

CITY OF EL PASO, TEXAS
AGENDA ITEM DEPARTMENT HEAD'S SUMMARY FORM

DEPARTMENT: Information Technology

AGENDA DATE: May 12, 2009

CONTACT PERSON/PHONE: Gerald Gordier (541-4288); Terrence Freiburg, Purchasing Manager
541-4313

DISTRICT(S) AFFECTED: Citywide

SUBJECT:

Request that the Purchasing Manager, Financial Services, Purchasing Division be authorized to issue a Purchase Order to Hewlett-Packard Company, under the State of Texas Go Direct Program for the HP Hardware Maintenance On-site Support for the Fire Department and the Police Department.

BACKGROUND / DISCUSSION:

This maintenance contract is for the support of the legacy hardware and software systems still in use by Police and Fire Departments. These are critical systems necessary for Police and Fire Department operations. Without this maintenance contract, support for these critical systems is severely impacted. Both Departments are working on upgrades that will replace these legacy systems, however, due to the critical nature of these systems, maintenance is still required.

PRIOR COUNCIL ACTION:

Has the Council previously considered this item or a closely related one?

Yes

AMOUNT AND SOURCE OF FUNDING:

How will this item be funded? Has the item been budgeted? If so, identify funding source by account numbers and description of account. Does it require a budget transfer?

Amount: \$77,964.52 Funds are available in FY09 General Fund - Information Services Account: 39010351-01101-502202 (Data Processing Services Contracts).

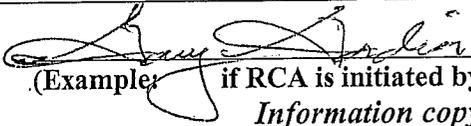
BOARD / COMMISSION ACTION:

Enter appropriate comments or N/A

N/A

*****REQUIRED AUTHORIZATION*****

LEGAL: (if required) _____ **FINANCE:** (if required) _____

DEPARTMENT HEAD:  _____
(Example: if RCA is initiated by Purchasing, client department should sign also)
Information copy to appropriate Deputy City Manager

APPROVED FOR AGENDA: _____

CITY MANAGER: _____

DATE: _____

PURCHASING DEPARTMENT

DATE: April 30, 2009

TO: Municipal Clerk

FROM: Terrence Freiburg
Purchasing Manager

Ray Heredia

Procurement Analyst

[Handwritten initials]
[Handwritten initials]

Please place the following item on the Consent Agenda for the Council Meeting of May 12, 2009.

Item should read as follows: Request that the Purchasing Manager, Financial Services, Purchasing Division be authorized to issue a Purchase Order to Hewlett-Packard Company, a Department of Information Resources (DIR) contractor under DIR State Contract DIRBUSOP-178 for hardware maintenance support of Fire and Police Departments Legacy Systems. Participation by the City of El Paso in the DIR Program was approved by Mayor and Council on March 6, 2007.

Award amount is \$77,964.52

Department: Information Services

Funds: 39010351-502202-01101

Funds Available: Information Services, Data Processing Service Contracts, Operating Account.

SPECIAL INSTRUCTIONS: _____

Municipal Clerk's Use

ITEM NO. _____

Dedicated to Outstanding Customer Service for a Better Community

SERVICE SOLUTIONS SUCCESS



To: Terrence Freiburg, Purchasing Manager
Ed Hyatt, Administrative Analyst

From: Gary Gordier, CIO & Director of I.T.


Authorized Signature

Date: April 23, 2009

Re: HP Maintenance Contract

The Information Technology Department recommends purchasing this HP Maintenance contract. The purpose of this maintenance contract is for the support of Police and Fire Department legacy systems. This will allow the IT Department to properly support critical systems still in use at both Police and Fire Departments.

1. *Is there an urgent need for the product/service? In other words, is time of the essence?*
Yes, support of the HP hardware is critical to both Police and Fire Departments.
2. *Does the purchase through the Program promote the standardization of equipment?*
Yes, HP has been the standard hardware platform for years.
3. *Does the purchase through the Program support local business? If not, is there a comparable product/service available locally?*
No, this service is not available locally. However, HP will have local representation in order to meet contracted service levels. This local representation will be local technicians.
4. *Do the available vendors have prior work experience and/or familiarity with the City?*
Yes, we have had this same maintenance contract for several years.
5. *Is the pricing reasonable as compared to other similar products/work performed for the City of El Paso in the past or as quoted from other companies?*
Yes, the pricing is consistent with previous years.

Mayor
John F. Cook

City Council

District 1
Ann Morgan Lilly

District 2
Susannah M. Byrd

District 3
Emma Acosta

District 4
Melina Castro

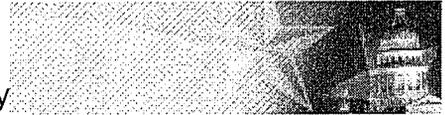
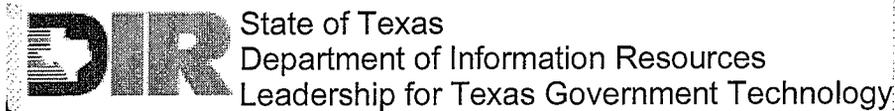
District 5
Rachel Quintana

District 6
Eddie Holguin Jr.

District 7
Steve Ortega

District 8
Beto O'Rourke

City Manager
Joyce A. Wilson



[DIR Home](#) | [Store](#) | [Document Library](#) | [Education & Training](#) | [DIR Overview](#) | [Site Ma](#)

DIR Store - Products and Services

- [Buyer Alerts](#)
- [Overview](#)
- [Go DIRect Program](#)
- [Customer Eligibility](#)
- [Customer FAQs](#)
- [Vendor FAQs](#)

Related Information

- [Contracting and Procurement Services Division](#)
- [Current Contracting Initiatives](#)

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Enter text here

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Go Direct

for HP Maintenance Services

Hewlett-Packard Company (HP), Vendor ID 194-108-1436-211, offers hardware and software maintenance services to Texas government entities at discounted rates through DIR's Go DIRect Program.

- [How to Order](#)
- [Contract Information](#)
- [Contacts](#)

How to Order

- For services and pricing information and to determine the services you need contact an HP representative listed below or visit the HP website.
- Generate a purchase order, payable to **Hewlett-Packard Company**.
Note: You must reference the Contract Number **DIR-BUSOP-178** and the HP **AMP ID#** on your purchase order. The HP AMP ID# is on the Support Account Overview Page, in the top left corner of the quotation.
- Fax or e-mail the purchase order to [Tristan Crowder](#), HP, 800 307-0361.

Contract Information

To access PDF files, use the free [Adobe Acrobat Reader](#).

[Contract DIR-BUSOP-178 expires 08/26/2009 \(20 KB\)](#)

[Appendix A, TX DIR Standard Clauses \(59 KB\)](#)

[Appendix B, Subcontracting Plan \(78 KB\)](#)

[Appendix C, HP Terms & Conditions of Sale, Service, and Support \(840 KB\)](#)

[Appendix D, HP Technical Data Sheets \(468 KB\)](#)

[Amendment 1 \(10 KB\)](#)

[Amendment 2 \(56 KB\)](#)

[Amendment 3 \(17 KB\)](#)

[Amendment 4 \(43 KB\)](#)

Contacts

HP Maintenance Contact

Nikki Brozek

Phone: 512-918-2531

Ms. Hank Nations

Phone: 512-321-4419

Fax: 281-926-1205

Support Phone: 800-633-3600

DIR Contract Contact

Brian Bell

Phone: 512-475-4903



Department of Information Resources

300 West 15th St., Suite 1300

Austin, TX 78701 ([Map & Directions](#))

1-512-475-4700

[Privacy & Security Pc](#)
[Accessibility](#) | [Open Records Pc](#)
[Link Policy](#) | [Compact with Tex](#)
[DIR Contacts](#) | dirinfo@dir.state.t

Last updated October 7, 2008

STATE OF TEXAS
DEPARTMENT OF INFORMATION RESOURCES

CONTRACT FOR SERVICES

Hewlett-Packard Company

1. Introduction

A. Parties

This Contract for services is entered into between the State of Texas, acting by and through the Department of Information Resources (hereinafter "DIR") with its principal place of business at 300 West 15th Street, Suite 1300, Austin, Texas 78701, and Hewlett-Packard Company (hereinafter "Vendor" or "HP"), with its principal place of business at 3000 Hanover Street, Palo Alto, California 94304-1185.

B. Compliance with Procurement Laws

This Contract is the result of compliance with applicable procurement laws of the State of Texas. DIR issued a posting on the Texas Building and Procurement Commission's Electronic State Business Daily, posting number DIR-BUSOP-TMP-044, on June 29, 2004, for Hardware and Software Maintenance.

C. Order of Precedence

This Contract; Appendix A, Standard Terms and Conditions For Services Contracts; Appendix B, Vendor's Historically Underutilized Businesses Subcontracting Plan; Appendix C, the HP Terms and Conditions of Sale and Service and the HP Support Services; and Appendix D, HP Technical Data Sheets are incorporated by reference and constitute the entire agreement between DIR and Vendor. In the event of a conflict between the documents listed in this paragraph, the controlling document shall be this Contract, then Appendix A, then Appendix B, then Appendix C, and finally Appendix D.

2. Service Offerings

Services available under this Contract are limited to:

- a) maintenance for Digital Equipment Corporation (DEC), Compaq Computer Corporation (COMPAQ), and Hewlett-Packard Company (HP) hardware and software products;
- b) support for third party, layered software products installed on hardware covered under a maintenance agreement pursuant to this Contract;
- c) support for third party hardware products that are part of a System Configuration covered under a maintenance agreement pursuant to this Contract;
- d) professional and technical services related to hardware and software products that are part of a System Configuration covered under a maintenance agreement pursuant to this Contract;
- e) education services related to hardware and software products that are part of a System Configuration covered under a maintenance agreement pursuant to this Contract.

Vendor may incorporate changes to their service offering; however, any changes must be within the scope of information technology services awarded based on the posting described in Section 1.B above.

3. Customer Discount

The applicable discounts listed below comprise the Customer Discount to be used in the calculation of the Customer Price as specified in Section 6 of Appendix A.

A. Hardware and Software Maintenance Discounts

1) <u>Service Family</u>	<u>Discount</u>
Intel-based (or equivalent) hardware	56%
VAX, related storage hardware	56%
Printers, external peripherals	56%
Alpha/HPUX, related storage hardware	26%
Other storage	26%
Multivendor/3 rd party hardware	13%
Superdome hardware	13%
Software	13%
2) <u>Pre-Pay Period</u>	<u>Discount</u>
1 Year	4%
2 Year	6%
3 Year	9%

The Pre-Pay Period Discount will be pro-rated for hardware or software added during an existing Service Agreement term.

- 3) The Customer Discount for hardware and software maintenance shall be calculated as follows:

$$\text{Customer Discount} = \text{Service Family Discount} + \text{Pre-Pay Period Discount.}$$

For example, a Customer purchasing maintenance services for a VAX system configuration and prepaying for a 1-year period will receive a 60% discount.

B. Other Service Discounts

Discounts available for services related to hardware and software products that are part of a System Configuration covered under a maintenance agreement pursuant to this Contract are as follows:

<u>Other Service Category</u>	<u>Discount</u>
Education services	17%
Technical per-event services	17%
Professional and integration services	10%.

4. DIR Administrative Fee

The administrative fee to be paid by the Vendor to DIR based on the dollar value of all sales to Customers pursuant to this Contract is two percent (2 %). Payment will be calculated for all sales, net of returns and credits. For example, the administrative fee for sales totaling \$100,000 shall be \$2000.

5. Notification

All notices under this Contract shall be sent to a party at the respective address indicated below.

If sent to the State:

Edward Serna
Department of Information Resources
300 W. 15th St., Suite 1300
Austin, Texas 78701
Phone: (512) 475-4700
Facsimile: (512) 475-4759
Email: ed.serna@dir.state.tx.us

If sent to the Vendor:

Todd Reed
Hewlett-Packard Company
20555 Tomball Parkway
Houston, Texas 77070
Phone: (281) 927-3808
Facsimile: (281) 927-8883
Email: todd.reed@hp.com

6. Authorized Exceptions to Appendix A, Standard Terms and Conditions for Services Contracts.

A. Section 2, Term, is hereby restated as follows:

The term of the Contract shall be three (3) years commencing on the last date of approval by DIR and Vendor. Prior to expiration of the original term, DIR and Vendor may extend the Contract, upon mutual agreement, for up to two (2) optional one-year terms.

B. Section 4, Definitions, is hereby amended to add the following definition:

I. System Configuration – a collection of hardware and software that is designated to operate as a functional unit.

C. Section 9, Service Agreement, is hereby restated as follows:

1) Services provided under the Contract shall be in accordance with Appendix C, the HP Terms and Conditions of Sale and Service and the HP Support Services as set forth in Appendix C of the Contract. No changes to the terms and conditions in Appendix C may be made unless previously agreed to by Vendor and DIR. Customer's purchase or license of Products and Support will constitute Customer's acceptance of the HP Terms and Conditions of Sale and Service.

2) Customer and Vendor shall execute a Service Agreement describing the hardware and software products covered under maintenance, service levels, term of service, and pricing.

This Contract is executed to be effective as of the date of last signature.

Hewlett-Packard Company

**The State of Texas, acting by and through the
Department of Information Resources**

Authorized By: signature on file

Authorized By: signature on file

Name: P. Todd Reed

Name: Edward Serna

Title: Contracts Manager

Title: Director of Service Delivery

Date: 8/26/04

Date: 8/20/04

Legal: CH, 8/20/04