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**CITY OF TEMPE**  
**REQUEST FOR COUNCIL ACTION**

**Council Meeting Date: 05/26/2016**  
**Agenda Item: 5B6**

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**ACTION:** Approve a one-year sole source contract renewal with PhoenixNAP for computer infrastructure and disaster recovery hosting services for the Internal Services Department.

**FISCAL IMPACT:** Total cost of this one-year contract renewal will not exceed \$80,000. Sufficient funds have been appropriated in General Fund cost center - 1991 (IT Administration) for the anticipated expenditures.

**RECOMMENDATION:** Approve the contract renewal.

**BACKGROUND INFORMATION:** (IT13-151-01) City Council originally approved a sole source contract to PhoenixNAP that will expire on May 30, 2016. This renewal request is the third of five available renewal options.

This contract provides the City with unlimited bandwidth and allows the IT Division to expand its use of the systems located at the PhoenixNAP facility for uses other than recovering from a disaster. These other uses will include reducing the City's reliance on tape backups and the manual handling of tapes for offsite storage.

Late in 2012 the City settled with XO Communications on fees owed for empty conduit in the right-of-way. As part of the settlement, Tempe was granted use of dark fiber for 20 years between its data center on 5th Street and the PhoenixNAP colocation center in southeast Phoenix. As a result the City does not pay for any use of the dark fiber that connects the two data centers. The City is only responsible for costs of the services provided by PhoenixNAP.

The dark fiber received in the XO Communications settlement only runs between Tempe's data center and the Phoenix NAP colocation facility on University, thus the source for this service is limited to PhoenixNAP.

Contractor Performance

The performance of PhoenixNAP was rated by City staff on the following criteria:

Criteria	PhoenixNAP
Personnel are responsive, cooperative, and available	A
Overall quality of products or services delivered	A
Timeliness of performance	A
Quality of follow-up in resolving complaints or problems	A
Firm's promptness in submitting accurate invoices	A

(A = Exceeds Standards; B = Meets Standards; C = Below Standards)

Renewal Cost

PhoenixNAP has agreed to renew the contract with no increase in price.

**ATTACHMENTS:** N/A

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Department Director: Renie Broderick, Internal Services Director  
Legal review by: David Park, Assistant City Attorney  
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