

## COMMISSION AGENDA ITEM

### Item 9(c) – Juniper Network Switch Support Renewal



**Date:** March 26, 2026

**To:** California State Lottery Commission

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Information Technology Services Division

**Subject:** Item 9(c) – Juniper Network Switch Support  
Renewal

### **ISSUE**

The California State Lottery (Lottery) seeks Commission approval to renew the Juniper Network Switch Support agreement for a three-year term. The total agreement amount is \$517,876.25 with a term date of May 10, 2026, through May 31, 2029.

### **BACKGROUND**

The Lottery's Juniper network switches are a critical component of the Lottery's Information Technology (IT) infrastructure. These network switches are responsible for connecting all devices within a Lottery-owned location as well as supporting connectivity between locations. This includes workstations, printers, video conferencing equipment, Wi-Fi access points, Internet-of-Things (IoT) devices, IT infrastructure systems, and other network devices such as Palo Alto firewalls. All nine Lottery district offices, both distribution centers, Lottery headquarters, and the Brightstar Rhode Island data center use Juniper network switches.

Juniper Network Switch Support provides the Lottery with access to mission-critical technical support and expedited hardware replacement for its Juniper network switches. It includes Juniper Premium Care, which provides 24/7 access to senior support engineers and access to critical security updates and patches. Lastly, it includes network monitoring and troubleshooting software services.

### **DISCUSSION**

The Lottery relies on Juniper network switches for network communications within and between Lottery-owned buildings. All Lottery devices and systems housed within a Lottery-owned building are connected via a Juniper network switch. To ensure the Lottery's network communications infrastructure can meet the network connectivity needs of the Lottery, Juniper Network Switch Support services are required.

The Juniper Network Switch Support renewal will ensure the Lottery continues to have access to mission-critical technical support and expedited hardware replacement for the Lottery's Juniper network switches. It includes proactive monitoring, software updates, and 24/7 remote

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technical assistance. It includes direct access to the Juniper Technical Assistance Center, expedited shipment of replacement parts for any failed units covered under the contract, and ongoing access to Junos Operating System updates, including bug fixes and security enhancements. For complex issues, the Lottery will have access to Tier 3 experts. The agreement also includes Mist AI and Marvis Virtual Network Assistant, which provide a “single pane of glass” view of network switch health and performance, which enables proactive network monitoring and rapid troubleshooting of network issues.

The Lottery currently has several Juniper Network Switch Support agreements purchased at different times. This renewal seeks to co-term the support for all network switches (except the recently procured network core switches) through the end of their respective vendor support dates, with most switches reaching end-of-life in May of 2029.

If Juniper Network Switch Support is not renewed, the Lottery would lack a guaranteed replacement window, potentially leaving segments of the network offline for several days or weeks. Without active support, access to critical security updates and patches for the switches and access points may be lost, increasing the risk of a network breach. Lastly, without Mist AI and its “single pane of glass” dashboard capabilities, preventing or troubleshooting network issues would be hampered, or worse, impossible given the large volumes of network traffic that pass through each network switch.

The Lottery’s formal competitive procedures do not apply to this procurement, pursuant to the exception set forth in Lottery Regulations Section 8.1.2.C as follows:

“The goods or services will be acquired using a standard United States General Services Administration Agreement or a State of California, Department of General Services Master Services Agreement, Multiple Award Schedule, Master Rental Agreement, or other such agreement which establishes a list of pre-qualified bidders who have agreed to contract terms and prices.”

The Lottery utilized a leveraged procurement agreement, requesting offers from multiple resellers that participate in the Enterprise Technology Statewide Contract administered by the State of California, Department of General Services (1-24-70-19-01). The lowest offer was submitted by Allied Networking Solutions.

### **RECOMMENDATION**

The Lottery recommends the Commission approve renewing the Juniper Network Switch Support agreement for a three-year term. The total agreement amount is \$517,876.25 with a term date of May 10, 2026, through May 31, 2029.