



Legislation Text

File #: ID 18-0515, **Version:** 1

Resolution Authorizing a Software and Hardware Maintenance Contract in the Amount of \$349,448.11 with Cisco Capital to Provide Annual SmartNet Support for Greensboro's Unified Communications (VOIP phone system) Platform for a Period of Five (5) Years

Department: Information Technology

Council District:

Public Hearing:

Advertising Date/By:

Contact 1 and Phone: Jane Nickles 336-373-2314

Contact 2 and Phone: Gerrad Biffle 336-373-2333

PURPOSE:

The Information Technology Department will contract with Cisco Capital to procure SmartNet support services for the City's Unified Communications platform for a period of five (5) years.

BACKGROUND:

Smartnet Coverage Gives Access to 24-Hour Technical Assistance, Hardware Replacement as well as Software Updates so that the Unified Communications Products Remain Up-To-Date with Current Software and Support. By entering into an Enterprise License Agreement (ELA) we have the ability to procure SmartNet coverage for a five (5) year period at a savings compared to the cost of annual renewals. Moving forward with a five year ELA will save the City more than \$25,000 per year over what we are currently paying on annual SmartNet contract renewals.

BUDGET IMPACT:

The IT Department requests \$349,448.11 to be encumbered over five (5) years for SmartNet maintenance and support from Cisco Capital. The amount to be encumbered in each fiscal year is as follows:

IT Telecomm Division

Account: 682-0726-01.5621

FY18-19: \$69,889.63

FY19-20: \$69,889.62

FY20-21: \$69,889.62

FY21-22: \$69,889.62

FY22-23: \$69,889.62

RECOMMENDATION / ACTION REQUESTED:

IT Department recommends entering into a five (5) year ELA with Cisco Capital for SmartNet support on our Unified Communications Systems.