



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

May 8, 2026

VIA EMAIL:

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

RE: Authorization to Enter into a 24-Month Managed Server, Storage, and Backup Services Agreement with Hi-Link Technology Group — FOR APPROVAL AT THE May 13, 2026 CITY COUNCIL MEETING

Honorable Councilmembers:

The Department of Management Services requests that the City Council authorize the Mayor to enter into a 24-month Managed Server, Storage, and Backup Services Agreement with Hi-Link Technology Group, procured through SHI International Corp. under Sourcewell Cooperative Purchasing Contract No. 121923-SHI, and to authorize the Mayor to make monthly payments of \$4,656.91, for a total contract value not to exceed \$111,765.84. The agreement shall include an option to extend on an annual basis upon mutual written agreement of the parties.

All supporting documentation, including Service Order No. HL09031 and the Master Services Agreement, is attached.

The City of Mount Vernon's server infrastructure is currently operating in an unsupported and vulnerable state, creating significant operational risk for all city departments and the Police Department. The following chain of events led to the present situation:

The City's prior IT support vendor, Softchoice, was awarded the server support contract through the City's competitive bid process. However, Softchoice was unable to perform required VxRail firmware updates — a capability exclusive to Dell as the original equipment manufacturer. This prevented the City from maintaining a current, supported software version on its virtualization platform.

As a result, the City was forced to downgrade its VMware virtualization environment. Following the downgrade, Broadcom (the VMware licensor) declined to provide technical support, citing the back-revision software, despite an active support contract being in effect. The City's Softchoice support contract also expired in April 2026.

We attempted to restore Dell's direct support. However, Dell required retroactive payment for the prior unsupported year before reinstating coverage — an expenditure that would yield no operational benefit and is not fiscally justified. Additionally, the City's backup infrastructure support contract has expired, leaving the backup environment without vendor coverage.

“The Jewel of Westchester”



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Hi-Link Technology Group, a local managed technology services provider, has proposed a comprehensive solution that resolves all the above challenges in a single engagement. Under Service Order No. HL09031, Hi-Link will provide the following:

- Three (3) Cisco Hyper-V server hosts and HPE SAN storage per site (City Hall and Police Department), provided on a rental model, eliminating the need for a large upfront capital investment;
- A controlled, staged migration of all existing workloads from the current VMware environment to Microsoft Hyper-V, minimizing operational disruption;
- Deployment and configuration of a new Veeam backup solution, replacing the expired backup infrastructure; and
- 24×7 hardware and infrastructure support for all covered systems, including the Police Department environment.

The Department recommends the 24-month agreement over the 12-month alternative because server infrastructure, once deployed, requires an extended commitment for stability and cost certainty. A 24-month term provides a predictable monthly expense, operational continuity, and a planning horizon for future budget cycles. The agreement includes an annual extension option, preserving the City's flexibility beyond the initial term.

This procurement is processed through the Sourcwell Cooperative Purchasing Contract No. 121923-SHI (Technology Products & Solutions) via SHI International Corp. Use of a cooperative purchasing contract satisfies applicable procurement requirements; no separate competitive bid process is required.

The 24-month agreement carries a monthly fee of \$4,656.91 and a total contract value of \$111,765.84. Year 1 costs (approximately \$55,882.92) will be charged to budget code A1680.203 (Equipment). Year 2 funding will be incorporated into the FY2027 departmental budget request. No budget transfers are required at this time.

All city departments relying on the shared server infrastructure will benefit from this agreement. The Mount Vernon Police Department will additionally gain dedicated local 24×7 vendor-backed hardware support.



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Implementation will be coordinated between Hi-Link and the Department of Management Services, including scheduling, migration windows, and system testing. This procurement utilizes the Sourcewell Cooperative Purchasing Contract and does not require a bid opening at the Board of Estimate & Contract. No enforcement activity is required.

I look forward to your favorable consideration of this request. Please do not hesitate to contact me with any questions.

Sincerely,

Juan Perez
Commissioner Management Services

cc: Shawyn Patterson-Howard, Mayor
cc: Corporation Counsel
cc: City Clerk