



Board Report

File #: A 19-247, Version: 1

- a. Authorize the Director of Information Technology or his designee to execute a non-standard agreement with ePlus Technology, Inc., a reseller of cloud storage services, for purchase of CommVault software licensing, maintenance and support for backup and recovery of the County's cloud data, in an amount not to exceed \$261,398.02 for a three-year agreement term of June 24, 2019 through June 23, 2022;
- b. Authorize the Director of the Information Technology Department to execute order forms as are necessary to implement the agreement with ePlus Technology, Incorporated for purchase of Commvault;
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology; and
- d. Authorize the Director of Information Technology or his designee to sign up to three (3) renewals, of one (1) year each, of the agreement with ePlus Technology, Inc. for purchase of CommVault licensing, maintenance and support, provided any additional costs do not exceed ten percent (10%) of the original cost (\$26,139.80 maximum additional cost), subject to County Counsel review and provided that the terms and conditions of the agreement remain substantially the same.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Director of Information Technology or his designee to execute a non-standard agreement with ePlus Technology, Inc., a reseller of cloud storage services, for purchase of CommVault software licensing, maintenance and support for backup and recovery of the County's cloud data, in an amount not to exceed \$261,398.02 for a three-year agreement term of June 24, 2019 through June 23, 2022;
- b. Authorize the Director of the Information Technology Department to execute order forms as are necessary to implement the agreement with ePlus Technology, Incorporated for purchase of Commvault;
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology; and
- d. Authorize the Director of Information Technology or his designee to sign up to three (3) renewals, of one (1) year each, of the agreement with ePlus Technology, Inc. for purchase of CommVault licensing, maintenance and support, provided any additional costs do not exceed ten percent (10%) of the original cost (\$26,139.80 maximum additional cost), subject to County Counsel review and provided that the terms and conditions of the agreement remain substantially the same.

SUMMARY/DISCUSSION:

The County's Information Technology Department (ITD) currently stores and protects a total of more than a petabyte of County departmental data; this is equivalent to a million gigabytes of data or 1.5 million CD-ROM discs worth of data. Formerly, this data was maintained on County servers and backed up using a tape library and a transport service to store tapes offsite, on non-County premises.

In 2018 County ITD selected CommVault as a storage solution to replace an aging tape backup system. The new system provides flexibility to manage individual sets of data particular to nearly every County department. Backups of County data now take place in hours rather than days. Another benefit from use of the CommVault storage solution is the County's ability to retrieve specific data sets immediately from a centralized console. Finally, CommVault provides for the replication of County data to the Microsoft cloud data solution separately purchased by the County. The CommVault storage solution provides the capability for off-site disaster recovery of County servers and data.

The migration process from tape storage to CommVault storage is nearly complete. The recommended agreement provides for the purchase, through re-seller ePlus Technologies, Inc., of the final 50 terabytes of CommVault storage licenses required to migrate tape data backups to the CommVault system. It also provides for three years of support and maintenance, which includes CommVault product fixes, product enhancements and software updates, plus 24/7 access to CommVault's Technical Assistance Center.

The ePlus Technologies Inc. Master Customer Agreement through which CommVault services will be purchased contains terms which are non-standard to the County but which are typical in the information technology industry. The Director of ITD recommends that the Board approve these terms in order to effectively backup and protect County data, and to provide for retrieval of County data in the event of disaster, consist with modern technological standards.

OTHER AGENCY INVOLVEMENT:

County Counsel does not approve the following non-standard provisions of the ePlus Technology Inc. Customer Master Agreement: non-standard termination provisions; mutual indemnification, limitations on vendor's liability to County to the amount of vendor's insurance; and non-standard records return provisions.

FINANCING:

Funds for the proposed agreement have been included in the FY19-20 Approved Budget for the Information Technology Department, ITD 1930, Unit 8434, Appropriations Unit INF002. Funds relating to agreement costs in future fiscal years will be included in each respective Recommended Budget based upon anticipated utilization of CommVault services.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The products and services provided pursuant to this agreement will enable ITD to safely store and backup County department data, and to recover County data in the event of natural disaster.

☐ Economic Development
☒ Administration
☐ Health & Human Services
☒ Infrastructure
☐ Public Safety

Prepared by: Sandra Shaffer, Management Analyst III, 759-6957

Approved by:

Date: _____
Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: ePlus Technology, Inc. Customer Master Agreement; ePlus Technology, Inc. Quote

Attachments on file with the Clerk of the Board