

January 29, 2008

To: C. Ray Wierson, County Administrator  
From: Matt Hirst, Information Technology Director  
Subject: Approval of Purchase of Cisco SMARTnet Maintenance

Bids have been received for the purchase of Cisco SMARTnet hardware and software maintenance.

The bid summary is as follows:

Vendor	Amount
Burwood Group	\$19,031.40
Insight	\$16,327.78
MCPc Computer Products	\$21,648.00
Softchoice	\$21,648.00
Vital Support Systems	\$18,857.20

It is recommended that the Board approve the bid from Insight in the amount of \$16,327.78.

Cisco SMARTnet support provides Scott County Information Technology with access to information and assistance for Cisco Wide Area Network and Local Area Network (WAN/LAN) network equipment, including:

- Registered access to Cisco.com for online tools and technical assistance
- Access to the Cisco Technical Assistance Center (TAC)
- Cisco IOS Software updates
- Advance Replacement of failed hardware

Cisco SMARTnet provides 24 x 7 coverage with a four hour (4) response time for business critical hardware and Next Business Day (NBD) coverage for non-critical hardware.

Budget dollars are available in the Information Technology Departmental budget for equipment maintenance to fund the cost of this contract.