	AGENDA ITEM SUMMARY

Agenda Date	November 14, 2023
Requested Action	CONSIDER RESOLUTION NO. 2023-R83; A RESOLUTION AUTHORIZING THE CITY MANAGER TO PURCHASE SCALE SERVERS FROM SHI GOVERNMENT SOLUTIONS, INC. FOR AN AMOUNT NOT TO EXCEED $217,557.00. (Scale Servers from SHI Government Solutions in an amount not to exceed $217,556.33)
Contact Person	Mike Raute, I.T. Director
Background Information	As technology continues to advance rapidly, it has become increasingly important for our organization to maintain an efficient, secure, and reliable IT environment. Our current servers have been in use for several years, and their performance and reliability are beginning to degrade. This poses a significant risk to our business operations, data security, and overall productivity.

Server replacements are a good practice for several reasons, as they contribute to the overall efficiency, security, and reliability of the city's IT infrastructure. Here are some key reasons why regular server replacements are important:

Performance Improvement: Over time, hardware components in servers can become outdated and less efficient. Our existing servers are at the end of life (EOL) and will begin struggling to keep up with the demands of our growing IT infrastructure. Slow response times and frequent downtime would negatively impact on our employees' productivity. Replacing current city servers with the Scale servers will allow the city to take advantage of the latest technology, leading to improved performance and faster response times for applications and services.

Reliability: Aging servers are more prone to hardware failures and downtime. Server replacements reduce the risk of unexpected outages, ensuring that critical business operations run smoothly and without interruptions.

Security Enhancement: Older servers can lack the latest security |

features and updates, making them vulnerable to cyberattacks and data breaches. Upgrading to the new Scale servers with robust security features helps protect sensitive data and maintain compliance with industry regulations.

Energy Efficiency: Modern servers are designed to be more energy-efficient, consuming less power while delivering better performance. This not only reduces operational costs but also aligns with environmental sustainability goals.

Compatibility: As software and applications evolve, it will require more advanced hardware to run efficiently. Replacing servers ensures compatibility with the latest software, preventing performance bottlenecks and compatibility issues.

Support and Warranty: Our current servers will no longer be under warranty or supported by the manufacturer. The Scale server replacements will provide us to acquire hardware with warranty coverage and ongoing support, reducing the risk of costly repairs.

Data Center Optimization: Replacing the older servers will help consolidate hardware and optimize the data center layout, improving overall resource utilization and making it easier to manage and maintain the infrastructure.

Compliance and Regulation: Local governments have specific compliance and regulatory requirements related to data storage and security. Replacing our servers with up-to-date hardware will continue to make sure the City of Boerne remains compliant with these regulations.

Future-Proofing: Investing in modern server technology ensures that the organization's IT infrastructure remains competitive and adaptable to future technological advancements.

To ensure the continued success of our IT infrastructure, Last year we initiated a comprehensive server replacement and upgrade study. This study has included the following steps:

Assessment: Conducted a thorough assessment of our current server infrastructure to identify specific weaknesses and areas for improvement.

Planning: Developed a detailed plan that outlined the scope of the server replacement project, including hardware and software requirements, budget considerations, and a timeline for

implementation.

Vendor Selection: Researched and selected reputable Texas Department of Information Resources (TX DIR) vendors who helped provide the necessary server hardware contracts and related services.

Our steps going forward after council approval:

Data Migration: Plan and execute a seamless data migration strategy to ensure minimal disruption to our business operations during the transition.

Testing and Quality Assurance: Rigorously test the new server environment to ensure it meets performance, security, and reliability standards.

Training: Provide training for our IT staff to effectively manage and maintain the new server infrastructure.

Monitoring and Maintenance: Establish a proactive monitoring and maintenance program to ensure the ongoing health and performance of our server environment.

In summary, server replacements are the proactive approach to maintaining a high-performing, secure, and reliable IT environment. By periodically upgrading server hardware, organizations can reduce operational risks, lower total cost of ownership, and position themselves for future growth and technological advancements.

Item Justification	[ ] Legal/Regulatory Obligation [X] Infrastructure Investment [ ] Reduce Costs [ ] Customer Pull [ ] Increase Revenue [X] Service Enhancement [X] Mitigate Risk [ ] Process Efficiency [ ] Master Plan Recommendation [ ] Other:
Strategic Alignment	Safety & Security, F2 – Investing in and maintaining high-quality infrastructure systems and public assets. B3 Providing streamlined and efficient processes.
Financial Considerations	In the current budget, the police department replacement servers are being funded by the communications fund, which is a three-way split between the Boerne Police Department, Kendall County Sherriff's Office, and Fair Oaks Police Department. - $108,722.62. The cost for the city servers was included capital item in the FY 2023-2024 approved IT Budget. -$108,833.71.

| | The purchases will be made through SHI, a reseller for Scale Solutions under procurement contract Omnia Partners-IT Solutions contract #: 2018011-02 and will not exceed $217,556.33.

Cost Savings: While there is an upfront cost associated with server replacements, it can result in long-term cost savings. Newer servers are typically more reliable and require less maintenance, reducing ongoing operational expenses. |
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| **Citizen Input/Board Review** | N/A |
| **Legal Review** | N/A |
| **Alternative Options** | N/A |
| **Supporting Documents** | Pricing proposals from SHI
Quote 23994675
Quote 23994677 |