



Legislation Details (With Text)

File #:	19-609	Version:	1	Name:	Staff Report for a City Council Resolution to Approve a Consulting Services Agreement with Integrated Archive Systems (IAS) for Rubrik Cloud Data Management Appliance and Software for the Amount of \$107,045.76
Type:	Staff Report	Status:	Filed	In control:	City Council
On agenda:	12/2/2019	Final action:	12/2/2019	Enactment date:	
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Indexes:

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result
12/2/2019	1	City Council	Received and Filed	

Staff Report for a City Council Resolution to Approve a Consulting Services Agreement with Integrated Archive Systems (IAS) for Rubrik Cloud Data Management Appliance and Software for the Amount of \$107,045.76

SUMMARY AND RECOMMENDATIONS

Staff recommends that the City Council approve a resolution authorizing the City Manager to execute an agreement with Integrated Archive Systems (IAS) to install and configure a Rubrik Cloud Data Management Appliance and Software. The contract is valued at an amount of \$107,045.76.

BACKGROUND

The City of San Leandro's data backup and recovery procedures have become outdated. Advancements in technology have enabled data to be backed up with cloud-computing services, making backups quicker and more reliable.

Analysis

The City of San Leandro's Information Technology Division maintains data backup systems and procedures to ensure all City data and IT systems are safe, secure and can be recovered, as needed by City staff. This includes everything from single file recovery from accidental deletion to full data center recovery in the event of a disaster or cyber incident.

The current strategy involves backing up data to an on-site media tape library machine and services to relocate those tapes to a secure off-site location. Recovery involves maintaining an electronic

index of tapes, loading the proper tape into the library, and restoring the desired data. While off-site, long-term storage is a best-practice for data backup, the current procedures do not allow for quick, full system recovery nor do they enable restoration to secondary location, such as the emergency operations center (EOC).

Staff evaluated replacement backup technology vendors and was impressed with Rubrik. The Rubrik appliance can backup data locally, including both file and system data, archive to the cloud for long-term storage, and can function as a secondary storage device in an emergency. Staff intends to use the Rubrik appliance to replace its current backup systems and procedures. This design enables on-site data to be stored up to 30 days locally, and up to one year in the Cloud, to remove the requirement for an on-site tape library and off-site services. In addition, by utilizing the City's dark fiber, a 10 gigabit connection from City Hall/Police Department to the Senior Community Center will enable real-time activation of the EOC, in a disaster or cyber incident. The agreement also includes an additional module that will help IT Staff identify and rapidly recover from cyber breaches. Staff received bids from three qualified Rubrik resellers and recommends awarding the contract to Integrated Archive Systems (IAS) given its bid was the lowest, they have a solid reputation, and have worked with other local government agencies in the Bay Area.

Previous City Council Actions

- On October 7, 2019, the City Council heard a Presentation on Cyber Security discussing the need for updated backup systems.

Legal Analysis

The City Attorney's office reviewed and approved the purchase agreements.

Fiscal Impacts

The total one-time cost of the Rubrik system and services is \$107,045.76. This includes a combination of hardware costs and software configuration. The agreement also includes 3 years of support, paid up-front.

Beginning in Year 4, software support will need to be renewed at the expected annual rate of \$24,900. The contract has a provision that if the City renews at Year 4, Rubrik will provide a full hardware replacement of the 6404s Appliance, valued at \$17,400, for no additional cost.

Rubrik will include its Radar module, which detects data anomalies using machine learning, and can help rapidly recover from cyber incidents such as ransomware, at no cost for the first three years. The City has the option to renew this service in Year 4 at the expected annual rate of \$6,048.

These costs will be partially offset by the replacement of existing backup software, hardware, and off-site services.

Budget Authority

The Finance Director has determined there are sufficient funds in the 688 Fund Balance. Future maintenance will be paid from Account 688-13-001-5310.

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