Memorandum

DATE   February 28, 2014

TO   Members of the Budget, Finance & Audit committee: Jerry R. Allen (Chair),
Jennifer Staubach Gates (Vice-Chair), Tennell Atkins, Sheffie Kadane, Philip T. Kingston

SUBJECT   Upcoming Agenda Item: Citywide Data Storage System Acquisition and Maintenance Contract

The March 26, 2014 Council Agenda will include an item to authorize **(1)** an acquisition contract for the purchase and implementation of a citywide data storage system in the amount of $1,017,559; **(2)** a five-year service contract for maintenance and support for a citywide data system in the amount of $427,949; and **(3)** a five-year master agreement for the purchase of additional hardware and software in the amount of $969,834, total not to exceed $2,415,342, financed with Municipal Lease Agreement Funds ($963,809) and Current Funds ($481,699), subject to annual appropriations.

In an effort to continue to improve business productivity and customer service, The City deploys data intensive enterprise applications like customer relationship management (CRM), enterprise resource planning (ERP), electronic document management, citizen engagement – open data and social media electronic messaging, etc. This has resulted in an explosion of information which is increasing the City's storage requirements for data, voice and video at the rate of 30 percent each year, elevating the importance of a sound data storage strategy.

This contract will allow for the procurement of a replacement citywide data storage system including maintenance and support. The key feature of this system, Storage Area Networking (SAN), is the ability to tie all data storage requirements together through a centralized storage network, assign storage intelligently to computers and applications as needed. Without a SAN, the alternative is purchasing disk drives and installing them in hundreds of server computers where the disk space which is not being used sits idle until that particular space is needed. The new system will increase reliability, processing capabilities, and allow greater amounts of storage in a fraction of the space previously needed.   The current storage system is ten years old and has exceeded the manufacturer's life span and cannot be expanded further to support new applications and storage needs.

The solution proposed will not only ensure the sustainability of the data storage requirements for our critical systems like Computer-Aided Dispatch (CAD) for Police and Fire-Rescue, Municipal Courts, 311, Financial and HR Information Systems, but also provide a strategy for an alternative facility for disaster recovery at an off-site location to ensure City information and systems remain secure and accessible in the event of an emergency.

Please contact me or Bill Finch at 670-1890 if you need more information.

Jill A. Jordan, P.E.,
Assistant City Manager

c: A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Rosa Rios, City Secretary
Craig Kinton, City Auditor
Daniel F. Solis, Administrative Judge
Ryan S. Evans, Interim First Assistant City Manager
Forest Turner, Assistant City Manager
Joey Zapata, Assistant City Manager
Charles M. Cato, Interim Assistant City Manager
Theresa O'Donnell, Interim Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Frank Librio, Public Information Officer
William Finch, Director/CIO, Communications and Information Services
Elsa Cantu, Assistant to the City Manager