

Date: 2024-01-19

Subject: Request to Begin Procurement – Back-up Storage

Contact: Douglas Elsmore, Acting Chief Information Officer, Information Technology

Report Number: Corporate Support Services-2024-079

Recommendations:

1. That the Report from Pat Carmichael, Manager, Data Centre and Cloud, Information Technology to the Committee of Council Meeting of February 21, 2024, re: **Request to Begin Procurement – Back-up Storage** be received; and
2. That the Purchasing Agent be authorized to commence procurement for the supply, installation, maintenance and support of Commvault Back-up Software for a Five (5) Year Period.

Overview:

- The City’s current back-up solution has reached end of life and has limitations to provide the ability to back-up cloud-based data.
- The purpose of this report is to describe how the Commvault back-up solution contributes to the organization’s business continuity, providing resilience of our technology assets.
- Council authorization is requested to being procurement of Commvault Back-up software and maintenance for a five (5) year period, with an option to renew for an additional five (5) year period.
- Sufficient funding for the initial year is available in the 2023 Capital budget. Staff will ensure that sufficient funding is requested in future year budget submissions throughout the duration of the contract, subject to Council approval.

Background:

The existing backup solution was implemented in June 2002 and has limited capability to backup cloud based solutions and the physical hardware has reached end of life.

A functional and efficient backup solution is essential to ensure the City has the capability to restore services that may be impacted in the event of data loss through accidental deletion, corruption, a cyber attack or physical damage due to catastrophic events such as fire or flood.

Industry best practices recommend all data is backed up using a 3, 2, 1 strategy:

- at least 3 copies of data (live production, and 2 backups);
- use of at least 2 separate physical storage repositories; and
- at least 1 copy stored off-site.

In 2023 in collaboration with the Purchasing Division, a Request for Information (RFI) (RFI2023-353) was released to explore Enterprise Back-up and Recovery solutions. The City received 4 responses to the RFI from vendors specializing in enterprise back-up and recovery services.

The evaluation of the responses received was based on specific criteria aligned with the City's requirements. After a thorough review and assessment, the Information Technology Division recommends proceeding with Commvault Solution as it successfully meets the criteria outlined in the Request for Information.

Current Situation:

The City currently backs up from our primary Data Centre to the Secondary Data Centre. Backups are subsequently streamed to tape media which is stored off-site and off-line.

This ensures that all systems and data can be recovered very quickly from the on-line backup, as well as ensuring off-line protection of data in the event of a ransomware attack or physical disaster of a City Data Centre.

This report seeks approval to establish a vendor of record (VOR) for Commvault Backup and Recovery products and services for an initial term of five (5) years with an optional renewal for an additional period of five (5) years.

This contract aims to secure guaranteed discount levels, ensuring predictable pricing that facilitates more effective budgeting.

Corporate Implications:

Scope of the Project/Initiative

The outcome of this procurement will provide the City with a Vendor of Record for Commvault Backup solution and services. This will ensure the City has an appropriate, supported backup solution in place to meet business continuity requirements.

Financial Implications:

Sufficient funding for the initial year is available in the 2023 Capital budget. Staff will ensure that sufficient funding is requested in future year budget submissions throughout the duration of the contract, subject to Council approval.

Purchasing Comments:

A public Procurement Process will be conducted and the Bid submissions shall be evaluated in accordance with the published evaluation process within the bid document. Purchase approval shall be obtained in accordance with the Purchasing By-law.

All communication with Bidders involved in the procurement must occur formally, through the contact person identified in the Bid Document.

Strategic Focus Area:

This report aligns with 2022-2026 Term of Council Priority of Government and Leadership:

This technology specifically supports the following objectives:

- Demonstrates value for money and practicing effective and responsible management of municipal assets and services.
- Continuous improvement for operational workflow automation eliminating manual work.

Conclusion:

This report summarizes the scope of the project, identifies funding, and provides a procurement methodology to acquire Commvault Software Licenses and Maintenance.

It is recommended that Council authorize the Purchasing Agent to commence procurement as described in this report.

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