

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON TUESDAY, NOVEMBER 26, 2013</b>
<b>FROM:</b>	<b>JOSEPH EDWARD CHIEF TECHNOLOGY OFFICER INFORMATION TECHNOLOGY SERVICES</b>
<b>SUBJECT:</b>	<b>RFP13-14 STORAGE AREA NETWORK, BACK-UP &amp; RECOVERY RENEWAL</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Chief Technology Officer, Information Technology Services, that the following actions **BE TAKEN** with respect to the Storage Area Network, Backup and Recovery Renewal Project Request for Proposal which deals with Storage Area Network (SAN) systems hardware, software and backup and recovery systems hardware and software, associated peripherals such as switches, implementation services and ongoing maintenance and support:

The Submission from OnX Enterprise Solutions Ltd, 231 Shearson Crescent, Suite 204, Cambridge, Ontario, N1T 1J5 for modernizing the City of London Storage Area Network and Backup and Recovery systems and their submitted total cost for hardware, software and implementation services of \$1,786,892 M (excluding HST), **BE ACCEPTED**;

- a. The Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in connection with this contract;
- b. Approvals hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or issuing a purchase order relating to the subject matter of this approval; and
- c. The financing for this project **BE APPROVED** as set out in the Source of Financing Report attached as Appendix 'A'.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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Information Technology Strategy – Finance & Administration Committee, January 16, 2012.

<b>BACKGROUND</b>
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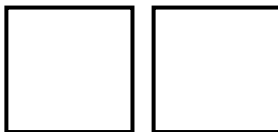
The City of London Information Technology (IT) assets have a value of around \$46 million. These assets consist of servers, storage systems, a fibre network, enterprise applications, business applications, desktops, mobile devices, network devices such as communication towers, routers, and switches.

Similar to physical infrastructure such as roads and bridges, digital infrastructure needs maintenance and management. IT assets need to be assessed on a continuous basis for business value based on technology alignment, business fit, support requirements, and life expectancy.

Depending on the lifecycle of the assets, timely replacement may be required to ensure business continuity and service delivery. Not having a lifecycle management of IT assets will almost certainly cause interruptions to the functions and service delivery of the City.

**Current Status:**

The City of London storage area network and data backup recovery infrastructure is anywhere from 6 to 13 years old and has surpassed its normal life expectancy. This infrastructure stores, processes and protects all corporate digital information. Not having a reliable, high performing



storage area network and backup recovery infrastructure would be detrimental to the City of London and will impact the services we provide.

The following highlights some specific concerns and challenges related to the current state of this infrastructure:

**Equipment age:**

The vast majority of equipment is 6 to 13 years old and is starting to see higher instances of failures.

**Data Backup and Recovery windows:**

Given the age and capacity of the equipment, backup windows are increasing, making it challenging to restore files in a timely manner.

**Performance:**

Hardware components are experiencing performance and capacity constraints as a result of increased workloads associated with current and new applications.

**Security constraints:**

Software and equipment security controls are limited compared to new security standards and enhancements available in modern equipment.

**eDiscovery and Compliance searches:**

The current process of searching is very tedious and inefficient, making it difficult to provide results in a timely manner.

**The Project:**

The recommended proponent OnX will replace the City's storage and backup recovery infrastructure with Hitachi and CommVault hardware and software. According to the information technology research analyst group Gartner, Hitachi and CommVault are both considered leaders in storage and backup recovery technologies.

Based on the current plan, this project will be completed by the end of 2014. A systematic approach and a very stringent project plan will be followed.

**Purchasing Process:**

In February of 2013, Purchasing & Supply together with Information Technology Services with the assistance of an IT subject matter expert consultant issued a Request for Qualifications (hereinafter referred to RFQUAL) 13-01 to source interested qualified vendors for a refresh of our storage and backup architecture solutions to short list potential bidders for a follow up Request for Proposal (hereinafter referred to as RFP). The City received seven (7) responses and based on the information provided by the Respondent in its RFQUAL submission, each RFQUAL submission was reviewed to assess compliance with the requirements set out in our RFQUAL document per the set Evaluation Criteria based on the following Weighting:

- Demonstrated Experience of the Proponent Team;
- Storage Systems Technology Offerings;
- Backup and Recovery Systems Technology Offerings;
- Make-Up of the Proponent Team;
- Value Added Service Offerings; and
- SLA Offerings.

This Selection Process provided the City with three (3) Short-List prequalified bidders to move onto the next phase of this project and then was eligible to participate in the subsequent RFP Process.

Proposal RFP13-14 was released in late July of this year for the final selection of a vendor of record (hereinafter referred to as VOR) for our Storage Area Network, Back-up & Recovery Renewal Project. The City needed to source specific solution offerings for renewing both its Storage Area Network (SAN) and Data Back-up/Restore systems. The initiative is being driven by the following:

- The need to acquire a new fully supported SAN;
- The need to acquire a new fully supported Data Backup and Restoral system;
- The need to expand Storage capacity to meet future needs;

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- The need to monitor and manage SLAs;
- The need to provide self-service access to data;
- The need to reduce resource overhead by eliminating manual tasks and enhancing automation capabilities;
- The need to reduce IT burden and workload associated with compliance and eDiscovery events;
- The need to provide data archiving capabilities that adhere to long-term data retention and compliance rules;
- The desire to add feature sets and capabilities to both the new SAN and Back-up/Restore System;
- The desire to improve Backup and Recovery performance and reduce associated windows.
- The desire to diversify Storage sites; and
- The desire to improve data lifecycle management.

Three (3) compliant submissions were received. The highest scoring submission was received from Telus Communications Company which met all of our terms, conditions, requirements and specifications in all areas and offered us the best overall pricing for equipment (hardware and software) and related project and post-project support services. This partnership will help us meet our long-term objectives, capabilities of providing state-of-the-art Storage infrastructure and Back-up / Restore solutions for the next decade to accommodate our future ITS projects and initiatives with specific value added services desired by the City.

**Financial Impact:**

- a) The Source of Financing is attached as Appendix “A”; and
- b) Future additional annual operating costs are accommodated within the planned ITS operating budget.

**Conclusion:**

The Storage Area Network, Back-up and Recovery hardware and software systems are at the end of their useful life and require immediate replacement. Failure of these systems will result in loss of service and potential loss of data. The proponent provided the lowest cost approach that fit with the IT Strategy.

**Acknowledgements**

This report was prepared with the assistance of Chris Ginty, CPPB, Procurement Officer, Troy Thompson, Manager, Infrastructure and Security, Information Technology Services, Quentin Grandine, Manager, Storage and Servers, Information Technology Services

<b>SUBMITTED &amp; RECOMMENDED BY:</b>	<b>REVIEWED AND CONCURRED BY:</b>
<b>JOSEPH EDWARD, CHIEF TECHNOLOGY OFFICER FINANCE AND CORPORATE SERVICES</b>	<b>MARTIN HAYWARD MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER</b>

Attach: Appendix ‘A’, Source of Financing

Cc: John Freeman, Manager of Purchasing and Supply  
Chris Ginty, CPPB, Procurement Officer