



Internal Memorandum

Date: 06/17/24

To: Brandee Ganz, Chief Administrative Officer
Department of County Administration

From: Timothy Mayotte
Chief Information Officer

Subject: Written Testimony for Legislation
New Multi-Year Agreement with ePlus Technology, Inc.
for Cisco and NetApp Enhanced Maintenance Support
(EMS)

The County's existing Cisco and NetApp EMS agreements expire in October 31, 2024. 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.

This agreement is for hardware and software support offered by Cisco and NetApp and needed to support county technology operations. The support services are required for networking devices in production (firewalls, routers, switches, phones, servers, storage, and telephones). Hardware support is necessary for the timely replacement of failed hardware. Software support is required for the necessary software updates and security patches released by the manufacturer.

Cisco and NetApp hardware and software are critical to County operations. The County network operates almost exclusively on over 500 Cisco networking devices. NetApp storage arrays of hard drives store county data. Should a networking device or storage device fail, Cisco and NetApp support enables DTCS to open a support incident with ePlus EMS. The manufacturer will send a replacement device to replace failed hardware that is covered by ePlus EMS support. Software support allows the firmware for the networking and storage devices to be upgraded as security vulnerabilities are frequently addressed in updated firmware releases.

The attached spreadsheet shows the estimated cost savings. Annual payments on the proposed three-year agreement are \$1,629,782.92. Historically, annual payments with no agreement in place have increased each year. By entering into a multi-year agreement, we project that the County will save \$1,991,532.30 in support costs.

Project	Fiscal Year	Cost w/ multi-yr agmt.	Cost w/out multi-yr agmt.	Savings
1-Year 1	2025	1,629,782.92	2,293,627.02	663,844.10
2-Year 2	2026	1,629,782.92	2,293,627.02	663,844.10
3-Year 3	2027	1,629,782.92	2,293,627.02	663,844.10
Totals:		4,889,348.76	6,880,881.06	1,991,532.30

FISCAL IMPACT

Howard County Annual Cisco EMS/NetApp Estimated Pricing

ePlus Cisco EMS Annual Renewal	Start Date	End Date	Price
ePlus Cisco EMS/NetApp Renewal - Year 1	1-Nov-2024	31-Oct-2025	2,293,627.02
ePlus Cisco EMS Renewal - Year 2	1-Nov-2025	31-Oct-2026	2,293,627.02
ePlus Cisco EMS Renewal - Year 3	1-Nov-2026	31-Oct-2027	2,293,627.02
Total			\$6,880,881.06

ePlus Cisco EMS/NetApp 3 YR Renewal Paid Annually	Start Date	End Date	Price
ePlus Cisco EMS 3 YR Renewal - 1st payment	1-Nov-2024	31-Oct-2025	1,629,782.92
ePlus Cisco EMS 3 YR Renewal - 2nd payment	1-Nov-2025	31-Oct-2026	1,629,782.92
ePlus Cisco EMS 3 YR Renewal - 3rd payment	1-Nov-2026	31-Oct-2027	1,629,782.92
Total			4,889,348.76

Total savings over 3 years \$1,991,532.30