



SMARTNET

RS-17-081

August 15, 2017

Background

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- ❑ SmartNet provides post warranty support
- ❑ Hardware support and replacement
- ❑ Tiered support from Cisco Engineers
- ❑ Software upgrades and tools
- ❑ Security alerts and patch management

Alternatives

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- Allow SmartNet initial warranty to lapse
 - ▣ Replace individually as equipment fails
 - ▣ No security updates or software tools
- Contract with Technology for Education (TFE)
 - ▣ Annual cost (included in FY18 budget)
 - ▣ Extends lifecycle
 - ▣ Up to date security

Recommendation

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- Staff recommends authorizing the City Manager to execute the SmartNet contract with TFE for \$61,805.13.