



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

February 3, 2025

VIA EMAIL:

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

RE:Request for Approval to retroactively award the Dell VXRail support contract to SoftChoice and make payment from ARPA FOR APPROVAL AT THE February 26th, 2025 CITY COUNCIL MEETING

Honorable Councilmembers:

The Department of Management Services requests that the City Council adopt an Ordinance allowing the City to retro-actively award the contract for **RFP #0031-2024 VX Rail Servers** and **make payment from ARPA H1680.203.C297 to SoftChoice.**

RFP Overview:

1. **Purpose of RFP:**

The City of Mount Vernon issued RFP #0031-2024 to secure comprehensive support services for critical IT infrastructure at City Hall and the Police Department. The scope of work includes Dell VxRail hyper-converged infrastructure, VMware solutions, and IDPA backup systems. Ensuring uninterrupted functionality and security of these systems is essential for city operations.

2. **RFP Publication & Selection Process:**

The RFP was publicly advertised, and proposals were evaluated based on key criteria including technical capability, cost-effectiveness, vendor reputation, service level agreements (SLAs), and scalability.

3. **Selected Vendor:**

After a thorough review, SoftChoice was identified as the most suitable vendor. Their proposal provided the most comprehensive response and met all technical and budgetary requirements. SoftChoice demonstrated expertise in VxRail support, VMware solutions, and IT infrastructure management, offering superior service levels at a competitive price.

4. **Contract Summary:**

- **Contract Value:** \$21,555.63
- **Term:** 12 months (April 2025 – April 2026) with an option to renew for up to three years
- **Key Deliverables:**
 - **24x7x4 On-Site & Remote Support** for VxRail infrastructure at City Hall and the Police Department
 - **Technical Support & Maintenance** to ensure system reliability and optimal performance

“The Jewel of Westchester”



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- **Access to ParkView Advanced Monitoring & Incident Management**
- **Escalation & Issue Resolution Services** to minimize downtime and operational disruptions

5. Justification for Award:

- **Business & Technical Alignment:** SoftChoice's proposal aligns with the city's IT modernization goals, offering certified expertise in VxRail and VMware technologies.
- **Cost-Effectiveness:** The pricing structure is highly competitive, ensuring maximum return on investment while maintaining mission-critical IT operations.
- **Service Level Excellence:** SoftChoice guarantees a four-hour response time (24x7x4), minimizing risks of service disruptions.
- **Vendor Reputation & Reliability:** SoftChoice is an established IT solutions provider with over 8,400 clients, 33 years in business, and multiple industry-recognized certifications. Their partnership with Park Place Technologies ensures world-class IT maintenance and support.
- **Compliance with ARPA Funding Guidelines:** The Finance Department has reviewed and confirmed that ARPA funds are an appropriate funding source for this contract.

6. Funding Sources:

The initial 12-month contract will be funded through **ARPA 168.203.C927**. The finance department was consulted to ensure that these funds were available, and it was appropriate to use ARPA funds for this project.

We urge the City Council to approve this request to ensure uninterrupted IT operations for **City Hall and the Police Department**, which depend on these critical infrastructure systems.

I am available for further discussion and to provide any additional documentation required to facilitate the approval process.

Your support in ensuring continued IT stability and security for the City of Mount Vernon is greatly appreciated. Thank you for your time and consideration.

Sincerely,
Juan Perez

Commissioner Management Services

cc: Mayors Office, Comptroller

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