

# City of Hesperia STAFF REPORT



**DATE:** May 20, 2025  
**TO:** Mayor and Council Members  
**FROM:** Rachel Molina, City Manager  
**BY:** Casey Brooksher, Assistant City Manager  
Rita Perez, Deputy Human Resources/Risk Management Director  
**SUBJECT:** Three-Year Service Agreement with Assured Data Protection, Inc.

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## RECOMMENDED ACTION

It is recommended that the City Council authorize the City Manager to execute a three-year professional services agreement with Assured Data Protection, Inc. for a total not-to-exceed contract amount of \$259,320 for the cloud-based Disaster Recovery as a Service (DRaaS) solution that provides comprehensive protection for the City's critical applications and data.

## BACKGROUND

The City currently relies on Nutanix Xi Leap as its cloud-based Disaster Recovery as a Service (DRaaS) solution. As Nutanix Xi Leap has reached its end of life, it is necessary for the City to identify a replacement solution that is compatible with the existing virtual environment. The new solution must align with the City's strategic objective to maintain uninterrupted services and protect municipal data effectively.

An analysis of our current systems to ensure the continuity of critical operations and safeguarding the integrity and availability of essential data during potential disaster events was utilized to develop a Request for Proposals (RFP). The replacement must meet these key metrics including three days or less for the Recovery Time Objective (RTO) - the maximum allowable downtime for critical systems and applications before significant business impact occurs, 24 hours or less for Recovery Point Objective (RPO) - the maximum acceptable data loss defined as the period of time during which data could be lost due to a system outage and produce a comprehensive testing and documentation to verify that the proposed solution meets the specified RTO and RPO metrics.

## ISSUES/ANALYSIS

A request for proposal was released on March 2, 2025, and closed on March 27, 2025. Four proposals were received in response to the RFP, with Assured Data Protection, Inc. (Assured) being selected after a comprehensive evaluation and panel rating. Assured will provide comprehensive protection for the City and offer on-demand assistance in emergency situations to ensure continuous coverage and support.

## CITY GOAL SUPPORTED BY THIS ITEM

**Organizational Health** - Foster a high-performing organization that provides opportunities for professional growth.

**FISCAL IMPACT**

If the proposed three-year agreement in the amount of \$259,320 is approved, the first year of software maintenance and initial setup of \$6,300 will be funded from the FY 2024-25 Information Technology operating budget. Funding for the subsequent years of this agreement will be included in the Information Technology annual operating budget.

**ALTERNATIVE(S)**

1. Provide alternative direction to staff.

**ATTACHMENT(S)**

None