 2023

DEPARTMENT: FINANCE - INFORMATION SYSTEMS

FROM: PATRICIA BARAJAS, CITY CLERK/INTERIM IT MANAGER

BY: SALLY CRUZ, MANAGEMENT ANALYST

TITLE: CADENCE TEAM NETWORK SUPPORT AGREEMENT

RECOMMENDED MOTION:

A motion to approve a resolution authorizing the Interim City Manager to negotiate and execute renewal of a service agreement with Cadence Team, Inc. to provide network infrastructure, network maintenance, and support in an amount not to exceed \$45,000.

EXECUTIVE SUMMARY:

Cadence Team, Inc. provides the City of Salinas with standard network infrastructure, network maintenance, and support. They also provide City of Salinas with network monitoring and configuration back-up tools that they and City of Salinas Information Systems Team can access.

BACKGROUND:

Cadence Team, Inc. has been providing City of Salinas with network infrastructure, network maintenance, and support since August 2021. Cadence Team's TeamCare-Foundation offers hybrid managed services. TeamCare-Foundation is designed to partner with City of Salinas IT staff who have limited resources to support and quickly resolve infrastructure related issues. This allows City of Salinas IT staff to focus on improving customer care. Standard network infrastructure, network maintenance, and support services to be provided by Cadence Team, Inc. include:

- Unlimited Service Calls
- Remote and On-Site Problem Resolution
- Network Documentation
- Firmware Management & Review
- Health Checks
- Network Monitoring
- Warranties and Renewals Management
- Blocks of Time
- Asset Lifecycle Management

CEQA CONSIDERATION:

Not a Project. The City of Salinas has determined that the proposed action is not a project as defined by the California Environmental Quality Act (CEQA) (CEQA Guidelines Section 15378).

STRATEGIC PLAN INITIATIVE:

This request supports City Council's Strategic Goals and Strategies of Effective and Culturally Responsive Government, by ensuring that the information systems can support City programs, projects, network infrastructure and City services.

DEPARTMENTAL COORDINATION:

Information Technology will continue to work with all departments to meet the City of Salinas' network infrastructure needs.

FISCAL AND SUSTAINABILITY IMPACT:

Funding for this agreement is available and appropriated in 1000.20.2033.

ATTACHMENTS:

1. Resolution
2. Cadence Team, Inc. Service Agreement