City of Ann Arbor

Legislation Details (With Text)

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Title:	Resolution to Approve a Purchase Order to Service Express for Server and Storage Support Services ($28,200.00)			
Sponsors:				
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Date	Ver.	Action By	Action	Result
9/8/2008	1	City Council	Approved	Pass

Resolution to Approve a Purchase Order to Service Express for Server and Storage Support Services ($28,200.00)

Attached for your review and approval is a resolution to approve a purchase order for the third year of a three-year service agreement with Service Express for maintenance and support of the City servers and storage systems that are still in service but off of the manufacturer's warranty.

At times, the City's Information Technology Service Unit chooses to operate equipment for a period of time that is still within the operational effectiveness of the equipment but beyond the standard manufacture warranty period. By utilizing a third party maintenance provider for this equipment, the City is able to reduce its support costs and still provide required services.

The City's server and storage systems are an intricate part of the City's technology infrastructure. Business critical systems supported by these services include the City's internet and intranet, databases and web servers, user e-mailboxes, financial and legal information, security badges, video surveillance, network printing, water utility billing, and geographical data.

Service Express was awarded this business in FY2007 as the lowest bidder and has provided exceptional service during their tenure. With responses to service requests ranging from next-day Monday thru Friday to four-hour onsite service with parts seven days-a-week twenty-four hours a day, Service Express delivers support and maintenance services to the City using a variety of schedules, depending on the criticality of the infrastructure supported.

The accompanying resolution authorizes a purchase order to Service Express in the amount of $28,200.00 for support and maintenance of the City of Ann Arbor's server and storage infrastructure for FY2009.

This expense was budgeted and planned for in the FY2009 Information Technology Service Unit's

Budget.

Service Express received Human Rights and Living Wage compliance approval on August 19, 2008.
Prepared by: Kathleen McMahon, Information Technology Services Unit
Reviewed by: Dan Rainey, Director, Information Technology Services Unit
                    Tom Crawford, CFO and Finance and Administrative Services Administrator
Whereas, At times, the City's IT Service Unit chooses to operate equipment for a period of time that is still within the operational effectiveness of the equipment but beyond the standard manufacture warranty period;

Whereas, It is in the City's best interest to continue to provide maintenance and support for equipment off of manufacturer's warranty but still used in critical operations;

Whereas, In FY2007, the City entered into a three-year service agreement with Service Express for maintenance and support of City servers and storage systems that are still in service but off of manufacturer's warranty;

Whereas, Service Express was awarded this service agreement as the lowest bidder and has provided exceptional service during their tenure;

Whereas, Service Express received Human Rights and Living Wage compliance approval on August 19, 2008; and

Whereas, This funding for this expense was budgeted and planned for in the FY2009 Information Technology Service Unit budget;

RESOLVED, That City Council approve a purchase order in the amount of $28,200.00 to Service Express for the third year of a three year service agreement supporting the City of Ann Arbor's servers and storage systems for FY2009; and

RESOLVED, That the City Administrator be authorized to take all necessary administrative actions to implement this Resolution.