Manufacturer	Description	Purpose	Not to Exceed Amount	Start Date	End Date
Adobe (Revised)	Adobe Enterprise software maintenance renewal	Adobe Enterprise software is a set of productivity tools from Adobe that gives users access to various software to support departmental business needs. Tools include Adobe Pro used for editing/creating pdf documents, Adobe Sign used for digital signatures, and Adobe Creative Cloud used for graphic design, video editing, web development, and photography.	$ 600,000.00	6/25/2024	6/24/2026
Amazon (Revised)	Amazon Web Services subscription	Amazon Web Services (AWS) is a computing hosted environment. AWS provides the County with several services for various computing needs, ability to run applications, store data, and perform various tasks in the cloud. Data backups, sFTP DNS, website access, and networking use the AWS services used by the County: EC2 (Elastic Compute Cloud): Virtual servers in the cloud that can be configured as per the user's requirements; S3 (Simple Storage Service): Object storage service for storing and retrieving any amount of data. EBS (Elastic Block Store): Block-level storage volumes for use with EC2 instances; VPC (Virtual Private Cloud): Isolated section of the AWS Cloud where users can launch resources; Amazon Route 53: Scalable and highly available domain name system (DNS) web service. Many County websites use this service.	$ 650,000.00	7/1/2024	6/30/2026
Aruba	Aruba software and hardware maintenance renewal	The Aruba maintenance agreement covers all critical County wireless network connectivity. This includes supporting wireless connections within Health and safety facilities such as the San Mateo County Hospital where dozens of medical devices rely on this technology to provide patient care data in a timely manner, and the Sheriff detention facilities. The agreements cover all devices and appliances and includes an associated operating system on the wireless controller, which is also covered under the annual support agreement. The agreement covers all Aruba equipment in the event of simple equipment failure, or catastrophic system breakdown and allows us to contact Aruba technical support as well as provides for advance replacement services of the hardware in addition to critical platform patches required to keep the environment operational.	$ 500,000.00	11/15/2024	11/14/2026
Avaya (Revised)	Avaya PASS software maintenance renewal	Avaya PASS provides County the ability to engage Avaya through our designated vendor, providing crucial assistance for the County's old phone system. There are often challenges that surpass the expertise of the County's Telecomm team or the vendor, necessitating getting support from Avaya if necessary. In the absence of PASS, Avaya will not extend equipment support to the County through the vendor.	$ 500,000.00	7/8/2024	7/7/2026
Box	Box enterprise software maintenance renewal	Box is a cloud based solution for managing, sharing and collaborating with content and files.	$ 450,000.00	10/11/2024	10/10/2026
Microsoft Corporation (Revised)	Microsoft Enterprise software maintenance renewal	The County's Microsoft Enterprise platform (Platform) is used as the primary platform for all County employees playing a role in our day-to-day operations, innovation initiatives, and growth strategies. Microsoft's software solutions are integral to our business processes, ranging from communication, collaboration, automation, and computing devices. Productivity tools included in the platform are Outlook, Teams, Sharepoint, Word, Excel, and PowerPoint. Azure is our cloud computing service used for application management, data storage, and virtual machines used by our County Health.	$ 8,000,000.00	7/1/2024	6/30/2026
Nutanix (Revised)	Nutanix Acropolis Ultimate software maintenance renewal	Nutanix Acropolis is a converged infrastructure solution that combines computing, storage, and networking resources into a single software-defined platform. Acropolis is designed to simplify data center operations by integrating various components and managing them through a centralized software interface.	$ 1,800,000.00	8/1/2023	7/31/2026
Nutanix (Revised)	Nutanix software and hardware maintenance renewal	The maintenance for the County's Nutanix software includes a hypervisor, storage services, and a management layer. This allows organizations to build and manage their data centers more efficiently, with the flexibility to run applications on-premises or in a hybrid cloud environment. Nutanix software simplifies IT infrastructure and reduce complexity, making it easier for County departments to deploy and manage their applications and workloads.	$ 1,700,000.00	8/1/2024	7/31/2027
OKTA (Revised)	OKTA software maintenance renewal	The Okta service provides single sign on for all systems within the County enterprise. This platform facilitates all users and their access to critical software applications countywide. This platform vastly reduces the time it takes for County workforce members to log into operationally critical services. In addition, this platform hosts all multi-factor authentication (MFA) services which is critical for all remote access to the County network and required by County policy. The Okta maintenance agreement covers all critical and non-critical platform updates, allows technical engineers to access Okta technical support and provides for critical platform patches required to maintain the service and general viability of the platform.	$ 932,000.00	7/21/2024	7/20/2026
Oracle Corporation (Revised)	Oracle software maintenance renewal	Oracle software maintenance is necessary to ensure security, reliability, performance, and compatibility are up to date. The platforms that use this software are the County's ATKS (Automated Time Keeping System), and HSA's state CalSAWS system.	$ 570,000.00	1/1/2024	12/31/2026
Palo Alto Networks (Revised)	Palo Alto Networks Premium software and hardware maintenance renewal	The Palo Alto Networks maintenance agreement covers critical firewall appliances and includes an associated operating system on the device themselves which is also covered under the annual support agreement. The agreement covers all Palo Alto equipment in the County network in the event of simple equipment failure, or catastrophic system breakdown and allows us to contact Palo Alto technical support as well as provides for advance replacement services of the hardware in addition to critical platform patches required to keep the environment operational.	$ 1,281,000.00	2/1/2024	1/31/2026
Palo Alto Networks (Revised)	Palo Alto Networks Premium software and hardware maintenance renewal	The Palo Alto Networks maintenance agreement covers critical firewall appliances and includes an associated operating system on the device themselves which is also covered under the annual support agreement. The agreement covers all Palo Alto equipment in the County network in the event of simple equipment failure, or catastrophic system breakdown and allows us to contact Palo Alto technical support as well as provides for advance replacement services of the hardware in addition to critical platform patches required to keep the environment operational.	$ 514,000.00	10/26/2023	10/25/2026
Rubrik (Revised)	Rubrik software and hardware maintenance	Rubrik is a data management and backup software designed to simplify and automate data protection for the County. Rubrik provides a platform for managing and securing data in various environments, including on-premises data centers, cloud setups, and edge locations. Rubrik provides as solution for backup, recovery, replication, and data archival, integrates with the County's AWS cloud environments such, enabling ISD to extend data protection to the cloud, and incorporates security measures to protect sensitive county data during backup and recovery.	$ 1,000,000.00	7/1/2024	6/30/2026
ServiceNow (Revised)	ServiceNow software maintenance renewal	The County's IT service management platform is used by the Information Services Department (ISD) as the primary platform for all IT requests, incidents, asset management, cost management, and IT procurement. Health, Probation, Sheriff's Office, Office of Sustainability, Human Services Agency, Controller's, Human Resources, Assessor-County Clerk-Recorder, Department of Public Works, and Planning and Building also use this Platform for managing internal services.	$ 1,290,000.00	8/18/2024	8/17/2026
Silver Peak (Revised)	Silver Peak support software and hardware maintenance renewal	The Silver Peak software defined network (SD-WAN) maintenance covers all critical network appliances and includes an associated operating system on the device themselves which is also covered under the annual support agreement. The agreement covers all HPE/Silver Peak SD-WAN platforms deployed throughout the County network. This agreement covers the County equipment in the event of simple equipment failure, or catastrophic system breakdown and allows us to contact HPE/Silver Peak technical support as well as provides for advance replacement services of the SD-WAN hardware in addition to critical platform patches required to keep the environment operational.	$ 735,000.00	12/22/2023	12/21/2026
Software AG (Revised)	webMethods software maintenance renewal	webMethods is an integration tool used to facilitate the collaboration among the Criminal Justice Partners. The primary function for the tool is to create a consolidated view of an inmate's record providing a unified perspective on an individual's information within the criminal justice system.	$ 772,000.00	10/1/2024	9/30/2027
VMWare/ Broadcom (Revised)	VMWare software maintenance renewal	VMware is a virtualization software that establishes an abstraction layer over a computer, enabling the partitioning of its hardware components such as processors, memory, and storage into multiple virtual machines (VMs). In essence, a computer or a cluster of computers equipped with VMware can function as multiple physical servers. This approach not only facilitates the efficient sharing of computing resources but also allows the creation of diverse environments, leading to significant cost savings. VMware virtualization provides an economical way of computing.	$ 990,000.00	2/3/2024	2/2/2027
Zscaler (Revised)	Zscaler Private Access-ZPA and Business Bundle- ZIA software maintenance renewal	Zscaler Private Access is a software product that the County uses to provide County employees remote access to the County system to support and facilitate teleworking. The Business Bundle/ZIA is a cloud based malware and reputation based series specifically designed to examine all County user's internet connections and block those connections which are known to be malicious.	$ 1,131,000.00	11/30/2023	11/29/2026
		Total Not to Exceed	$ 23,415,000.00		
		Procurements may be awarded on an annual basis. Awarded vendors may vary from year to year			