

shelter

support

success



May 1, 2009

Jill Johanneck  
Associate Planner  
City of Racine  
730 Washington Avenue  
Racine, WI 53403

Dear Jill,

Over the past month we have been in touch with you regarding our request to purchase a new computer server with ESG funds. I believe we have all of the information required and this letter will serve as our request to purchase an IBM server and related software for an anticipated total cost of \$4,984.

As with most organizations, HALO depends on a network computer system to manage the data and communications for day-to-day activities. Last fall one of the blade drives in our current server failed. In the process of replacing it we found difficulty finding the part because the server is nearly 8 years old. It appeared our best option would be to replace the server.

The process we followed to determine our needs for this equipment was:

1. Contact our IT support, Kim House (In-House Information Systems) to get a preliminary list of needs and a quote.
2. Since Mr. House provided and continued to support our current network system, he provided a quote for IBM hardware, related software, and installation costs he recommends we need to complete the project. This quote included a recommendation that the software be purchased from TechSoup, a source for products for non-profit organizations.
3. After receiving the In-House quote, we worked with Mr. Chuck Cornell, IT Director at Johnson Outdoors in Racine to search for additional quotes for the hardware costs. Mr. Cornell contacted Dell and HP Computers and we received quotes from both companies.
4. We have not looked for competing bids for the installation and conversion of software to the new server. We worked with In-House to build, develop, and support our current server. We plan to continue that relationship with the new server since they know our needs and we trust their judgment. If another company were to complete the installation work, we may encounter additional costs from In-House due to changes they find necessary for their support.
5. The original In-House quote does not include an upgrade for Microsoft Professional Office (Word, Excel, etc.). We plan to upgrade to the 2007 version in the near future and we are limited in the number of times we can place orders for Microsoft products with TechSoup. We added that quote into this project.

## *Mission Statement*

*The Homeless Assistance  
Leadership Organization*

*will meet emergency*

*shelter needs,*

*coordinate supportive*

*services and provide*

*community leadership*

*to prevent chronic*

*homelessness in*

*Racine County.*

*Cheryl Buckley  
Executive Director*



United Way  
of Racine County  
Partner Provider

On the HP quote we added an additional \$175 for a lithium ion battery back-up. That item was included in the IBM quote but not on the HP quote.

We added an additional 1.5 hours of installation cost to the HP and Dell quotes based on the In-House observation that it may take additional time for installation on those products if they are selected for purchase.

You may want to know that both the HP and IBM quotes were provided directly by In-House. In-House is an IBM and HP re-seller. HP could not quote a price directly to us and required that it go through a re-seller. Dell quoted a price selling directly to HALO.

On the attached summary of the products quoted, you will see that the cost of the IBM hardware is not the lowest cost. However, the recommendation from In-House includes observations of on-going support which I've included here. We understand that Dell out-sources their support to 3<sup>rd</sup> parties. We are concerned that the support could vary over the course of time and cause some downtime or additional costs in the future. We have experience with IBM support and believe it to be good and consistent.

Based on the information outlined above, we believe the IBM package to be the best value and recommend it be approved for purchase and funded by the ESG Grant.

We understand that you need a new ESG Budget based on this purchase and that copy is attached. We also have attached copies of the quotes for the hardware and software, and a summary of all the quotes. We also understand that these funds must be expended prior to June 30. Please review this request and if you need any additional information, please contact us.

Best regards,



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Attachments