



CITY OF DURHAM | NORTH CAROLINA

Date: May 24, 2011

To: Thomas J. Bonfield, City Manager
Through: Wanda S. Page, Deputy City Manager
From: Kerry Goode, CIO/Director of Technology Solutions
Subject: Data Backup and Recovery Agreement

Executive Summary

The purpose of this Contract is to have the Contractor provide a comprehensive data backup and recovery solution to address the City of Durham's growing needs with an emphasis on effective data management that meets and adheres to industry best practices. The Contractor will collect current state data via an onsite or offsite discovery process. This includes CommVault's examination of the City's existing server and network infrastructure, applications, data distribution, and requirements for data retention.

The documents which are attached to this Contract are incorporated herein by reference and made a part of this Contract. These documents are: Exhibit A entitled, "Hitachi Data Protection Suite v9, Professional Services Overview, Full Implementation," Exhibit B entitled, "Hitachi Data Protection Suite v9, Capacity License Agreement Overview, (Enterprise Infrastructure)," Exhibit C entitled, "City of Durham Insurance Requirements," and Exhibit D entitled, "Acumen I.T., LLC, Price Proposal."

This solution will provide the City with a modern solution for data management and backup and recovery through effective solution design, use of industry best practices, and comprehensive testing. Additionally, this solution will allow for the kind of flexibility, scalability and investment protection required to meet the City's business and data retention requirements.

Recommendation

The Administration recommends that the City Council authorize the City Manager to execute an agreement with Acumen I.T., LLC to provide a comprehensive data backup and recovery solution to address the City of Durham's growing needs with an emphasis on effective data management that meets and adheres to industry best practices in the amount of \$1,164,556.00.

Background

The City of Durham engaged a consultant in September 2010 to conduct an assessment of the current backup system to identify risks, conduct an analysis of the information captured, and

recommend a mitigation strategy to reduce the risks of data loss based on industry best practices. The goals of this assessment were to:

- Discover and evaluate the current backup and recovery infrastructure;
- Identify backup and recovery challenges, including cost containment and service levels;
- Propose tactical solutions to address immediate risks; and
- Begin planning a long-term backup and recovery strategy, aligning business requirements with appropriate technologies.

In addition to the above goals, the assessment focused on how the City of Durham can implement additional disk-based backup technologies to improve its utilization of internal resources, improve recovery capabilities, and increase its Return-On-Investment (ROI) while lowering the Total Cost of Ownership (TCO) on backup and recovery initiatives. The recommendations were provided to the City of Durham in a report from the CIO and were based on the findings and observations obtained through data gathering. Data gathering activities included interviews with several members of the IT staff at the City of Durham and use of automated data gathering software.

The following is based upon the findings from the consultant:

- The City lacks tools to effectively manage the current data set and future data growth.
- The City lacks tools to efficiently store data and guarantee its recovery.
- The current backup system infrastructure and technology lacks the ability and capacity to backup the City's data with a high degree of certainty and data integrity.
- The City data center currently has over 30 TB of data (and growing).
- The 30 TB of data is stored across more than 108 servers that are located both in the data center and in other facilities.

Based on the information provided by the assessment analysis of the current state of the City's data management, the City issued an RFP in January 2011 for a Data Backup and Recovery Solution. Four proposals were received. The respondents were Varrow, Hewlett-Packard, Concentric Tech Solutions, and Acumen IT, LLC. Acumen provided the best overall response and solution to meet the City of Durham's data backup and recovery needs.

Issues/Analysis

The lack of capacity and capability of the current data backup solution must be addressed to keep the City of Durham's data safe, secure, recoverable, and accessible.

Alternatives

The City can continue to receive support and maintenance on the existing system at the risks of data loss and the inability to recover critical operations.

Financial Impact

The City's cost for the solution will be a onetime fee of \$1,164,556.00 which is part of the CIP Program.

The software has a 20-year life cycle. The hardware will need to be refreshed every five to eight years, depending upon the advancements in technology.

SDBE REQUIREMENTS

The Equal Opportunity/Equity Assurance Department reviewed the proposal submitted by Acumen I.T., LLC of Greenville, South Carolina and have determined that they are in compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting.

WORKFORCE STATISTICS

The workforce statistics for Acumen IT, LLC are as follows:

Total Workforce	38	
Total Females	10	(26%)
Total Males	28	(74%)
Black Males	1	(3%)
White Males	26	(68%)
Other Males	1	(3%)
Black Females	1	(3%)
White Females	9	(23%)
Other Females	0	(0%)

Attachments:

- Exhibit A entitled, "Hitachi Data Protection Suite v9, Professional Services Overview, Full Implementation"
- Exhibit B entitled, "Hitachi Data Protection Suite v9, Capacity License Agreement Overview, (Enterprise Infrastructure)"
- Exhibit C entitled, "City of Durham Insurance Requirements"
- Exhibit D entitled, "Acumen I.T., LLC, Price Proposal"