

**INFORMATION TECHNOLOGY**

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August 13, 2019

To: Mahesh Sharma, County Administrator  
From: Matt Hirst, Information Technology Director  
Subject: Phone Maintenance and Support

Bids have been received for the purchase of Cisco phone hardware and software maintenance and support for three (3) years.

The bid summary is as follows:

<u>Vendor</u>	<u>Total</u>
OneNeck	<b>\$154,718.76</b>
ConvergeOne	<b>\$153,223.88</b>
Burwood Group	<b>\$161,848.09</b>
RK Dixon	<b>\$167,011.92</b>
ACP CreativIT	<b>Incorrect Bid</b>
Smart IT Pros	<b>Incorrect Bid</b>
Nuzira	<b>Incorrect Bid</b>
Malor & Co	<b>Incorrect Bid</b>

It is recommended that the Board approve the bid from ConvergeOne in the amount of \$153,223.88 for three (3) years.

Cisco SMARTnet support provides Scott County Information Technology with access to information and assistance for Cisco telephone (VoIP) including:

- Registered access to Cisco.com for online tools and technical assistance
- Access to the Cisco Technical Assistance Center (TAC)
- Cisco Software updates
- 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 operational budget to fund the cost of this contract.

Notes:

- Cisco phone maintenance and support costs were \$150,302.23 for the previous three (3) years.

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES  
THAT THIS RESOLUTION HAS BEEN FORMALLY  
APPROVED BY THE BOARD OF SUPERVISORS ON  
\_\_\_\_\_  
DATE  
\_\_\_\_\_  
SCOTT COUNTY AUDITOR

R E S O L U T I O N

SCOTT COUNTY BOARD OF SUPERVISORS

August 22, 2019

APPROVING PURCHASE OF PHONE MAINTENANCE AND SUPPORT

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. The purchase of Cisco SMARTnet phone hardware and software maintenance and support in the amount of \$153,223.88 from ConvergeOne is hereby approved.

Section 2. This resolution shall take effect immediately.