



Office of the City Manager

CONSENT CALENDAR

November 28, 2006

To: Honorable Mayor and
Members of the City Council

From: *PK* Phil Kamlarz, City Manager

Submitted by: Chris Mead, Director, Department of Information Technology

Subject: Contract: Internet and Network Bandwidth Security Software

RECOMMENDATION

Adopt a Resolution authorize the City Manager to execute a contract and any amendments with Extra Team I.T. Consulting Group, Inc. to install Internet and Network Bandwidth Security Management software and provide associated network security services, from December 4, 2006 to December 31, 2009, for a total amount not to exceed \$125,000.

FISCAL IMPACTS OF RECOMMENDATION

The total cost of the three-year contract for both software and services is \$125,000, of which \$55,250 will be spent in the first year, and \$34,875 for each of the two following years.

Budget Code: 010-2701-410-3047 (General fund, I.T. Administration, computer maintenance)

Budget Code: 010-2701-410-3038 (General fund, I.T. Administration, computer services)

CURRENT SITUATION AND ITS EFFECTS

The City does not currently have a tool for safeguarding its Internet connection against non-business use. The City's computer network hosts approximately 1,000 desktops that share a single 5 Megabit (Mb) link to the Internet. The connection's bandwidth—that is, its ability to transmit data—frequently reaches saturation during business and non-business hours due to unintended or unauthorized Internet activity - for example, peer-to-peer music and video sharing, streaming audio, and streaming video. As a result, Internet download rates in City offices often slow significantly and interfere with City business that relies on the high-speed connection. Furthermore, recent situations in which employees have (either knowingly or inadvertently) downloaded material that presented network security risks and/or placed the City in a position of potential legal liability demonstrate the need for a security tool to protect the City's Internet connection from inappropriate use.

BACKGROUND

City employees use the Internet to send and receive emails, conduct web research, and access online resources for uploading, downloading, and sharing data. Increased Internet use brings a

concomitant exposure to network security, work productivity, and legal liability risks. For example:

- Malicious software such as computer viruses and spyware. In FY06, the Department of Information Technology responded to over 200 service requests regarding malicious software on City computers and related technical problems on the City network.
- Websites that pose a legal risk by offering copyrighted music or access to online gambling.
- In FY06, over 20 instances were reported when City business could not proceed because the City's Internet connection's bandwidth was saturated with unauthorized streaming radio broadcasts. In many other cases, the City's Internet connectivity speed has sunk to an unacceptably slow rate.

In response to these concerns, the Department of Information Technology issued a Request for Proposals (RFP) in August 2006 for Internet Bandwidth Security Management software and associated services. The selection committee evaluated the six qualifying proposals using predetermined selection criteria. Extra Team Inc.'s proposal best met the City's criteria for technical architecture, pricing, and references.

RATIONALE FOR RECOMMENDATION

Inappropriate use of Internet bandwidth exposes the City to serious network security, work productivity, and legal liability risks. Internet Bandwidth Security Management software protects the City from such risks. Without this software, staff cannot safeguard the City's network bandwidth, improve security, support staff productivity, and minimize potential legal liability regarding inappropriate use of the City's Internet bandwidth.

ALTERNATIVE ACTIONS CONSIDERED

Staff has attempted to use existing network tools to address Internet connection security. However, the technologies currently in place are not designed for this purpose, and—as a result—are unable to protect the City's Internet access in a comprehensive, reliable, and efficient manner.

CONTACT PERSON

Chris Mead, Director, Information Technology, 981-6510.

RESOLUTION NO. ##,###-N.S.

AUTHORIZING THE CITY MANAGER TO EXECUTE A CONTRACT FOR INTERNET AND NETWORK BANDWIDTH SECURITY SOFTWARE AND ASSOCIATED SERVICES

WHEREAS, Internet access is a critical component of network security; and

WHEREAS, safeguarding the City's Internet and network bandwidth is fundamental to providing effective and efficient City services; and

WHEREAS, the City's Internet connection is sometimes greatly slowed by inappropriate use; and

WHEREAS, malicious software downloaded from the Internet presents an unacceptable risk to the City's network; and

WHEREAS, Extra Team I.T. Consulting Inc., was chosen by competitive Request for Proposals as providing the best solution for Internet bandwidth security, and the funding is available from Budget Codes 010-2701-410-3047 and 010-2701-410-3038, and the contract has been entered into the contract database.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with Extra Team IT Consulting Group, Inc. for a total contract amount not to exceed \$125,000, for the term December 4, 2006 to December 31, 2009. A record signature copy of said contract to be on file in the Office of the City Clerk.

