



**Contract and Award Letter
Purchase Resolution – Exhibit “A”**

TO: Board of Contracts and Awards
FROM: Daniel Key, Information Technology Department
Jenni Morgan, Technology Manager, Information Technology Department
COPY: City Council, City Manager, City Clerk, EIC Coordinator, LEAP Coordinator, and
Brittany Riolo, Sr. Buyer, Finance/Procurement
SUBJECT: Cisco Smartnet Maintenance Renewal Purchase Order
Cooperative Agreement Specification No. National Association of State
Procurement Officials (NASPO) AR3224, Contract No. CW2276137 –July 21,
2026 City Council
DATE: June 26, 2026

RECOMMENDATION SUMMARY:

Information Technology (IT) Department requests approval to make a purchase off of contract CW2276137 via Purchase Order to CompuNet Inc (CompuNet), Meridian, Idaho, in the amount of \$592,045.38, plus applicable taxes, budgeted from the Information Systems Fund 5800 for the Cisco Smartnet Maintenance renewal. Contract CW2276137 is contract that was a piggybacked cooperative agreement NASPO AR3224. It is an open contract, which requires purchases over \$500,000 to obtain City Council approval.

STRATEGIC POLICY PRIORITY:

- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

BACKGROUND: The City of Tacoma’s Information Technology Department has been maintaining Cisco Smartnet Maintenance on its network infrastructure with Cerium Networks Inc (Cerium) since 2013. The IT Department received approval from City Council on June 18, 2013 for the initial contract with Cerium. The Information Technology Department has decided to renew the 2026 maintenance agreement with CompuNet. CompuNet has proven to be a reliable partner and is offering a lower renewal rate off the NASPO AR3227 contract than Cerium was able to offer. It is standard practice to purchase Cisco Smartnet Maintenance from resellers because they can bundle discounts and provide addition service support not offered directly through Cisco. CompuNet Inc is offering a thirty-four percent discount from the Cisco list price for this maintenance agreement.

While the vendor’s headquarters are in Meridian, ID, CompuNet maintains sales offices in Seattle, Tri-Cities, and Spokane, WA.

ISSUE: The IT Department has over 1500 network devices on the City’s network. These devices provide secure network and internet access to most City buildings and staff. The Cisco Smartnet Maintenance agreement ensures these devices are eligible for the latest security patches, replaces defective devices, and provides 24/7 customer support on all devices covered under the agreement. These services help limit network downtime, which could be very expensive for the City. With a Smartnet agreement in place, the Mean Time to Resolution (MTTR) to a moderate network outage is about four hours. Without a Smartnet agreement it could be two or more days. Using National Impact Outage Ratios, a City like Tacoma could



expect to lose about \$100,000.00 per hour in lost productivity and service disruptions from a moderate network outage.

ALTERNATIVES: While alternatives exist, like running unsupported or using Third-Party Maintenance vendors, neither are recommended. Both of those options means increasing risk. Neither of those options provide security updates to our network infrastructure, which would make them vulnerable to attacks.

COMPETITIVE SOLICITATION:

Request for Proposal Specification No. SK18001 was opened July 13, 2018. The number of companies invited to bid in addition to normal advertising of the project are unknown. Twenty-eight (28) submittals were received. Nine (9) vendors were awarded contracts. Purchasing from this cooperative leverages collective buying power to streamline purchasing and reduce costs.

CONTRACT HISTORY: Cisco was awarded Contract No. AR3227 on September 4, 2019 and CompuNet was named an authorized reseller. The Washington State Participating Addendum, 05819, was signed on April 1, 2021. The City of Tacoma executed Contract No. CW2276137 on August 4, 2025 with CompuNet.

SUSTAINABILITY: CompuNet’s sustainability commitments are documented in its Environmental Sustainability Goal Reporting and Sustainable Business Practices publications. These documents state that CompuNet is committed to: reducing carbon footprint and energy consumption, minimizing waste and promoting recycling, respecting human rights and ensuring safety, conducting business with integrity and transparency, and continuously measuring and improving sustainability performance.

EQUITY IN CONTRACTING (EIC) COMPLIANCE: Not applicable - EIC Exception: Interlocal/Cooperative Purchasing

LOCAL EMPLOYMENT AND APPRENTICESHIP TRAINING PROGRAM (LEAP) COMPLIANCE: Not applicable

FISCAL IMPACT:



EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5800 Information Systems	595630	5412190	\$592,045.38
TOTAL			Up to \$592,045.38

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5800 Information Systems	595630	5950289, 5950463, 5950472	(\$592,045.38)
TOTAL			Up to (\$592,045.38)

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$ 592,045.38

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED. N/A