



CITY OF MENIFEE

SUBJECT: Agreement for Enterprise Business System Backup Services

MEETING DATE: June 16, 2021

TO: Mayor and City Council

PREPARED BY: Michelle Sarkissian, Information Technology Supervisor

REVIEWED BY: Ron Puccinelli, Information Technology Director

APPROVED BY: Armando G. Villa, City Manager

RECOMMENDED ACTION

1. Approve a three-year agreement with Quest Media & Supplies Inc., in an amount not-to-exceed \$176,460 for the three-year term, including tax and delivery for two backup targets and annual enterprise backup services; and
2. Authorize up to \$5,000 additional per year to cover annual growth in the City's data for a total net amount of \$191,460 for the three-year term; and
3. Authorize the purchase to be made under the cooperative purchasing (piggyback) agreement as permitted under the Menifee Municipal Code Section 3.12.070 (6) through the California Multiple Award Schedules 3-12-70-0133CL contract, thereby exempting the purchase under the competitive bidding process; and
4. Authorize the City Manager to execute the agreement and any additional required documents.

DISCUSSION

The City of Menifee Information Technology (IT) Department is responsible for ensuring the business systems used by all City departments and the information contained in those business systems is backed up, protected, and available to restore City services in the event of equipment failure, cyber-incident, or natural disaster.

The existing agreement for enterprise system backups expires on June 30, 2021. As that expiration date approached, City staff reviewed current enterprise backup services and solicited quotes. A table listing the firms from which proposals were solicited, and their responses is provided immediately below.

Firm Name	Cost (\$) Proposal
Helixstorm	\$255,000
INAP	Requested (Not Responsive)
Quest Media & Supplies	\$176,460

After reviewing responses to the City's request for quotes, City staff determined that Quest Media & Supplies, Inc. (Quest) would provide the best value for maintaining the City's enterprise backup needs. Quest provides enterprise backup services for many agencies across the country, including the California Department of Consumer Affairs.

Under the proposed agreement, Quest will provide the following:

- **24/7 Managed and Cloud Services**
Proactive monitoring, alerting, management, and technical support. This will free up time and resources and allows the City's IT Department to focus on business-critical issues.
- **End-to-End Encryption**
The City needs to ensure that the data is secure and readily available. Whether it be ransomware, earthquakes, power outages, or other disasters, Quest has the resources and proven technology to seamlessly address issues that arise while ensuring that all data is encrypted before leaving City premises.
- **Provides Cloud Data Management to Extend Data Protection to a Hybrid IT Infrastructure**
Under the City's current enterprise backup service, data contained in the Microsoft Office 365 environment is not backed up. In the proposed agreement, the City's Microsoft Office 365 data will be backed up, ensuring the City can meet the records retention, data protection, and data recovery requirements.
- **Geo-Dispersion of data and Disaster Recovery Services**
Under the proposed agreement, Quest will provide the City with backup data storage outside California. This protects the City from regional incidents and seismic events occurring within California. All City data remains within the continental United States. In addition to backing up City systems and data to geo-dispersed locations, the proposed agreement lays the foundation for system recovery services that will be defined after implementing backup services in a comprehensive Disaster Recovery Plan.

Quest provides enterprise backup services through a publicly bid California Multiple Award Schedules contract administered by the State of California (CMAS). The CMAS program provides competitively bid information technology systems and services through a California-wide cooperative agreement available for Cities to participate in. These agreements, which the City regularly uses when available, expedite purchases and ensure the best available pricing. Therefore, staff recommends issuing a Purchase Order (PO) to Quest based on the attached services agreement.

STRATEGIC PLAN OBJECTIVE

Responsive and Transparent Community Government

Workforce and Facilities Management – Update Technology

FISCAL IMPACT

Year one includes one-time setup and equipment costs of \$29,307 and the annual cost of \$54,051 (includes an annual addition of \$5,000 for potential data growth) totaling \$83,358. Years two and three are the annual cost of \$54,051.

Services	Term	Charges
Selected Service Package (Services listed in Section 2.1)	N/A	\$23,307 One-time (Includes Tax and Shipping)
Selected Service Package (Services listed in Section 2.2 – 2.6)	36 Months	\$49,051 / Year
Service Onboarding / Installation Per services noted in Section 2.7	NRC	\$6,000 One-time
Customization, How to Support, Configuration Services	-	Time and Material
Annual City Data Growth (Overage Coverage)	36 Months	\$5,000 / Year

The first-year cost is budgeted and available in the Fiscal Year 20/21 budget. The second-year cost is included in the approved Fiscal Year 21/22 budget. Subsequent years' costs will be incorporated in the respective years' annual budget process. All Enterprise Business System Backup Services costs are represented within the IT Department budget within 110-4115-51350, 110-4115-53155, and 110-4115-5280 as indicated below.

FUND	ACCOUNT	PURCHASE AMOUNT
IT – Annual Licensing	110-4115-51350	\$54,051
IT – Professional Services	110-4115-52800	\$6,000
IT – Capital Outlays	110-4115-53155	\$23,307

No additional budget appropriation action(s) is required.

ATTACHMENTS

1. Quest Managed Services – Veeam Cloud Connect BaaS SLA