



AGENDA STAFF MEMO

TO: Honorable Mayor and City Council Members
FROM: Ashley Smith, Information Technology Director
DATE: Submitted on March 24, 2025, for the April 14, 2025, Regular City Council Meeting

Signed by:

Ashley Smith

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AGENDA ITEM: Approval of an Agreement between the City of Milton and Carahsoft Technology Corporation for Verinext's Disaster Recovery as a Software (DRaaS) Solution and Services.

SUMMARY:

The IT department has decided to procure via Carahsoft Technology Corporation, Verinext's Disaster Recovery as a Service (DRaaS) to enhance our backup and disaster recovery capabilities. This decision was made to ensure robust protection and rapid recovery for our critical systems and data.

Key Features of Verinext's DRaaS:

1. **Full Private Cloud Failover:** Provides a seamless transition to a private cloud environment in the event of a disaster, ensuring minimal downtime and business continuity.
2. **Quarterly DR Testing:** Regular testing every quarter to ensure the effectiveness and reliability of our disaster recovery plans.
3. **Full Environment DR Test Scenario:** Conducting a comprehensive test scenario annually to validate the entire disaster recovery process.
4. **DR Run Book Review and Improvement:** Verinext will review our disaster recovery run books and make necessary improvements based on the quarterly testing results.

FUNDING AND FINANCIAL IMPACT:

Funding for the Verinext DRaaS service has been budgeted in the Information services operating budget.

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PROCUREMENT SUMMARY:

Purchasing method used: State Contract

Account Numbers (year one):

100-1535-523850110= \$45,066.48 (Disaster Recovery As A Service- cloudsoftware)

100-1535-521200000= \$5,151.12 (Activation fee-installation)

100-1535-523850110= \$28,167.24 (Data Protection Software)

300-1535-542402000= \$16,109.42 (Data Protection Hardware- Replacement Servers)

Requisition Total: \$144,015.00 over 3 years (\$48,500 Annually)

The services will be procured through the Carahsoft Technology Corporation's Georgia State contract (99999-SPD-T20190814-0001), leveraging competitive pricing and pre-established agreements to ensure cost-effectiveness and compliance with state procurement regulations.

REVIEW & APPROVALS:

Financial Review: Bernadette Harvill, Deputy City Manager – March 28, 2025

Legal Review: Jennifer K. McCall, Jarrard & Davis, LLP – March 20, 2025

Concurrent Review: Steven Krokoff, City Manager –

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Bernadette Harvill

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Steven Krokoff

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ATTACHMENT(S):

Master Services Agreement with Addendum No. 1

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Prepared for:

Ashley Smith, City of Milton

DR Data Protection Services Proposal for City of Milton

carahsoft®

verinext



About Us

Verinext has teams of seasoned experts providing full-lifecycle solutions for Enterprise IT, Software Development, Collaboration, Security, and Automation. Together with our customers, we devise, design and deploy transformative solutions that provide fast, real-world returns. Our architecture led approach focuses on strategic alignment helping our customers innovate their technology platforms in productive and profitable ways. Our comprehensive suite of professional, managed or support services will ensure your objectives are met and the project is successful.

Our Methodology



As a provider of technology solutions and services, our mission is to collaborate with our clients to build the platforms that they use to produce and deliver their goods and services. The methodology that we use to do this is called The Verinext Way.

This methodology begins with engaging our clients to understand what business need is driving the requirements for a technical solution. Our main goal is to deliver measurable business outcomes. For existing environments, we help organizations optimize investments and, where appropriate, introduce healthy disruption that can serve to right-size a solution or business unit toward defined objectives.

Our methodology is iterative. We work best with organizations that embrace a continuous improvement mindset. Within the overall engagement experience, aspects of our service delivery may follow Waterfall, Agile, or an appropriate combination of the two depending on the context of the project and the needs of the client. Our Project Management Organization (PMO) will work with client stakeholders to ensure the right approach is used for the right situation.



Managed Data Protection

In today's world, security incidents such as malware, ransomware, and phishing attacks are all too common. Add to this the threats posed by natural disasters and civic unrest, and it becomes clear that your business needs absolute confidence in the safety, security, and accessibility of its data – exactly when it's needed.



Whether your data resides onsite, offsite, or in a public or private cloud, having a comprehensive backup strategy is crucial. This strategy must efficiently and effectively safeguard the right data. That's where Verinext comes in. We offer access to best-in-class infrastructure and a proven consultative approach to create backup solutions that preserve, protect, and provide the necessary redundancy for your data to withstand even the most catastrophic events.

Our data architects collaborate with each client to design a customized backup strategy using the most advanced and comprehensive software solutions available. We don't just replicate and store your data; we ensure its availability and accessibility at all times through rigorous testing, a standard feature of our service. Regardless of how your data is structured or where it is stored, Verinext will help you develop a comprehensive set of backup processes that give you confidence in the security of your data.

For enterprise customers, the value of managed services cannot be overstated. Managing backups in-house can be resource-intensive and complex, often diverting valuable IT resources away from core business activities. With Verinext's managed services, you gain a dedicated team of experts who monitor, maintain, and optimize your backup systems around the clock. This not only ensures that your data is always protected but also frees up your internal teams to focus on strategic initiatives that drive growth and innovation. Our proactive approach to backup management includes continuous monitoring, regular updates, and immediate response to any issues, providing you with peace of mind and allowing you to stay ahead in a constantly evolving digital landscape.

Verinext's Approach to Data Protection



Scale

Performance
Insight
Analytics
Deduplication
Platforms
Flexibility
Cost



Data Security

Encryption
Access
Platform Hardening
Immutability
Forensics



Policy

Retention
Compliance
Copy Management
Access
Audit Management



Recoverability

Methods
Recovery Time Objectives
Recovery Point Objectives
Localities

Verinext's solution focuses on the Universal Data Protection Standards – Scale, Data Security, Policy, and Recoverability. The Verinext solution allows protection any site in one-console, protection of all applications, provides long term retention, and provides security and analytics across the entire platform, while reducing cost and complexity.

Disaster Recovery Proposal

Scheduled failover tests have no additional cost (up to 4 per calendar year)

The 7 systems in scope for disaster recovery are expected to move to SaaS based offerings and can be spun-down with 45 day notice.

Managed Data Protection Services	Price	QTY	Subtotal
Verinext Managed Disaster Recovery Services	\$98.19	7	\$687.39
Verinext Managed Disaster Recovery Services – Includes Up to 4 Failover Tests per Calendar Year, Replication Monitoring, Patching and Updates. Platform includes Runbook creation and updates for the duration of the term. Priced per VM under protection			
Data Protection License			
VM Replication License – Zerto	\$47.29	7	\$331.04
Zerto Replication License for Disaster Recovery workloads. This is billed per VM under protection			
Standby Environment			
High Performance Replication Storage	\$185.61	6	\$1,113.68
High Performance Storage for Disaster Recovery. Billed Per TB Consumed on disk			
Standby CPU	\$10.58	32	\$338.57
Standby CPU for Disaster Recovery workloads – This unit is billed per vCPU allocated. During a failover scenario, this SKU is billed as Failover CPU, at a rate of \$ 40 per vCPU per month.			
Standby Ram	\$5.33	165	\$879.53
Standby Ram for Disaster Recovery Workloads – This unit is billed per GB allocated. During a failover scenario, this SKU is billed as Failover Ram, at a rate of \$ 20 per GB per month.			
Core Components and Options			
Core Services Components	\$380.07	1	\$380.07
This is the core services components required to provide services. This is billed per site.			
<input type="checkbox"/> Public IP Address for Replication Workloads	\$25.26	1	\$25.26
Public IP address for replication workloads. This is billed per IP address.			

☐ **Datacenter Bandwidth**

Bandwidth for Disaster Recovery replication. Billed per Mbps at 95th Percentile used

Total (Monthly) \$3,755.54

Total (Annual) \$45,066.48

One-Time Service Activation Fees

Price
\$5,151.12

Services Activation Fees includes all Professional Services, Project Management, and related One – Time costs for the onboarding of the Data Protection Services

Total (One-Time) \$5,151.12

City of Milton Terms of Agreement for Data Protection Services

Notes

1. All service fees are usage estimates based on customer provide information. Actual monthly billing will reflect utilization rates and consumption on a 30-day billing cycle.
2. Service Includes 24/7/365 monitoring and management of the data protection platform via Verinext Network Operations Center
3. Managed Data Protection Service customized to meet Recovery Point Objectives and Recovery Time Objective requirements
4. Service Activation and On-boarding fees billed at contract signing
5. For Additional details, see Master Services Agreement for Verinext Managed Services
6. Carahsoft Contract Number: 99999-SPD-T20190814-0001, NASPO Master Contract Number: AR2472.

Terms

All prices are in U.S. Dollars and are exclusive of sales, use or like taxes. Pricing is valid for 30 days unless otherwise extended in writing by Carahsoft. Customer will be responsible for Any Taxes, Tariffs or Shipping costs

Payment Terms: Billed Monthly / Net-30 Days

Agreement Term: 12 Month Term with 12 Month Auto-Renew. 60 Day Notice Required to Cancel Auto-Renew. Term will auto-renew for a maximum of 36 months (2 auto-renew terms).

Term Start Date: 1st of the month after contract signature

This quote, if accepted by Customer, shall be governed by the terms and conditions of the NASPO 99999-SPD-T20190814-0001 contract agreement.

AGREED TO:

Customer: City of Milton, Georgia

By: _____
Peyton Jamison, Mayor

Date:

Attest/Witness:

Tammy Lowit, City Clerk

Approved as to form:

Signed by: _____
Jennifer McCall 3/25/2025

City Attorney Date

AGREED TO:

Carahsoft Technology Corporation

By: Robert R. Moore _____
~~President~~ Vice President

Date: March 24, 2025

[CITY SEAL]

What our customers say



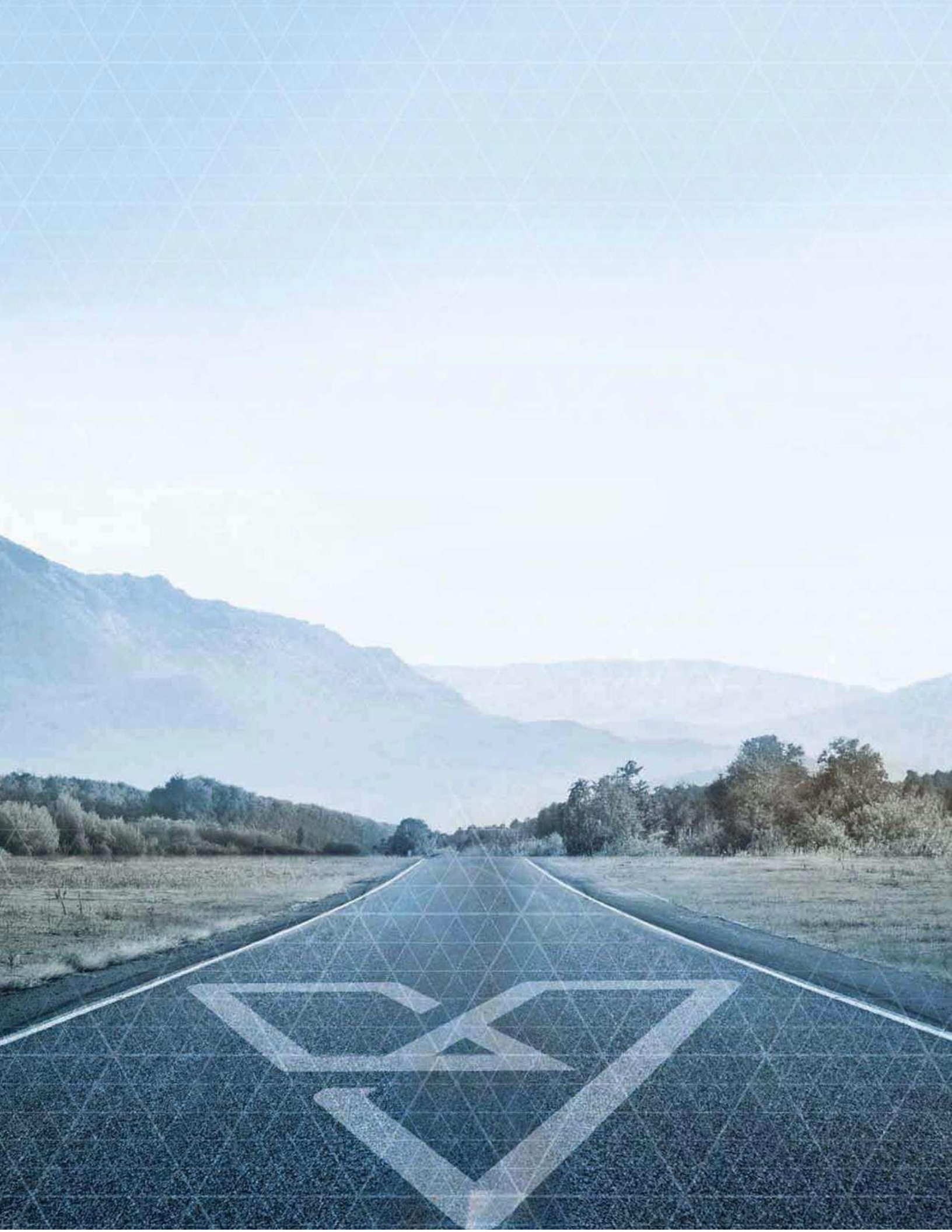
“Putting all of our backups and business continuity into Verinext's hands shows just how much we trust them... Verinext has a true sense of ownership over the projects they support, combined with passion and talent.”

Steve Haley, Director of Technical Operations,
PossibleNow



"Verinext really knows what they're doing. They have your interest at heart and it's that strong relationship and expertise that truly sets them apart."

Ron Poole, Chief Information Officer, Burr &
Forman, LLP



Appendix A: Service Delivery and Operations

RACI Chart

Responsible - Those who do the work to achieve the task or perform the action. There is at least one role with a participation type of responsible, although others can be delegated to assist in the work required.

Consulted - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication.

Accountable - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to those responsible.

Informed - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Action	Verinext	Client	Details
Align			
Document Business Objectives	A,R	C,I	Meet with client leadership to understand business objectives.
Gap Analysis	A,R	C,I	Perform gap analysis of current environment against stated business objectives.
Architect			
Complete Data Protection Scoping Questionnaire	A,C	R	Client completes a Verinext provided Data Protection Scoping Questionnaire that includes technical requirements of the solution.
Establish Data Protection Standards	C,I	A,R	Data Protection Standards established according to client technical requirements, industry best practices, and security protocols.
Architect Data Protection Solution	A,R	C,I	Architect Data Protection Solution aligned to client business objectives.

Action	Verinext	Client	Details
Plan			
Activation Kick-Off	A,R	C,I	A Verinext Project Manager will schedule a kick-off call to go over the details involved in bringing the Data Protection Service online.
Establish Stakeholder Communication Plan	A,R	C,I	A Verinext Project Manager will work with Client stakeholders to create the appropriate cadence for client success.
Complete Service Activation Framework	A,C	R	A Verinext Project Manager will provide the Service Activation Forms necessary to begin the technical implementation.
Deliver			
Service Activation	A,R	C,I	The service is activated in collaboration with Client resources.
Transition			
Service Validation and Restoration Testing	A,R	C,I	Verinext confirms that the service is operation and meets the agreed upon RTO/RPO.
Stakeholder Review	A,C	R	Verinext meets with Client Stakeholders to review originally stated business objectives to ensure service alignment.
Schedule Regular Business Review Cadence	A,R	C,I	A Verinext Customer Success Expert will work with Client Stakeholders to establish the schedule for regular business reviews.
Activation Completion	A,R	I	Service is activated and Veristor Operations begins management.

Action	Verinext	Client	Details
Operate			
Provide and Operate Data Protection Platform	A,R	I	Operate and provide the data protection platform, aligned to the Client's stated business objectives.
Change Management Notification	C,I	A,R	Notify Verinext about any system Moves, Adds, Changes, and Deletes (MACD) of systems in scope for the data protection platform.
Change Management Activity	A,R	C,I	Moves, Adds, Changes, and Deletes (MACD) of the systems in scope for the data protection platform.
Best Practices Updates	A,R	C,I	Maintain best practices for data protection according to market trends and Client business objectives.
Patching	A,R	I	Ensure the data protection platform has regular patching based on industry best practices.
Monitoring and Alerting	A,R	I	Proactive monitoring and alerting for data protection platform and the status of protected systems

Action	Verinext	Client	Details
Operate (cont.)			
Compliance	R	A,C	Validate compliance needs and ensure compliance and regulation requirements are met.
Regular Testing	R,A	C	Test and ensure systems can be recovered within the established RTOs and RPOs on a regular basis.
Hardware Lifecycle Management	A,R	I	Ensure all aspects of the service are within acceptable hardware lifecycle management best practices, have valid support, and are performing well.
Event and Incident Management	A,R	I	Provide Event Management for any client request around the data protection platform and applicable incident management.
Restore and Recover	A,R	C	Restore and recover any protected systems within the established RTO and RPOs upon request or notice.

**MASTER SERVICES AGREEMENT BETWEEN THE CITY OF MILTON AND
CARASOFT TECHNOLOGY CORPORATION**

ADDENDUM NO. 1

This Addendum, executed this _____ day of _____, 2025 (the “Effective Date”) supplements that certain Master Services Agreement (the “Agreement”) between **CARASOFT TECHNOLOGY CORPORATION** (“Service Provider”), and the **CITY OF MILTON**, a political subdivision of the State of Georgia (“Customer”), of even date herewith, to add the following provisions thereto:

1. Conflicting Provisions.

This Addendum is attached to and is a part of the Agreement described above. The provisions of this Addendum control over any contrary provisions found in the Agreement. No provision of the Agreement shall operate to override the provisions of this Addendum. All provisions not specifically addressed herein shall be as set forth in the Agreement.

2. Term of Agreement.

If the term of this Agreement is over one (1) year, the Parties agree that this Agreement, as required by O.C.G.A. § 36-60-13, shall terminate absolutely and without further obligation on the part of the Customer on September 30th of each fiscal year of the Term, and further, that this Agreement shall automatically renew on October 1st of each subsequent fiscal year absent the Customer’s provision of written notice of non-renewal to Service Provider at least sixty (60) days prior to the end of the then term. Title to any supplies, materials, equipment, or other personal property shall remain in Service Provider until fully paid for by the Customer.

3. Termination.

Customer may terminate this Agreement for convenience at any time upon providing written notice thereof at least sixty (60) days in advance of the termination date.

4. Sovereign Immunity; Indemnification.

Nothing contained in the Agreement shall be construed to be a waiver of Customer’s sovereign immunity or any individual’s qualified, good faith or official immunities. Any provision of the Agreement requiring the Customer to indemnify the Service Provider is only valid to the extent allowed by Georgia law. The parties hereto agree and acknowledge that the Customer is under no obligation to procure additional insurance related to the Agreement, including this Addendum.

5. Confidentiality.

Service Provider acknowledges that Customer’s disclosure of documentation is governed by Georgia’s Open Records Act, and Service Provider further acknowledges that if Service

Provider submits records containing trade secret information, and if Service Provider wishes to keep such records confidential, Service Provider must submit and attach to such records an affidavit affirmatively declaring that specific information in the records constitutes trade secrets pursuant to Article 27 of Chapter 1 of Title 10, and the Parties shall follow the requirements of O.C.G.A. § 50-18-72(a)(34) related thereto.

6. Ethics Code; Conflict of Interest.

Service Provider agrees that it shall not engage in any activity or conduct that would result in a violation of the City of Milton Code of Ethics or any other similar law or regulation. Service Provider certifies that to the best of its knowledge no circumstances exist which will cause a conflict of interest in performing the services required by this Agreement. Service Provider and the Customer acknowledge that it is prohibited for any person to offer, give, or agree to give any City employee or official, or for any City employee or official to solicit, demand, accept, or agree to accept from another person, a gratuity of more than nominal value or rebate or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefor. The Service Provider and the Customer further acknowledge that it is prohibited for any payment, gratuity, or offer of employment to be made by or on behalf of a sub-consultant under a contract to the prime Service Provider or higher tier sub-consultant, or any person associated therewith, as an inducement for the award of a subcontract or order.

7. Nondiscrimination

In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and all other provisions of Federal law, Service Provider agrees that, during performance of this Agreement, Service Provider, for itself, its assignees and successors in interest, will not discriminate against any employee or applicant for employment, any subcontractor, or any supplier because of race, color, creed, national origin, gender, age or disability. In addition, Service Provider agrees to comply with all applicable implementing regulations and shall include the provisions of this Section in every subcontract for services contemplated under this Agreement.

8. Governing Law.

This Contract is governed by the laws of the State of Georgia to the extent that such laws apply to the City as a municipal corporation of the State of Georgia and as a party to this Agreement.

[signature page follows]

