SUMMARY STATEMENT

ITEM NO.: DRPA-13-049                      SUBJECT: Hewlett-Packard Maintenance Agreement

COMMITTEE:                                               Finance

COMMITTEE MEETING DATE:             April 3, 2013

BOARD ACTION DATE:                            April 17, 2013

PROPOSAL:    That the Board authorizes staff to negotiate a 1 year contract with Hewlett-Packard (HP) Company for an amount not to exceed $134,005.86 for the procurement of a hardware and software maintenance agreement. This purchase is provided with pricing under the New Jersey State Contract WSCA #70262.

PURPOSE:     To provide the Delaware River Port Authority with hardware and software maintenance in support of our critical systems such as Banner, Computer Aided Dispatch, Fleet, Toll and data security.

BACKGROUND: In order to increase performance and availability of our critical applications and servers it is necessary to enter into an agreement with HP. This agreement provides the DRPA with comprehensive, consistent hardware and software services. It allows us to work with HP services engineers to deliver onsite hardware support and over-the-phone software support around the clock 365 days per year. With these services we improve our systems uptime with responsive hardware and software services with a 24x7 availability. Other services include the following:

  ▪ Service-level management – includes assigned account manager with planning meetings, quarterly reviews and technical service engagements
  ▪ Availability management – system health check assessments
  ▪ Configuration, change and release management – semi-annual patch analysis and management and firmware update recommendations
  ▪ Incident and problem management
Staff therefore recommends negotiating a contract with Hewlett-Packard Company for an amount not to exceed $134,005.86 for the procurement of a hardware and software maintenance agreement.

**SUMMARY:**
- **Amount:** $134,005.86
- **Source of Funds:** Revenue Fund
- **Capital Project #:** N/A
- **Operating Budget:** 2013 CE6 – Repairs and Maintenance
- **Master Plan Status:** N/A
- **Other Fund Sources:** N/A
- **Duration of Contract:** June 1, 2013 through May 31, 2014
- **Other Parties Involved:** N/A
RESOLUTION

RESOLVED: That the Board authorizes staff to negotiate a 1 year contract with Hewlett-Packard (HP) Company for an amount not to exceed $134,005.86 for the procurement of hardware and software maintenance agreement. This purchase is provided with pricing under the New Jersey State Contract WSCA #70262.

RESOLVED: The Chair, Vice Chair and the Chief Executive Officer must approve and are hereby authorized to approve and execute all necessary agreements, contracts, or other documents on behalf of the DRPA. If such agreements, contracts, or other documents have been approved by the Chair, Vice Chair and Chief Executive Officer and if thereafter either the Chair or Vice Chair is absent or unavailable, the remaining Officer may execute the said document(s) on behalf of DRPA along with the Chief Executive Officer. If both the Chair and Vice Chair are absent or unavailable, and if it is necessary to execute the said document(s) while they are absent or unavailable, then the Chief Executive Officer shall execute such documents on behalf of DRPA.

SUMMARY:  
Amount: $134,005.86  
Source of Funds: Revenue Fund  
Capital Project #: N/A  
Operating Budget: 2013 CE6 – Repairs and Maintenance  
Master Plan Status: N/A  
Other Fund Sources: N/A  
Duration of Contract: June 1, 2013 through May 31, 2014  
Other Parties Involved: N/A

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Information Services