



**EAST BAY REGIONAL PARK DISTRICT
BOARD OF DIRECTORS MEETING
AGENDA STAFF REPORT**

DATE	April 16, 2024
TITLE	Authorization to Amend Contract with Helient, Inc. to Provide Network and Server Monitoring in the Amount of \$175,000
DIVISION	Finance and Management Services
FROM	David Rusting, Chief Information Services Deborah Spaulding, Assistant General Manager Finance & Mgmt Services/CFO
APPROVED	Sabrina Landreth, General Manager 

RECOMMENDATION

The General Manager recommends that the Board of Directors authorizes the amendment of a contract with Helient, Inc. for the purchase of network monitoring and server monitoring services in the amount of \$175,000 for a total contract amount of \$194,950.

BACKGROUND

The East Bay Regional Park District (Park District) has approximately 250 network infrastructure devices, including routers, switch and wireless access points, and approximately 90 servers, including application and file server, both on-premises and off-premise data centers. This communication and data infrastructure supports the entire Park District, and requires monitoring, patching, and issue remediation to function properly.

While the network equipment and data servers in operation at the Park District have a warranty that will repair or replace devices if they fail, the ongoing monitoring, configuration and maintenance of these systems is the Park District's responsibility. This requires specialized technology and expertise to operate efficiently and effectively. In these situations, the Park District partners with external providers to supply that expertise in order to protect and maintain infrastructure services.

Key benefits of this service include 24/7 monitoring of Park District network infrastructure and servers, enhancing reliability and security with consistent configuration and ongoing patching, and proactive alerting and remediation to reduce downtime and interruption of services.

ANALYSIS

Familiarity with the Park District technology is an important aspect of selecting a partner to provide these services. Information services received proposals from existing partners familiar with our infrastructure and received quotes for monitoring services. These ranged from \$175,000 to \$285,000. Another key consideration was time-to-deploy, as a more rapid implementation is desired.

Based on review of these proposal and discussions with the providers, the Helient, Inc. proposal provided a solution that met the Park District needs in this area, could be deployed relatively quickly, and was within budget. The Park District currently uses Helient, Inc. for specialized support of its Microsoft Azure (“cloud”) environment, and they can also provide network infrastructure and servers monitoring for the District.

The Board could choose not to proceed with the purchase, but this is not recommended due to the significant impact to the ongoing operations and maintenance at the Park District as part of daily business operations.

FISCAL IMPACT

The purchase cost is estimated at \$175,000 for network monitoring and server monitoring services for 12 months. Budgeted funds are available in General Fund Account # 101-4150-000-6921 in the amount of \$175,000.

ATTACHMENTS

None



**EAST BAY REGIONAL PARK DISTRICT
RESOLUTION NO. 2024 – 04 -
APRIL 16, 2024**

**AUTHORIZATION TO AMEND CONTRACT WITH HELIENT, INC. TO PROVIDE
NETWORK AND SERVER MONITORING IN THE AMOUNT OF \$175,000**

WHEREAS, the East Bay Regional Park District (Park District) requires monitoring of its network and server infrastructure to support Park District business and activities; and

WHEREAS, the 24/7 monitoring and maintenance is most efficiently and effectively provided by specialized service providers; and

WHEREAS, Helient, Inc. can provide these services cost effectively and within budget, and has familiarity with Park District infrastructure; and

WHEREAS, all purchases in excess of \$50,000 require approval by the Board of Directors;

NOW, THEREFORE BE IT RESOLVED, that the Board of Directors of the East Bay Regional Park District hereby authorizes an amendment to the contract with Helient, Inc. to add network and server infrastructure monitoring for a 1-year time period, for an additional cost of \$175,000 and a total contract amount of \$194,950 as presented to the Board on April 16, 2024; and

BE IT FURTHER RESOLVED, that the General Manager is hereby authorized and directed, on behalf of the Park District and in its name, to execute and deliver such documents and to do such acts as may be deemed necessary or appropriate to accomplish the intentions of this resolution.

Moved by Director _____, and seconded by Director _____, and adopted April 16, 2024, by the following vote:

FOR:

AGAINST:

ABSTAIN:

ABSENT: