

24. Stratus Technologies Ireland, Ltd. - Stratus Hardware and Software Support - Information Technology



COMMISSIONERS COURT  
COMMUNICATION

REFERENCE NUMBER \_\_\_\_\_

PAGE 1 OF 3

DATE: 08/06/2024

SUBJECT: **STRATUS TECHNOLOGIES IRELAND, LTD. - STRATUS  
HARDWARE AND SOFTWARE SUPPORT - INFORMATION  
TECHNOLOGY**

**\*\*\* CONSENT AGENDA \*\*\***

**COMMISSIONERS COURT ACTION REQUESTED**

It is requested that the Commissioners Court approve renewal of Stratus Technologies Ireland, Ltd. as sole source for Stratus Hardware and Software Support, for Information Technology.

**BACKGROUND**

On July 26, 2022, the Commissioners Court, through Court Order #138680, approved Stratus Technologies Ireland, Ltd. as sole source for Stratus Hardware and Software Support, for Information Technology.

Stratus Technologies Ireland, Ltd. provided the Purchasing Agent documentation to substantiate the fact that their sole source status has not changed, and they continue to be the sole source provider for the purchase of Stratus hardware and software support, and that there is no other company authorized to repair the Stratus hardware or modify the Stratus software owned by Tarrant County.

This equipment is the gateway for the Sheriff’s Office 911 dispatch call center. The software on the Stratus server allows the dispatchers to monitor officers’ locations in the field and to dispatch emergency calls to officers.

Under the County Purchasing Act, exemptions to the competitive bidding requirements are allowed for certain types of purchases. The statutes require that the Purchasing Agent advise the Commissioners Court of the existence of only one (1) source, with such notice to be entered into the minutes of the Court.

Accordingly, the above item has been determined to be sole source under the County Purchasing Act 262.024(a) (7) as follows:

- “(7) an item can be obtained from only one (1) source, including:
  - (A) items for which competition is precluded because of the existence of patents, copyrights, secret processes, or monopolies.”

**FISCAL IMPACT**

Funding in the amount of \$56,880.00 is available in account 10000-2024 General Fund/1810201000 Network Oper/Communication/578021 Hardware Maintenance.

SUBMITTED BY:	Purchasing	PREPARED BY: APPROVED BY:	Christopher Simeone Chris Lax, CPSM, CPSD, CPCP
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## TAKINGS IMPACT ASSESSMENT CHECKLIST

Complete this form for any county action that involves the adoption of a regulation, policy, guideline, court resolution, or order.

Project/Regulation Name: Stratus Technologies Ireland, Ltd. - Stratus Hardware and Software Support - Information Technology

County Department: PURCHASING

Contact Person: Melissa Lee, C.P.M., A.P.P.

Phone Number for Contact Person: (817) 884-3245

Type of TIA Performed: SHORT TIA or FULL TIA. Circle one after answering the questions in Sections II and III below.

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### I. Stated Purpose

Attach to this checklist an explanation of the purpose of the regulation, policy, guideline, court resolution, or order.

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**Note: The remainder of this Takings Impact Assessment Checklist should be completed in consultation with the Criminal District Attorney's Office.**

### II. Potential Effect on Private Real Property

1. Does the county action require a physical invasion, occupation, or dedication of real property?

Yes \_\_\_\_\_ No ✓

2. Does the county action limit or restrict a real property right, even partially, or temporarily?

Yes \_\_\_\_\_ No ✓

If you answered yes to either question, go to Section III. If you answered no to both, STOP HERE and circle SHORT TIA at the top of the form.

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An SGH Company

June 25, 2024

TARRANT COUNTY  
100 E. WEATHERFORD STREET, SUITE 303  
FORT WORTH, TX  
ATTN: CHRISTOPHER SIMEONE

Stratus is the only provider of the following critical services in support of your Stratus system(s) and its production application to ensure continuous availability in your computing operations:

- Provide both hardware and software comprehensive support including collaborative support with our operating system partners.
- Provide 24 x 7 telephone access and online portal to the nearest Stratus Customer Assistance Center (CAC) for technical service. Provide access to suite of contemporary knowledge base articles and videos.
- Provide constant, automatic, and online system monitoring, diagnostics, and problem notification via the high-speed Remote Service Network (RSN) modem.
- Provide 24 x 7 same-day onsite service for declared Critical Remedial Service events. Provide 12 x 6 (8AM to 8PM, Monday through Saturday) scheduled onsite Remedial Service events.
- Provide continuous 24 x 7 remedial effort to resolve declared Critical Remedial Service events until normal system operation is restored.
- Provide root cause analysis of issues related to the hardware, software or operating environment preventing problem recurrence.
- Provide shipment of replacement parts delivered next day or next business day.
- Provide distribution of all required Update and Upgrade media and Software Products supplied to Stratus.
- Provide a technical support team to provide around-the-clock local service coverage that is individualized, consistent, and proactive. Provide a local Customer Engineer and/or Technical Account Manager who will coordinate all service activities.

Customers choose Stratus for our quality, reliable continuous computing, and user-friendly advantage. With the investment they have made, we too have invested in a comprehensive way to provide service to our valued customers – we have dedicated ourselves to be the most trusted provider of mission critical computing solutions for over forty years.

Sincerely,  
Don Lin  
Director, FP&A  
[donald.lin@stratus.com](mailto:donald.lin@stratus.com)  
(978) 461-7659