SUMMARY STATEMENT

ITEM NO.: DRPA-12-049                      SUBJECT: Cisco SMARTnet Maintenance Agreement

COMMITTEE:     Finance

COMMITTEE MEETING DATE:   April 18, 2012

BOARD ACTION DATE:    May 16, 2012

PROPOSAL:  That the Board authorizes staff to negotiate a 3 year contract with ePlus Technology, Inc. for an amount not to exceed $171,007.98 for the renewal of our Cisco SMARTnet maintenance agreement. This purchase is provided with pricing under the State of New Jersey WSCA Contract #73979.

PURPOSE:  To provide the Delaware River Port Authority with hardware and software maintenance for all of our network devices.

BACKGROUND:  In order to increase performance and availability of our critical network devices it is necessary to enter into an agreement with ePlus Technology for Cisco SMARTnet services. This agreement provides the DRPA with comprehensive, consistent hardware and software services. It allows us to work with Cisco services engineers to deliver onsite hardware support and over-the-phone software support around the clock 365 days per year. With these services we improve our network uptime with responsive hardware and software services with a 24x7 availability. Other services include the following:

- Rapid problem resolution
- 24-hour business continuity
- Improved operational efficiency through a combination of expert technical assistance, online tools, and device coverage
- Hardware replacement services
- Software update services
- Incident and problem management
Staff therefore recommends negotiating a contract with ePlus Technology, Inc. for an amount not to exceed $171,007.98 for the renewal of our Cisco SMARTnet maintenance agreement.

SUMMARY:
- **Amount:** $171,007.98
- **Source of Funds:** Revenue Fund
- **Capital Project #:** N/A
- **Operating Budget:** 2012 CE6 – Repairs and Maintenance
- **Master Plan Status:** N/A
- **Other Fund Sources:** N/A
- **Duration of Contract:** June 1, 2012 through May 31, 2015
- **Other Parties Involved:** N/A
RESOLUTION

RESOLVED: That the Board authorizes staff to negotiate a 3 year contract with ePlus Technology, Inc. for an amount not to exceed $171,007.98 for the renewal of our Cisco SMARTnet maintenance agreement. This purchase is provided with pricing under the State of New Jersey WSCA Contract #73979.

RESOLVED: The Chair, Vice Chair and the Chief Executive Officer must approve and are hereby authorized to approve and execute all necessary agreements, contracts, or other documents on behalf of the DRPA. If such agreements, contracts, or other documents have been approved by the Chair, Vice Chair and Chief Executive Officer and if thereafter either the Chair or Vice Chair is absent or unavailable, the remaining Officer may execute the said document(s) on behalf of DRPA along with the Chief Executive Officer. If both the Chair and Vice Chair are absent or unavailable, and if it is necessary to execute the said document(s) while they are absent or unavailable, then the Chief Executive Officer shall execute such documents on behalf of DRPA.

SUMMARY: Amount:   $171,007.98
Source of Funds:   Revenue Fund
Capital Project #:   N/A
Operating Budget:   2012 CE6 – Repairs and Maintenance
Master Plan Status:   N/A
Other Fund Sources:   N/A
Duration of Contract:   June 1, 2012 through May 31, 2015
Other Parties Involved:   N/A

KL
Information Services