



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 24-381

Board Meeting Date: 5/21/2024

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Director/Chief Information Officer, Information Services Department
Subject: **Measure K:** Authorize an agreement with Presidio Networked Solutions Group, LLC for Server Disaster Recovery Service

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Presidio Networked Solutions Group, LLC for a cloud-based Disaster Recovery as a Service providing computing continuity for the term of May 21, 2024 to May 20, 2027, in an amount not to exceed \$1,635,289.

BACKGROUND:

The County provides critical public services and disaster response during emergencies and disasters.

Many County departments rely heavily on the availability of their Virtual Machines (VMs) to provide services. Disaster Recovery as a Service (DRaaS) ensures minimal downtime by enabling rapid recovery of our computing environment from DRaaS. In case of a system failure or disaster, departmental VMs can be rapidly brought back online. DRaaS will significantly benefit departments that host their primary applications on VMs by providing data protection and operational continuity.

The County's server computing environment requires recovery options for severe disruptions like ransomware attacks or datacenter damage. The County requires a DRaaS solution to replicate servers to a geographically diverse cloud-based site. The DRaaS solution will not only extend the County's current server environment to the cloud, but it will also provide active-active redundancy for essential elements ensuring better business continuity for County departments.

The Request for Proposals (RFP) process was used to solicit and select Presidio Networked Solutions Group, LLC as their proposal was identified as the most suitable for the County.

DISCUSSION:

Presidio Networked Solutions Group, LLC has state and local government server disaster recovery experience, will collaborate with ISD's technology partners VMware and AWS to implement the VMware Cloud Disaster Recovery (VCDR) solution, VCDR will be the vehicle that brings the County's

virtualized applications back online following a disaster.

The proposed solution includes ransomware recovery which includes an air-gapped immutable cloud-based VM backups for ransomware incidents, with Presidio Networked Solutions Group, LLC providing guided recovery support tailored to the County's needs. The DRaaS service is slated to begin deployment by August 2024 to meet ISD's objectives of improved resiliency and operational computing continuity in the event of a disaster. The Disaster Recovery site will be hosted in the AWS region US-West-2. ISD requests that your Board approve an agreement with Presidio Networked Solutions Group, LLC to provide a hosted DRaaS solution.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The County Attorney's Office has reviewed and approved the agreement and resolution as to both form and content.

This agreement will further strengthen the County's computing system resiliency and availability during times of crisis. The systems will rapidly be brought back online after a DR event which will greatly help Key Infrastructure availability.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Target
Availability of Key Infrastructure	99.90%	99.99%

FISCAL IMPACT:

The term of this agreement is from May 21, 2024 to May 20, 2027. The total not to exceed amount for this agreement is \$1,635,289. Funding for this agreement in the amount of \$720,089 will come from one-time **Measure K** funds included in ISD's FY 2023-24 Adopted Budget. Funding for the remaining agreement amount of \$915,200 will be included in future budget requests for Server and Infrastructure subscription services. These services are funded through subscription service charges billed to County departments.