

MEMORANDUM

TO: Governing Board Members

FROM: Sandra Close Turnquest, Deputy Executive Director, Corporate Resources

DATE: September 10, 2009

SUBJECT: Annual Renewal of Dell Hardware Maintenance (PR #10091097)

Background

This annual renewal will allow for the continuation of hardware maintenance for the Dell servers and peripherals currently in use at the District and any additional Dell hardware purchased in FY10. The time period for support is November 1, 2009 through October 31, 2010. This renewal is for the Dell servers and peripherals owned by the District and does not include any desktop equipment under the Personal Computer Lease Agreement.

The hardware maintenance includes next day, silver, gold, and platinum levels of support. 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 Marketing LP 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 ePermitting 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: The total amount for the annual renewal is \$150,000, for which ad valorem (\$134,550) and dedicated (CERP - \$15,450) funds are subject to Governing Board approval of the FY10 budget.

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 directly from the manufacturer and was not competed through a formal solicitation. 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.

SCT/sb