



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
April 15, 2025

TOPIC: Hewlett Packard Enterprise (HPE) Support Services for Servers and Storage Systems

AGENDA TITLE

Purchase Order to Hewlett Packard Enterprise (HPE) for Support Services for Servers and Storage Systems (Specification No. 25-052) (Non-General Fund)

RECOMMENDED ACTION

Authorize a Purchase Order to Hewlett Packard Enterprise (HPE) for Support Services for Servers and Storage Systems, for a three-year period beginning May 15, 2025 through May 14, 2028, in an amount not to exceed \$90,492.

GOVERNMENT CODE §84308 APPLIES: No

DISCUSSION

The City's two data centers support continuous City business operations 24/7/365. To maintain this high level of service availability, the Information Technology Department relies on manufacturer-supported maintenance contracts that provide around-the-clock technical assistance and infrastructure support. Hewlett Packard Enterprise (HPE), a global leader in edge-to-cloud technology solutions, provides the City's critical servers and storage infrastructure, ensuring high performance, security, and reliability. These systems require direct access to manufacturer technical support for rapid troubleshooting, remote diagnostics, and prompt resolution of system issues.

HPE support services provide 24/7 access to expert technical support, ensuring immediate assistance from manufacturer-certified engineers to diagnose and resolve hardware and software issues. This minimizes downtime and ensures uninterrupted operations. Additionally, continuous firmware and software updates are included in the contract, providing security patches, bug fixes, and software enhancements necessary to maintain system performance, security, and compliance with industry standards.

Proactive hardware monitoring and failure prevention are also integral to HPE's services. The support contract includes system monitoring that helps identify potential issues

before they lead to critical failures, reducing the risk of data loss and service disruptions. Expedited replacement and repairs ensure that failed components are quickly addressed, preventing prolonged outages and maintaining service availability.

Santa Ana City Ordinance No. NS-3041 authorizes the City to purchase against contracts from any public agency utilizing a competitive bid process. The National Association of State Procurement Officials (NASPO) ValuePoint contract with Hewlett Packard Enterprise for HP equipment, annual support, and maintenance (Exhibit 1), resulting in Master Agreement No. 23008 and California Participating Addendum No. 7-23-70-55-03 (Exhibit 2), was awarded as a result of open, competitive bidding, and meets the City's requirement.

ENVIRONMENTAL IMPACT

There is no environmental impact associated with the action.

FISCAL IMPACT

Funds in the amount of \$90,492 are available for expenditure in the current Fiscal Year 2024-25 budget as follows:

Fiscal Year	Accounting Unit – Account	Fund Description	Accounting Unit, Account Description	Amount
2024-25	10920140-62307	Information Technology	Network & Telecommunications, Hardware Maintenance & Support	\$90,492

EXHIBIT(S)

1. NASPO ValuePoint Agreement (No. 23008)
2. California Participating Addendum No. 7-23-70-55-03

Submitted By: Jack Ciulla, Chief Technology Innovations Officer

Approved By: Alvaro Nuñez, City Manager