

MEMORANDUM

TO: Governing Board Members
FROM: Sandra Close Turnquest, Deputy Executive Director, Corporate Resources
DATE: May 8, 2006
SUBJECT: Dell Hardware Maintenance

Background

In June 2001 the District entered into a five year contract with Akibia, Inc. for Hardware Maintenance. On June 19, 2006, the five year contract will end. Upon expiration of the Akibia contract, the hardware maintenance will be split into several components (Dell, Sun, Printers/Peripherals and IT Asset Distribution) with multiple vendors. The vast majority of the hardware is manufactured by Dell and Sun Microsystems. To eliminate third party support for the Dell and Sun Microsystems hardware; maintenance will be purchased directly from the manufacturers.

This request is to procure hardware maintenance for the Dell servers and peripherals directly from the manufacturer, Dell Marketing LP, for the time period June 12, 2006 through September 30, 2007. The maintenance includes next day, silver, gold, and platinum levels of support. The platinum level support is only available directly from the manufacturer. Platinum level hardware maintenance will provide the enterprise support needed for timely resolution of issues and direct contact with Dell's most senior level engineers who troubleshoot and repair the operating system, hardware, servers, storage, and back office application incidents. Purchasing support directly from Dell will ensure that all issues are addressed with the highest criticality and escalated by a Dell designated technical account manager. Mission critical applications such as Exchange (email) and E-Permitting reside on the Dell hardware.

How this helps meet the District's 10-year Strategic Plan:

The Dell server/storage hardware houses critical data supporting the initiatives in the District's 10-year Strategic Plan.

Funding Source: Ad Valorem funds in the amount of \$300,000 are budgeted in FY06.

This Board item impacts what areas of the District, both resource areas and geography:

This item impacts the entire District's computing infrastructure.

What concerns could this Board item raise?

This request is to procure next day, silver, and gold maintenance via the GSA contract #GS-35F-4076D price schedule and was not competed through a formal solicitation. Dell extended the District a 10% discount on standard levels of support and 6.5% discount on platinum support. The platinum support is only available from the manufacturer; therefore, is a Special Procurement and is in compliance with the District Procurement and Contracting Policy.

Why should the Governing Board approve this item?

Approval of this item will allow the District to receive fast resolution to critical infrastructure issues and reliable day-to-day support for core infrastructure requirements.

If you have any questions, please do not hesitate to call me at ext. 6351.

ST/sb