



*Internal Memorandum*

Date: 02/28/2022 – updated 04/08/2022

To: Lonnie Robbins, Chief Administrative Officer  
Department of County Administration

From: Brandee Ganz, Director *RG*  
Department of Technology and Communication Services

Subject: Written Testimony for Legislation  
New Multi-Year Agreement with ePlus Technology, Inc.  
For Flex Enterprise Agreement (VOIP & Webex)

The County's existing VOIP and Webex agreements expire in June 2022. To provide cost savings to the County, it is advantageous that we enter into a multi-year agreement with ePlus Technology, Inc. The agreement term will be for 3 years (annual costs detailed below). We have an existing Cooperative Purchase with ePlus: Howard County Agreement PA-003-2022.

The use of Cisco WebEx has increased exponentially due to the need for a virtual option in order to conduct County business during the pandemic. Cisco WebEx has also been vital to County employees for remote work and collaboration. Cisco implementation of Voice Over IP (VoIP) is currently in production as County's phone system. Cisco phones are deployed County wide along with the Cisco softphone solution, Jabber.

Virtual meetings and events have become a normal means of conducting business. The County is now relying heavily on WebEx for continued operations. The phone system is critical for day to day County operations. The Cisco VOIP ELA (also call Cisco Flex) will need to be renewed for support and licensing to prevent interruption in services.

The below table shows the estimated cost savings. Annual payments on the proposed three-year agreement are \$426,596.00. Historically, annual payments with no agreement in place have increased substantially each year. By entering into a multi-year agreement, we project that the County will save \$464,406.00 in support costs.

Project	Fiscal Year	Cost w/ multi-yr agmt.	Cost w/out multi-yr agmt.	Savings
1 – Year 1	2023	\$426,596.00	\$581,398.00	\$154,802.00
2 – Year 2	2024	\$426,596.00	\$581,398.00	\$154,802.00
3 – Year 3	2025	\$426,596.00	\$581,398.00	\$154,802.00
<b>Totals:</b>		<b>\$1,279,788.00</b>	<b>\$1,744,194.00</b>	<b>\$464,406.00</b>

\*PLEASE NOTE THAT THE COST W/OUT MULTI-YR AGMT. AMOUNTS DO NOT TAKE INTO ACCOUNT ROUTINE ANNUAL PRICE INCREASES, WHICH ARE VERY SIGNIFICANT AND COULD BE UPWARDS OF 20% + EACH YEAR ON TOP OF WHAT IS LISTED ABOVE.