



REPORT TO CITY COUNCIL

To: Honorable Mayor and Members of the City Council

From: Grant Yates, City Manager

Prepared by: Jim Jensen, IT Manager
Matt Brown, IT Analyst

Date: September 11, 2018

Subject: Procurement of Products and Services from Nth Generation, Inc. and ILAND for the Deployment of Backup and Recovery Infrastructure

Recommendation

- 1.) Approve and authorize the City Manager the purchase of products and services from Nth Generation, Inc. in the amount of \$75,445.50.
- 2.) Approve and authorize the City Manager the purchase of VEEAM licensing and services from Nth Generation, Inc. in the amount of \$27,820.00.
- 3.) Approve and authorize the City Manager to execute a service agreement with ILAND in the amount of \$11,488.56 annually.
- 4.) Waive the formal bidding process per Municipal Code Section 3.08.070(G) for purchases Nth Generation, Inc. since it was the vendor that the City selected to implement the network and information system backbone infrastructure. The City will realize a significant savings in integration of the hardware, software and related upgrades because they designed the system and can streamline the upgrade process. The City has also established government pricing from this vendor.

Background

Over the past few years, as the City of Lake Elsinore has grown, the number of software applications and the data that support these applications has grown. The City has implemented new Finance management software (InCode), new Land Management and Permitting software (EnerGov) as well as a complete overhaul of its GIS platform. Furthermore, the data generated by existing applications, such as Laserfiche (the City's electronic document management solution) has also continued to grow at an ever-accelerating rate. Because of this growth in both software and its associated data, the City's current backup and recovery infrastructure requires further expansion to handle the load this increases and support management of and accept online submittals of building and engineering plans for plan check.

Discussion

Data backup and recovery (also called “Disaster Recovery”) is a key area of concern within the Information Technology discipline. A high priority must be placed not only on ensuring that all data important to an organization is duplicated and stored in a secure manner, but that such secured data is recoverable in a timely manner so that disruptions to operations can be mitigated as much as possible. The capacity of the City’s current backup systems is reaching its maximum.

To remedy this situation, Staff is recommending that the City invest in a cloud hosted Backup and Recover solution. Some of the City’s data, notably all City staff email messaging and some document storage, has already been moved to a cloud based solution that offers increased data resiliency. The proposed solution would ensure that key software systems were likewise backed up. This solution would also provide for the option to enable total site resiliency which would enable the City to continue many of its normal operations should City facilities be rendered un-usable due to events such as a major natural disaster.

Fiscal Impact

The upfront cost for the proposed solution is \$43,981.00 for the Hardware upgrades and capacity increase; \$27,740.00 for the software upgrades; and \$27,820.00 for enterprise licensing plus applicable taxes \$103,265.50 with an annual cost of \$11,488.56 for cloud storage.

Exhibits

- A) Nth Generation Hardware Requirement
- B) VEEAM Licensing/Maintenance
- C) iland Cloud Storage Annual Fee