



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 19-664

Board Meeting Date: 6/25/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, Chief Information Officer, Information Services Department

Subject: Amendment Number 3 to the Agreement with Amazon Web Services for offsite data archiving and recovery services

RECOMMENDATION:

Adopt a resolution authorizing the Chief Information Officer of the Information Services Department or his designee to execute an amendment to the agreement with Amazon Web Services (AWS) for offsite data archiving and recovery services, extending the term through June 30, 2020 and increasing the amount by \$150,000 in an amount not to exceed \$375,000.

BACKGROUND:

ISD manages data backup and recovery services for various County of San Mateo departments. These services are critical for restoring data when entire servers crash or become corrupted or when files and folders need to be restored. The data backup and recovery infrastructure consists of servers that store electronic files less than fourteen (14) days old at County data centers and offsite storage for older files.

On November 1, 2015, the County and AWS entered into an agreement to allow Information Services Department (ISD) to utilize offsite storage services provided by AWS for the purpose of copying backup data in an encrypted manner to their cloud data centers.

On February 13, 2018, the Board of Supervisors approved Resolution Number 075712 authorizing the Chief Information Officer to execute an amendment to the agreement with AWS for continued services and increasing the agreement amount by \$125,000. On November 6, 2018, Amendment Number 2 was executed for continued services with AWS and extending the term through June 30, 2019.

DISCUSSION:

ISD would like to continue the use of data storage services by AWS to support the existing data backup and recovery services that it provides to County departments.

These services have proven to be reliable and have expanded the amount of time that backup data can be retained.

The County's Information Management Planning Committee (IMPC) has reviewed and approved the use of AWS for long term backup data storage.

County Counsel has reviewed and approved the amendment and resolution as to both form and content.

County Contract Compliance Committee has reviewed and approved the three (3) year waiver request allowing AWS to continue providing services beyond the County's three (3) year contract term limit.

Approval of this amendment contributes to the Shared Vision 2025 outcome of a Collaborative Community by enhancing data integrity contained in Information Technology Systems throughout the County of San Mateo.

PERFORMANCE MEASURES:

Measure	FY 2017-18 Actual	FY 2018-19 Projected
Percent of Data Restore Requests Completed Successfully	90%	90%

FISCAL IMPACT:

The new term of this agreement is from November 1, 2015 through June 30, 2020 for a new total not to exceed amount of \$375,000. Funding for this agreement is included in ISD's FY 2019-20 Recommended Budget and collected through subscription service charges for Data Back-up and Recovery Services provided to County agencies.