



## CITY OF MOUNT VERNON, N.Y.

Mayor Office

**SHAWYN PATTERSON-HOWARD, MPA**  
*Mayor*

City Hall, One Roosevelt Square  
Mount Vernon, NY. 10550  
(914) 665-2362 – Fax: (914) 665-6173

**JUAN PEREZ**  
*Commissioner Management Services*

June 17, 2024

VIA EMAIL:

Honorable City Council Members  
City of Mount Vernon  
1 Roosevelt Square  
Mount Vernon, New York 10550

RE:Permission to issue RFP for Dell VXRail support contract FOR APPROVAL AT THE June 26<sup>th</sup>, 2024 CITY COUNCIL MEETING

Honorable Councilmembers:

The Office/Department of Management Services requests that the City Council adopt an Ordinance allowing the Department of Management Services to issue an RFP for a support contract for our Dell VXRail environment in City Hall and the Police Department. This initiative is crucial for maintaining and enhancing the integrity and performance of our IT infrastructure.

The Dell VXRail system has been instrumental in supporting our city's data management and operational needs. However, to ensure its optimal functionality and security, a dedicated support contract is essential. Our current arrangement requires updating to align with the latest technology standards and best practices.

The RFP aims to identify a qualified vendors who can provide comprehensive support services, including:

- Routine Maintenance and Updates: Ensuring the system is up to date with the latest firmware and software patches.
- Troubleshooting and Technical Support: Offering prompt assistance for any operational issues or system failures.
- Performance Optimization: Enhancing system performance through regular assessments and optimizations.

Securing a dedicated support contract will offer numerous advantages, including:

- Enhanced System Reliability: Minimizing downtime and ensuring continuous operation.
- Cost-Effective Solutions: Avoiding expensive repairs and reducing overall maintenance costs.
- Expert Support: Access to skilled professionals who can provide timely and effective solutions to technical challenges.

We have allocated a preliminary budget for this initiative and are committed to ensuring cost-effectiveness. We propose to initiate the RFP process by June 28<sup>th</sup>, 2024, with the goal of finalizing the contract by July 8, 2024. This timeline will allow us to address any critical issues promptly and maintain seamless operations.

Key stakeholders for this RFP will be City Hall and the Police Department. The Police Department has been consulted and supports this initiative. We believe that your approval is critical for the continued support of our critical systems.

*“The Jewel of Westchester”*



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Your approval to issue the RFP will enable us to continue to support the functionality and reliability of our Dell VXRail environment, ultimately serving the best interests of our community. I look forward to your favorable response and am available to discuss any questions or provide additional information you may require.

**Departmental Impacts: N/A**

**Environmental Considerations (If Applicable): N/A**

**Enforcement Plan by Policy (If Applicable): N/A**

**Other Final Departmental Needs (If Applicable): N/A**

Sincerely,  
Juan Perez

Commissioner Management Services

cc: Mayors Office, Comptroller