



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: July 25, 2017**

FROM: INNOVATION AND TECHNOLOGY DEPARTMENT **WARDS: ALL**

SUBJECT: AWARD BID NO. 7504 TO ZONES, INC. FOR RENEWAL OF MAINTENANCE FOR COMMVAULT ENTERPRISE BACKUP SYSTEM FOR FISCAL YEAR 2017/2018, IN THE AMOUNT OF \$90,011.44

ISSUE:

Award Bid No. 7504 to Zones, Inc., located in Auburn, Washington for renewal of maintenance for the Commvault enterprise data backup system for Fiscal Year 2017/2018, in the amount of \$90,011.44.

RECOMMENDATIONS:

That the City Council award Bid No. 7504 to Zones, Inc., for renewal of maintenance for Commvault enterprise data backup system for Fiscal Year 2017/2018, in the amount of \$90,011.44.

BACKGROUND:

In September 2007, the Innovation and Technology Department purchased perpetual Commvault licenses from Dell Computer Corporation for a Commvault enterprise backup management system. Commvault allows the City to backup data from virtual and physical servers, applications, storage systems, cloud-based infrastructures, and mobile devices in a secure and unified manner.

Initial Purchase

Commvault licenses were purchased for backup of software and specific device agents (e.g. servers, storage hardware, etc.). The pricing model was based on a combination of the type of agents, the number of agents, and the data capacity needed. The total cost of the original implementation, including licenses, professional services, training, and maintenance was \$165,206. The annual cost for support and maintenance was approximately \$ 45,000.

Conversion to Capacity-Based Licenses

By 2015, the City's stored data had increased by 700% from approximately 15 TB to 105 TB. The City had also increased and upgraded the number and type of storage related devices (e.g. NetApp Storage Area Network, servers, etc.). In order to address the increases and complexity of the City's stored data, on March 24, 2015, the City Council approved a new Capacity License Conversion Agreement (CLA) with Commvault Systems, Inc. The new agreement allowed the City to move to a strictly capacity-based perpetual licensing model with no limitation on the type and number of storage devices. The City Council approval included a one-time cost of \$226,859 and

estimated that total costs over a five-year period would be \$570,000. This included the license conversion, professional services and training, upgraded reporting capabilities, and annual maintenance costs (prorated cost of \$27,606 for the first year and an estimate of \$85,000 for subsequent years).

Annual Maintenance for Licenses

The annual maintenance package for Commvault licenses includes 24x7 access to the Commvault Technical Assistance Center; 24x7 access to Commvault's Maintenance Advantage self-help website; notification of critical software updates, product enhancements, and new releases when available; e-support such as incident management; access to Commvault's knowledge database, Commvault books online, and the Commvault Forums; and access to support history reports. Annual maintenance can be purchased directly from Commvault or through Commvault partners for discounted pricing.

DISCUSSION:

On June 21, 2017, the City posted Bid No. 7504 for renewal of Commvault maintenance for Fiscal Year 2017/2018. The bid closed on June 28, 2017. The City received three (3) bids and Zones was deemed the lowest responsive bidder. The Innovation and Technology Department recommends award of Bid No. 7504 to Zones, Inc., in the amount of \$90,011.44.

The Purchasing Services Manager concurs with the recommendations above.

FISCAL IMPACT:

The total fiscal impact of the action is \$90,011.44. The funds are available in the Innovation and Technology Department, Operations Software Maintenance and Support Account No. 2410000-424310.

Prepared by: Lea Deesing, Chief Innovation Officer
Certified as to
availability of funds: Scott G. Miller, PhD, Chief Financial Officer/City Treasurer
Approved by: Al Zelinka, FAICP, Assistant City Manager
Approved as to form: Gary G. Geuss, City Attorney

Attachment: Bid No. 7504 Award Recommendation