



## Agenda Item Summary

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**File #: 23-00771**

**Agenda Date: 12/12/2023**

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**Agenda Item Name:**

**Purchase Order to Netsync Network Solutions, in the amount of \$73,313.68 for Information & Telecomm Services.**

**Presenter:**

Kevin Smith, Information & Telcom Director, 352.374.5242  
Theodore White, Procurement Manager, 352.374.5202

**Description:**

Purchase Order to Netsync Network Solutions, in the amount of \$73,313.68, for the purchase of software maintenance, updates, upgrades, 24-hour technical support, and access to Cisco online troubleshooting tools, for Information & Telecomm Services. Prices, terms, and conditions are per NASPO (National Association of State Procurement Officials) Value Point Master Agreement number AR3227 and Participating Addendum/ACS (Alternate Contract Source) 43220000-NASPO -19-ACS.

**Recommended Action:**

Approve the issuance of the purchase order to Netsync Network Solutions, in the amount of \$73,313.68.

**Prior Board Motions:**

N/A

**Fiscal Note:**

There are funds in the FY24 Information and Telecomm Services operating budget for the Netsync Smartnet maintenance, in account 001.16.1601.519.46.00

**Strategic Guide:**

All Other Mandatory and Discretionary Services

**Background:**

ITS data network is comprised of approximately 164 – Cisco devices including: switches, routers, firewalls, wireless controllers and access points. These devices provide the transport for all data communication to the internet, constitutional offices, County servers and computers, as well as in and between the County offices. Cisco SMARTnet is technical support service that gives IT staff direct, anytime access to Cisco experts and online self-help resources required to resolve issues with most Cisco products. SmartNet also provides Cisco advanced hardware replacement options including 2-hour, 4-hour and next-business-day (NBD). SmartNet maintenance provides break/fix insurance, support for advanced software configuration and interoperability/upgrade questions.

Without SmartNet, replacing failed or faulty equipment may take an extended amount of time. The County would also lose access to Cisco experts that provide 24/7 advanced configuration and troubleshooting assistance that in the event of an outage may greatly decrease the time it takes to identify and mitigate an issue. Depending which piece of equipment fails, it could be a loss of service for a single building or for the entire County. It is cost prohibitive to purchase spare devices to keep on-site as an emergency replacement for all the different components that make up the network.

Netsync is an established fulfillment partner for Cisco Systems, under the Cisco Prime Contract and are authorized by the State to participate as a Cisco subcontractor under that Agreement.

This purchase is exempt from the County's competitive bidding requirements pursuant to Section 22.3-302 (13) of the Alachua County Procurement Code, Procurement of Supplies or Services under Contract with cooperatives, including cooperatives that the County participates in accordance with Article 10, Section 22.10-201 (Cooperative Purchasing Authorized), providing the vendor extends the same terms and conditions of the Contract to the County; however, since the dollar amount of the purchase exceeds the purchasing authority of the Procurement Manager, this is being submitted for Board consideration and approval.