Department of Information Technology

Servers, Desktop, Laptop, Computer Related Hardware Guidelines

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Definitions

Information Technology Resource

An Information Technology resource or IT resources are tools that allow access to technological devices, or are technological devices themselves that service information or access to information. These resources include all city-provided computers and servers; desktop workstations, laptop computers, and handheld computing devices; cellular and office phones; data, voice and wireless networks; peripheral devices such as printers, scanners and cameras; pagers, radios, voice messaging, facsimile transmissions, copy machines, electronic communications, external network access such as the Internet; software and all information and data stored on City of Sacramento (City) equipment.

User

The User is defined as any individual person that uses Information Technology resources. This includes employees, contractors, consultants, subcontractors, temporary agency employees, guests, interns and any other person that may have access to Information Technology Resources.

Server

The Server is a computer that provides services/resources such as files, storage, application programs, printers, and other devices for a number of attached workstations/computers (i.e. Desktops, Laptops, servers, network printers, etc.) Typically a server is a computer containing programs that collectively serve the needs of citywide, department(s), group(s), or specialized application(s). Each server has been designed/configured with citywide/department/group program management capabilities. More specialized servers include the Web server, Firewall server, Telephony server, Voice Mail server, Database server, and so forth.

Desktop/Laptop Computer

The Desktop Computer is a workstation/personal computer that is designed to fit conveniently on top of a typical office desk. A desktop computer typically comes in several units that are connected together: (1) the processor, (2) the display monitor, (3) and input devices - usually a keyboard and a mouse. A Laptop computer is a battery- or AC-powered personal computer generally smaller than a Desktop computer that can easily be transported and conveniently used in temporary spaces. Typically, Desktop/Laptop computers are interconnected and connected to a local/wide area network (LAN/WAN).

Scope

This guideline applies to all users of the Information Technology Resource in the City unless an "exception" request is submitted in writing to, and approved by, the Chief Information Officer ("the CIO"), or his or her designees.

Purpose

The purpose of establishing written Servers, Desktop, Laptop, and Computer Related Hardware guidelines is to develop a common server/desktop/laptop architecture based on minimum specifications that will be periodically reviewed and updated by the IT Department. Each department could use this guideline to purchase Servers, Desktops, Laptops, and Computer Related Hardware without the need to get technical approval from IT Department. This guideline is designed to enable a better computer-related procurement process, reduce the risk of purchasing from vendors that do not meet users support needs, and provide opportunities for building a better reliable, compatible, and scalable infrastructure.

Guidelines

a. **Minimum specifications for servers**:

HP/Compaq ProLiant DLxxx - Intel Pentium 4 or Xeon™ processors combined with a minimum of 1 GB ECC DDR SDRAM Memory and PCI-X technology; Smart Array Controller and 3-year limited warranty

HP/Compaq ProLiant MLxxx - Intel Pentium 4 or Xeon™ processors combined with a minimum of 1 GB ECC DDR SDRAM Memory; Smart Array Controller and 3-year limited warranty

Server can be either for a rack-mount environment or a tower case for internal system expansion, depending on your applications.

These are minimum specifications. Please consider your specific applications such as Web, Database, etc. that you want to use with the server and contact Network Services staff for special configurations for your specific needs. The manufacturer is **HP/Compaq.** All server procurements must use an authorized WSCA* vendor and be sold under the terms and conditions of the WSCA contract. All quotations sent to the City should reflect the WSCA contract number.

b. **Minimum specifications for Desktop/Laptop Computers**:

Processor – Intel Pentium 4 - 2.4Ghz.

Chipsets** – Intel **845 (DDR) or 850 (RDRAM)**

Memory (Ram) – 512 MB.

Storage – 20GB Hard Drive
CD-Rom Drive
1.44 Floppy Drive

Video Display Adaptor – 32MB of video memory

NIC – 10/100 Network Card

Keyboard & Mouse

OS – Windows 2000/XP

Sound Card – 32bit

Monitor - 17"

Please remember that these are minimum specs. You can customize the systems to meet the needs of your departments. The manufacturers of choice are **Dell**, **HP/Compaq**, and an **Intel**-based system build. Please also note that WSCA and State Computer Store Contract vendors comply with certain terms and conditions, therefore, any deviations from this main stream requires specific warranty specifications and minimum vendor qualifications. We recommend you utilize the **General Requirements for Open Market Transactions for Computer Equipment** in the next section and stay with your manufacturer of choice to ease the maintenance process because it is much easier to support with one platform instead of mixing them together.

c. **General Requirements for Open Market Transactions for Computer Equipment**

Note: Departments should consider using the following specifications in soliciting open market quotations (e.g. - Non-WSCA or Non-State Computer Store purchases) for computer hardware. The following minimum specifications should be used in requests for quotations:

1. **Vendor Qualification and Performance Requirements**

   For computers and related peripheral equipment:

   A.   Must be authorized by the manufacturer or their agent as an authorized dealer for the products being sold.

   B.   Must have been in business for a minimum of three (3) years under the same licensed name.

   C.   Must be able to provide a minimum of 3 references, who have received satisfactory computer related services from Vendor within past 3 years.

   D.   Commonly accepted principles and practices of good customer service including courteous, responsiveness and care are valued and expected by the City.

2. **Delivery Requirements**

   A.   Vendor must guarantee delivery, set-up, and complete installation, including software, within 15 to 45 days after receipt of order. In the event that specified component parts are not available from the manufacturer, the vendor and the City department Network Administrator may agree on a substitution of components or an extension of delivery time. The decision of City regarding acceptable component substitutions or extension of delivery times will be in writing and will be final.

   B.   Vendor's technical staff or contracted warrantee support staff must be available to City's technical staff via telephone during normal City working hours.

   C.   Vendor or contracted warrantee support staff shall take all precautions necessary and appropriate to assure the protection and confidentiality of the City's computer data records.

D.   The City is the owner of its data, and is therefore responsible for performing periodic data back-ups and other measures necessary to maintain the integrity of the data; therefore, the vendor or contracted warrantee support staff will not be held responsible for loss of City data during the installation or maintenance of City computer hardware.

E.   All computers related hardware is to be free of refurbished parts if sold as "new". No refurbished equipment is to be used as replacement parts for first year of warranty period. Refurbished replacement parts may be allowed after first year of warranty period. The City must be notified each time refurbished equipment is utilized.

F.   The vendor or contracted warrantee support staff must provide a toll-free normal working day/5-days/week hardware telephone support line.

3. **General System Configuration Requirements**

A.   Vendor is responsible for ensuring that all systems are complete as specified by City. All hardware switches and connections must be properly set and/or made. It will be the responsibility of the Vendor and at Vendor's expense, to re-configure or replace the hardware as necessary to achieve full compliance with the specifications.

B.   All equipment must be new and latest model in current production.

C.   Brand substitutions are not acceptable unless approved by the City. If any item or component specified by the City has been discontinued and/or upgraded by the designated manufacturer, Vendor may supply the manufacturer's recommended replacement with City approval.

D.   All original equipment manufacturer's legal documentation and set/up/program disks must be included; all software license, registration cards, documents and program disks must be included.

E.   The Vendor's label is to be affixed in a visible place on the side or back of system.

F.   The manufacturer's label(s) is/are to be affixed in all areas designated by the manufacturer.

G.   A valid FCC sticker must be affixed to the rear of the equipment if applicable.

H.   Hardware must be delivered complete, unless otherwise authorized by the City.

4. **WARRANTY**

A.   A complete Desktop/Laptop computer system must have a minimum three-year, on site, parts and labor. A complete server system must have a minimum three years, on site, parts and labor. Depot service is acceptable. A reasonable effort to diagnose malfunctioning components will be attempted by City staff. At our option, the City will replace malfunctioning components i.e.: drives, RAM, power supplies, mice, keyboards, monitors, and etc. The City reserves the option to return system for repair if problem is not easily diagnosed in-house. The City will work with vendors technical support personnel to resolve problems on a case-by-case basis. Where possible, warranties should not to be automatically voided by efforts made by qualified City IT staff to troubleshoot and repair systems.

B.   Computer peripherals must have a minimum 90 days Death On Arrival (DOA) replacement warranty.

*   The Western States Contracting Alliance (WSCA), is a governmental cooperative purchasing agreement that was established by an open and competitive process by other governmental agencies. WSCA consists of a consortium of western states (Alaska, Arizona, California, Colorado, Hawaii, Idaho, New Mexico, Oregon and Washington) that have joined together in efforts to implement multi-state contracting to achieve cost-effective and efficient acquisition of quality products and services through cooperative contracting.   Provisions in the WSCA allow for use by local governments as well..

**   Chipsets may be updated regularly upon completion of compatible testing by Network Services staff.