



**Agenda Action Form Overview**

The Board is requested to authorize the County Manager to enter into a contract with NWN in the amount of \$313,288.87 utilizing FY 2024-2025 operations dollars.

**Background/Justification**

The Board is requested to authorize the County Manager to enter into a contract with NWN in the amount of \$313,288.87 utilizing FY 2024-2025 operations dollars. The contract will allow Durham County to renew hardware coverage, technical support service and enterprise wireless environment support. NWN provides device support and replacement as well as critical firmware updates. The technical support provides 24/7 resources while maintaining high service levels for network equipment operations, streamlines incident management processes, reduces and minimizes risks to business continuity and increases operational efficiency. NWN is an integrated full service managed IT services provider.

This service provides a proactive tool to address potential risk and ensures proactive measures in securing Durham County data and equipment.

**Policy Impact**

This contract will not have an impact on policy but will promote best practice technology utilization and innovation.

**Procurement Background**

The hardware coverage and technical support are purchased in accordance with County purchasing polices.

**Type of purchase**

- Goods
- Services
- Construction Work

**Did this request for purchase go through a bid process? Yes  No**

*Goods: Bids required if  $\geq$  \$30,000, BOCC approval if  $\geq$  \$90,000*

*Services: Bids required if  $\geq$  \$30,000, BOCC approval if  $>$  \$40,000*

*Construction/Repair work: Bids required if  $\geq$  \$30,000, BOCC approval if  $\geq$  \$500,000*

If yes, attach a copy of bid tab and the minority and women business enterprise (MWBE) compliance review form provided by the Purchasing Division.

If no, why?

- Sole source exemption
- Cooperative purchasing program exemption
- State and federal contract exemption



- Contract is an amendment to an existing contract
- Other (please explain)

**If exempted from bidding, has this request been reviewed and approved by the Purchasing Division in the agenda Legistar system? Yes  No**

If no, why?

---

---

---

**Fiscal Impact**

The contract will be funded out of IS&T’s existing IS&T FY2024-2025 operational budget.

**Recommendation**

The County Manager recommends that the Board authorize the County Manager to enter into a contract with NWN in the amount of \$313,288.87 to renew hardware coverage and technical support services using IS&T fiscal year 2024-2025 operations budget. The County Manager also recommends the Board allow the County Manager to sign off on subsequent renewals, extensions, or amendments associated with this contract as necessary to continue services as required.