



CITY OF GLENDALE, CALIFORNIA REPORT TO THE CITY COUNCIL

AGENDA ITEM

Report: Standardization of Information Technology Infrastructure.

1. Resolution dispensing with competitive bidding establishing Cisco Systems, Microsoft, and Palo Alto Networks as the City's standard Information Technology infrastructure manufacturers and authorizing the Deputy Director of Finance/Purchasing to procure related software, hardware, parts, maintenance, and services

COUNCIL ACTION

Item Type: Action Item

Approved for June 11, 2024 **calendar**

EXECUTIVE SUMMARY

The City of Glendale currently employs a diverse range of technologies and solutions from various manufacturers to provide essential municipal services. While this approach has effectively met operational needs, an opportunity exists for further optimization and efficiency gains through strategic standardization. By adopting a unified infrastructure based on offerings from Cisco Systems, Microsoft, and Palo Alto Networks, the city can address the inherent complexities of managing a multi-vendor environment.

Standardizing the IT ecosystem will enable the consolidation of disparate components, including operating systems, virtualization platforms, and storage solutions, making it easier to oversee and manage the entire infrastructure. This consolidation will lead to streamlined procurement processes, simplified licensing agreements, and reduced maintenance costs. Preliminary estimates suggest that these efficiencies could result in annual IT operating cost savings of up to 15%. Additionally, integrated systems and standardized processes will accelerate service delivery, minimize downtime, and enhance staff productivity, potentially boosting IT staff efficiency by 10%, consistent with industry benchmarks demonstrating the positive impact of standardization on productivity.

A unified infrastructure will also foster improved compatibility across systems, reduce service interruptions, and simplify troubleshooting, ultimately creating a more reliable and resilient IT environment. Furthermore, by adopting the full suite of Palo Alto Networks solutions, the city can implement consistent security policies, centralized patch

management, and a reduced attack surface, thereby bolstering its cybersecurity posture and mitigating the risk of breaches and data loss.

RECOMMENDATION

That the City Council approve Resolution dispensing with competitive bidding establishing Cisco Systems, Microsoft, and Palo Alto Networks as the City's standard Information Technology infrastructure manufacturers and authorizing the Deputy Director of Finance /Purchasing to procure related software, hardware, parts, maintenance, and services.

ANALYSIS

The IT department relies on several key vendors for its technology infrastructure.

For networking needs, Cisco Systems provides essential equipment like switches, routers, and wireless access points. The department also uses Cisco for virtual servers, optical multiplexing, and important security features like network access control.

For advanced security solutions, the city relies on Palo Alto Networks. Their products include next-generation firewalls, secure access services, and AI-driven security operations platforms that help protect the city's systems from cyber threats.

The City also relies heavily on Microsoft products and services for various productivity and collaboration needs, including personal computers, operating systems, cloud-based services, server applications, and software development tools. The City currently has several existing agreements with Microsoft vendors for software licensing, including for Microsoft Academic licensing, and Microsoft Enterprise software licensing. In particular, the agreement with California Department of Technology has resulted in significant cost savings for the city, reducing annual expenses by 68% over three years. Azure cloud services and support will be purchased directly from Microsoft.

Over the past five years (2019-2024), the city has conducted numerous competitive bids for Cisco, Palo Alto Networks and Microsoft products and services. In these cases, a few vendors have consistently won most of these contracts demonstrating a strong understanding of the city's specific needs and have provided reliable service and support. This approach will streamline the procurement process, ensure consistent quality and service, leverage established relationships with proven vendors, and maintain the significant cost savings achieved through the current Microsoft Enterprise licensing agreement.

STAKEHOLDERS/OUTREACH

N/A.

FISCAL IMPACT

Funding has already been appropriated during FY 2024/2025 therefore no additional appropriation is needed at this time. Funding for the remaining years will be addressed during the annual budget process.

ENVIRONMENTAL REVIEW (CEQA/NEPA)

This project is Categorically Exempt under the provisions of the California Environmental Quality Act (CEQA) as a Class 1 Exemption pursuant to the California Code of Regulations, Title 14, Section 15301.

CAMPAIGN DISCLOSURE

This item is exempt from campaign disclosure requirements.

ALTERNATIVES TO STAFF RECOMMENDATION

Alternative 1: Do not authorize standardization as recommended by staff. Doing so would limit the Information Technology department's ability to streamline the acquisition of critical infrastructure and cybersecurity products and services.

Alternative 2: The City Council may consider any other alternative not proposed by staff.

ADMINISTRATIVE ACTION

Submitted by:

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Approved by:

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EXHIBITS/ATTACHMENTS

N/A.