

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM
3.34
(ID # 10533)

MEETING DATE:

Tuesday, August 6, 2019

FROM : SHERIFF-CORONER-PA:

SUBJECT: SHERIFF-CORONER-PA: Ratify and Approve the NonStop Obsolete Hardware Support Extension Terms Agreement with Hewlett-Packard Enterprise for Hardware and Software Maintenance Renewal Service Without Seeking Competitive Bids for FY19/20 and Authorize the Chairman of the Board to Sign the Agreement on Behalf of the County. [All Districts]; [Total Cost - \$95,000]; 100% General Fund

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve the NonStop Obsolete Hardware Support Extension Terms Agreement with Hewlett-Packard Enterprise for hardware and software maintenance renewal service without seeking competitive bids for an annual amount of \$95,000 for FY 19/20 and authorize the Chairman of the Board of Supervisor to sign the Agreement on behalf of the County.

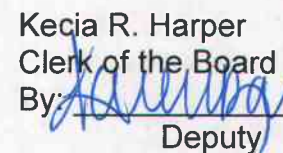
ACTION:Policy


Will Taylor, Director of Administration 8/30/2019

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Spiegel and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington and Perez
Nays: None
Absent: Hewitt
Date: August 6, 2019
xc: Sheriff

Kecia R. Harper
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 95,000	\$ 0	\$ 95,000	\$ 0
NET COUNTY COST	\$ 95,000	\$ 0	\$ 95,000	\$ 0
SOURCE OF FUNDS: 100% General Fund			Budget Adjustment: No	
			For Fiscal Year: 19/20	

C.E.O. RECOMMENDATION: Approve

(BR# 20-012)

BACKGROUND:

Summary

The Riverside County Sheriff's Department uses the Hewlett-Packard (HP) Nonstop computer system to support the Computer Aided Dispatch (CAD) application for the processing of 9-1-1 emergency and non-emergency phone calls, for call for services, and dispatching deputies. The Department has been using the HP Nonstop computer systems since 1984 when the County purchased the CAD application. The CAD application code was written to take advantage of the HP Nonstop Platform's Fault-Tolerant Architecture at the time, which provided the maximum computer system uptime. The application has been continuously upgraded to meet dispatchers' call taker and the deputies' needs and requirements.

The Department's CAD application supports 9-1-1 calls, and the mission critical nature of the CAD application is crucial for public and officer safety. This responsibility demands the maximum amount of computer system up-time, which the HP Nonstop environment/system is designed to provide. The loss of the CAD computer system would result in a direct delay in the response to 9-1-1 calls being answered, locating addresses for citizens calling for service and deputies being dispatched to calls. The sheer volume of calls being answered, and the numbers of deputies being dispatched daily could not be handled without a computer system with CAD application.

While the Department continues working on the Request for Proposal (RFP# SHARC-311) for a new CAD system, we will need to renew the maintenance service with Hewlett-Packard Enterprise (HPE) for HP Nonstop. Furthermore, since the CAD application is written specifically to run on the HP Nonstop platform, this is the only available option until the new system goes live. Switching to any other computer system would not be an option as this require lengthy research, code development and testing prior to implementation.

Impact on Residents and Businesses

The Sheriff's Dispatch CAD application is a 24 x 7 x 365 day operation. The mission critical nature of the CAD application is crucial for public safety and officer safety. The flow and sharing of information in real-time is vital for dispatchers to assist and support the public, and therefore

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

we need to ensure we have the support for the CAD system to meet the day to day needs of the Department.

Price Reasonableness



The one-year hardware and software maintenance renewal service cost of \$95,000 is the same cost HPE has been charging the Sheriff's Department for over the last five years. The period of performance is from June 1, 2019 to May 31, 2020. The maintenance and services include remote and telephone support troubleshooting protocol and online support for hardware and software failure between the hours of 0800-1700. Any hardware replacements will be overnighted, and software support will be updated as necessary. This is the last year the vendor will maintain and support the current system.



Attachments



RCIT H-11 Approval

Sole Source Justification

NonStop Obsolete Hardware Support Extension Terms Agreement – 2 copies

 Misley Wang, Supervising Accountant	7/26/2019	 Paul A. Angulo, County Auditor-Controller	7/26/2019
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 Teresa Summers, Director of Purchasing	7/29/2019	 Ryan Carter, Principal Management Analyst	7/30/2019
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 Gregory V. Priamos, Director County Counsel	7/26/2019	 Jim Smith, Chief Technology Officer	7/30/2019
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Riverside County Sheriff's Department

Chad Bianco, Sheriff-Coroner

4095 Lemon Street • Riverside • California • 92501
www.riversidesheriff.org

Date: May 31, 2019
From: Will Taylor, Director of Administration
To: Board of Supervisors
Via: Javier L. Ramirez, IT Supv BSA, Sheriff TSB 951-955-2522
Subject: Sole Source Procurement. Requesting a 1-year extension for hardware and software maintenance support for the Computer Aided Dispatch (CAD) NonStop servers

1. **Supplier being requested:** Hewlett Packard Enterprise (HPE)
2. **Vendor ID:** 0000006502
3. ☐ Single Source ☒ Sole Source
4. **Have you previously requested and received approval for a sole or single source request for this vendor for your department?**

☒ Yes ☐ No
SSJ# 13-433A

- 4a. **Was the request approved for a different project?**

☐ Yes ☒ No

5. **Supply/Service being requested:**

The Sheriff's Department is requesting to purchase the hardware and software maintenance service to support the Computer Aided Dispatch (CAD).

On April 23, 2013 (Agenda item 3-53), the Sheriff's Department purchased two NonStop servers from Hewlett-Packard Enterprise (HPE) to support the Computer Aided Dispatch (CAD) system. The intent of the NonStop servers, and the 5-year maintenance agreement purchase was to extend the life of the current CAD system until a replacement CAD application was acquired. The department is currently working on Request for Proposal (RFP# SHARC-311), however, procurement of the replacement CAD system has not been finalized and the hardware and software support from HPE will need to be extended.

6. **Unique features of the supply/service being requested from this supplier.**

The Department has been using the HP Nonstop computer systems since 1984 when the County

purchased CAD application. The CAD application code was written to take advantage of the HP Nonstop Platform's Fault-Tolerant Architecture, which provided the maximum computer system uptime. The application has been continuously upgraded to meet dispatchers' call taker and the deputies' needs and requirements. The HPE NonStop platform is the only hardware and software that supports the CAD application.

7. **Reasons why my department requires these unique features from the vendor and what benefit will accrue to the county:** The Sheriff's Dispatch CAD application is a 24 x 7 x 365-day operation. The mission critical nature of the CAD application is crucial for public safety and officer safety. This responsibility demands the maximum amount of computer system up time, which the HPE yearly hardware and software maintenance agreement will help provide during unforeseen system anomalies. For example, during this past year, the current hardware has had a CPU failure on 3 separate occasions, but due to the fault tolerant architecture of the NonStop platform and the HPE technical support, the CAD system downtime was nonexistent and reduced to a mere slowdown of the application until the CPU was fully restored.

8. **Period of Performance:** From: 6/1/2019 to 5/31/2020
(total number of years)

Is this an annually renewable contract? ☒ No ☐ Yes
Is this a fixed-term agreement: ☐ No ☒ Yes


9. **Identify all costs for this requested purchase. In addition, please include any single or sole source amounts previously approved and related to this project and vendor in the section designated below for current and future fiscal years. You do not need to include previous fiscal year amounts. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)**

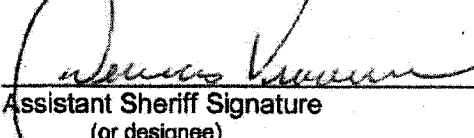
Description:	FY19/20	FY__	FY__	FY__	FY__	Total
One-time Costs:						
SW and HW Support	95,000					95,000
Ongoing Costs:						
(Insert description)						
Previous SSJ Approved Amounts:						
(Insert description)						
Total Costs	95,000					95,000

Note: Insert additional rows as needed

10. **Price Reasonableness:** The 1-year hardware and software maintenance service cost are the same cost HPE has been charging the Sheriff's Department for over the last five years. The maintenance and services include remote and telephone support troubleshooting protocol and online support for hardware and software failure between the hours of 0800 – 1700. Any hardware replacements will be overnighted, and software support will be updated as necessary. This will be the last year the vendor will be maintaining and supporting the current system

11. **Projected Board of Supervisor Date (if applicable):** July 23, 2019


Chief Deputy Matthew Aveling #2494
7/8/19
 Chief Deputy Signature (or designee) Print Name Date


DENNIS VROMAN
7/9/19
 Assistant Sheriff Signature (or designee) Print Name Date


Will Zyk
7/9/19
 Department Head Signature (or designee) Print Name Date

The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove

Condition/s:

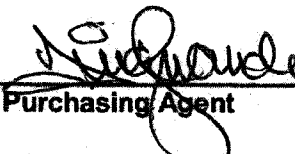
Not to exceed:

☒ **One-time** \$95,000.00

☐ **Annual Amount** \$ / per fiscal year through (date)

(If Annual Amount Varies each FY)

FY : \$
 FY : \$
 FY : \$
 FY : \$
 FY : \$


7/2/19
19-161
 Purchasing Agent Date Approval Number
 (Reference on Purchasing Documents)

NONSTOP OBSOLETE HARDWARE SUPPORT EXTENSION TERMS

Number of Purchase Agreement between HPE and Customer that governs the Support of HPE NonStop Products: 4683

WHEREAS, HPE provided Customer with notification that certain NonStop Hardware has reached the end of its normal Support life; and

WHEREAS, Customer wishes HPE to continue to provide Support for the NonStop Hardware set forth on the attached NonStop Obsolete Hardware Support Extension Product List ("Extension Form") and HPE is willing to extend such Support subject to the terms and conditions set forth herein.

NOW, THEREFORE, the parties agree as follows:

With regard only to Support of Obsolete Hardware (as defined below), in the event of a conflict between the terms and conditions set forth herein and the Agreement, including any applicable Support Description Attachment (SDA), these terms and conditions will govern. All capitalized terms not defined herein will have the meaning set forth in the Agreement.

1. SUPPORT PLAN AND PRICING

- a) HPE will use commercially reasonable efforts based on availability of parts to continue to provide Support for the NonStop Hardware identified on the attached Extension Form ("Obsolete Hardware") as set forth in the Support Plan for the applicable Non Stop System in effect on the Effective Date below.

2. SUPPORT EXCEPTIONS

- a) HPE makes no commitment that parts for the Obsolete Hardware will be available at the time of HPE's on-site response to any service request.
- b) The standard on-site response time will not apply if HPE's remote diagnosis identified a specific part required for repair and such part is currently on order or not available. If the part is not available HPE will not be obliged to provide Support.
- c) Remote connectivity and diagnostic capabilities related to Obsolete Hardware may become unavailable at any time from HPE.
- d) HPE may not be able to fully resolve all problems or fully restore the product to full operating condition.

3. TERM, TERMINATION AND CANCELLATION

HPE reserves the right to (i) cancel Support for any item of Obsolete Hardware or (ii) terminate these NonStop Obsolete Hardware Support Extension Terms immediately upon written notice

4. EFFECTIVE DATE

The extension terms set forth herein shall be effective from June 1, 2019 through May 31, 2020.

The Agreement and these NonStop Obsolete Hardware Support Extension Terms constitutes the entire understanding between HPE and Customer with respect to the Support for Obsolete Hardware and supersedes any previous communications, representations or agreements between the Parties, whether written or verbal.

CUSTOMER HAS READ THE AGREEMENT AND THIS EXHIBIT AND AGREES TO BE BOUND THEREBY.

AGREED TO: The County of Riverside, on
Customer: behalf of its Sheriff's Department

AGREED TO:
HPE:

Name: _____
Authorized Representative Signature

Name: _____
Authorized Representative Signature

Title:
email

Title:

Date:

Date:

02/18/2019

FORM APPROVED COUNTY COUNSEL
BY: SUSANNAH OH DATE 7/22/19


Hewlett Packard
Enterprise

NONSTOP OBSOLETE HARDWARE SUPPORT EXTENSION TERMS

NONSTOP OBSOLETE HARDWARE SUPPORT EXTENSION PRODUCT LIST

CUSTOMER NAME: RIVERSIDE COUNTY

System Number	Product ID	Quantity	Product Description	Support Plan
77468	M2200P208	1	HPE NS2200 2P 8GB MEM ADD-ON TO BUNDLE	SP24
77468	M22B2M8	1	HPE NONSTOP NS2200-B 2P 8GB HW BUNDLE	SP24
77469	M22B2M8	1	HPE NONSTOP NS2200-B 2P 8GB HW BUNDLE	SP24



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

H11 Number:	PR2019-08536		
Requested Purchase:	HPE NonStop CAD Servers Maintenance and Support - Sheriff's Dispatch		
Department/Agency:	Sheriff		
Primary Contact/Phone:	ERIK LUE	Alternate Contact/Phone:	Teresa McGuire/
Purchase Request Type:			
Describe Requested Purchase:	HPE NonStop CAD Servers Annual Support and Maintenance - Sheriff's Dispatch		
Terms:	Is this a Multi Year Contract?: False Length of Contract: Start Date: End Date: Special Terms and Conditions:		
Business Needs Addressed:	Support Sheriff's CAD servers.		
Are there other county systems that provide the same functionality?	No		
Business Criticality:			
Business Impact:	Support Current Operations, Reduce Expenses, Improve Customer Service, Improve Operational Efficiencies		

Current Cost Itemization (Include all the year 1 cost)							
Item Description	Purchase Type	Vendor	Quantity	Unit Cost	Sub Total	Item Tax	Total Cost
HPE NonStop HW Maintenance System 77468	Equipment - Maintenance	HPE	1	\$28,192.80	\$28,192.80		\$28,192.80
HPE NonStop HW Maintenance - System 77469	Equipment - Maintenance	HPE	1	\$19,512.60	\$19,512.60		\$19,512.60
HPE NonStop SW Maintenance - System 77468	Software - Renewal	HPE	1	\$31,334.40	\$31,334.40		\$31,334.40
HPE NonStop SW Maintenance - System 77469	Software - Renewal	HPE	1	\$15,878.40	\$15,878.40		\$15,878.40

Annual Costs				
Item Description	Payment Type	Terms (In Years)	Payment amount	Total Annual Payments

Accounting String						
To be completed for pass-thru purchases that will be processed by RCIT Only						
%Billed	Accounts (6 digits)	Dept.ID (6 -10 digits)	Program (5 digits)	Class (5 digits)	Grant (9 digits)	Customer Project Code (10 digits)
Department Head or Authorized Designee Signature: Lt. Vallejo					Date: 4/12/2019 6:08 PM	

RCIT Review (Standard purchases and renewals < \$25000) - Administrative Review Status		
Recommended:	By:	Date:
Denial Explanation:		



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

ACIO Review - ACIO Review Status

Recommended: Yes

BY: Gilbert Mejia

Date: 4/15/2019 7:49 AM

Denial Explanation:

CIO Review (Purchases and renewals >\$100K) CIO Review Status

Recommended:

By:

Date:

Denial Explanation:

TSOC Review (Purchases and renewals >\$100K) TSOC Review Status

Recommended:

By:

Date:

Denial Explanation:

NONSTOP OBSOLETE HARDWARE SUPPORT EXTENSION TERMS

Number of Purchase Agreement between HPE and Customer that governs the Support of HPE NonStop Products: **4683**

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AGREED TO: The County of Riverside, on
Customer: behalf of its Sheriff's Department

[Signature]
Authorized Representative Signature

Name: KEVIN JEFFRIES
Title: CHAIRMAN, BOARD OF SUPERVISORS

Title: email

Date: AUG 06 2019

AGREED TO: [Signature]
HPE:

[Signature]
Authorized Representative Signature

Name: Chris Backs

Title: Sr. Contract Negotiator

Date: 07/18/2019

FORM APPROVED COUNTY COUNSEL
BY: [Signature] DATE 7/22/19
BY: [Signature] SUSANNAH, OH

ATTEST:

KECIA R. HARPER, Clerk

By [Signature]
DEPUTY

AUG 06 2019 3.34



NONSTOP OBSOLETE HARDWARE SUPPORT EXTENSION TERMS

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