



## Agenda Item Summary

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**File #: 25-00080**

**Agenda Date: 1/28/2025**

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**Agenda Item Name:**

**Purchase Order to United Data Technologies, in the amount of \$115,075.75 for Information & Telecom Services.**

**Presenter:**

Kevin Smith, Information Services Director, 352.338.7300  
Theodore White, Procurement Manager, 352.374.5202

**Description:**

Purchase Order to United Data Technologies, in the amount of \$115,075.75, for the purchase of SMARTnet Maintenance and Support for Information & Telecomm Services. Prices, terms and conditions are per NASPO Cooperative Purchasing Master Agreement AR3227, 43220000-NASPO-19-ACS.

**Recommended Action:**

Approve the issuance of a Purchase Order to United Data Technologies, in the amount of \$115,075.75.

**Prior Board Motions:**

N/A

**Fiscal Note:**

IT budgeted \$115,075.75 in account 001.16.1601.519.46.00 (Repairs & Maintenance).

**Strategic Guide:**

All Other Mandatory and Discretionary Services

**Background:**

Information and Telecommunication Services (ITS) voice network is comprised of approximately 2500 – Cisco devices including: servers, routers, voice gateways and phones. These devices provide telephone service for more than 2,250 county and constitutional staff.

Cisco SMARTnet is technical support service that gives Information Technology (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 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.

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.