



## Legislation Text

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**File #:** 19-984, **Version:** 1

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### **CITY COUNCIL AGENDA ITEM**

#### **ACTION REQUESTED:**

Approve the award of Cooperative Procurement 19-294, SmartNet Maintenance Renewal, to CDW-G for an amount not to exceed \$223,382.81 and for a one-year term

**DEPARTMENT:** Information Technology

**SUBMITTED BY:** Jackie Nguyen, Director

#### **BOARD/COMMISSION REVIEW:**

N/A

#### **BACKGROUND:**

The Information Technology (IT) Department is responsible for maintaining the City's network communications system. Cisco communications equipment is installed at every City facility and provides connectivity to the City's voice and data network. SmartNet is the maintenance contract which covers Cisco equipment and applications which allows the City to quickly facilitate repair and/or replacement of failed equipment.

SmartNet delivers software updates and software feature enhancements for covered hardware. The agreement provides replacement services on the majority of covered items which are beyond the normal warranty period. The City has direct access, 24 hours a day, 365 days a year to specialized experts in the Cisco Technical Assistance Center (TAC) to receive support, ask questions and can assist with urgent requests.

#### **DISCUSSION:**

The SmartNet maintenance coverage will apply to all Cisco devices used for the City's voice and data network systems which include:

- 18 Cisco Adaptive Security Appliances (ASA);
- Wireless network for Municipal use, Police in-car video system, and Jaycee's Park 2 controllers with 185 access points;
- Network and switching devices used for both voice and data applications, 95 LAN switches;
- 6 Voice Over IP (VOIP) phone system servers, which includes:
  - Cisco Call Manager
  - Cisco Unity Voicemail

- Cisco Unified Contact Center
- Cisco Emergency Responder
- Devices which support internet connectivity and private network connectivity such as the virtual private network (VPN) to Tyler Technologies.

Staff has identified an approved cooperative contract, State of Illinois Cooperative Contract CMS7891190 through CDW-G, for the procurement of the SmartNet maintenance renewal. For this renewal, staff has worked with CDW-G to ensure accuracy of support by removing items that should no longer be covered. Additionally, staff has adjusted the service level coverages to be more in line with actual usage, such as lowering coverage on some devices to 8 hours a day, 5 days a week, next business day response instead of 24x7, 4-hour response. By doing this, staff has reduced this renewal by \$ 44,973.86.

The term of this contract is one year from September 20, 2019 to September 19, 2020.

**FISCAL IMPACT:**

CIP#: N/A

The cost of SmartNet Maintenance is budgeted in the Equipment Parts account listed below. The requested award of \$223,382.81 is within budget.

Account Number	Fund Description	Total Budget Amount
16101100-541402	General Fund	\$295,000