COUNCIL ACTION FORM

SUBJECT: AWARD OF CONTRACT FOR VIRTUALIZATION ENVIRONMENT

BACKGROUND:

Information Technology (IT) division maintains both file and virtual server services for City departments. IT hosts 95 virtual servers and several different file services, for common use (such as drive-letter windows storage locations for City employees to share files) and for specific purposes within departments. Examples of specific purpose departmental servers include GIS servers, employee paystub archival servers, and program registration servers for Parks and Recreation.

All these services operate from a virtualization server infrastructure that was deployed in January 2018. The January 2018 project, which cost $243,717.33, included a five-year warranty. The warranty period ends in January 2023. In order to ensure these services remain reliably available, a replacement virtualization infrastructure is necessary.

The goal of this project is to replace the existing virtualization infrastructure and improve the usability, reliability, and security of the virtualization and storage environment. In the area of reliability, the project sought to find a storage solution where three drives could fail before data was lost (triple-parity storage).

Staff prepared a Request for Proposals (RFP) for a replacement virtualization system, including installation and commissioning, development of user acceptance testing, system integration, and connectivity to existing computer resources. The components to be addressed by the vendor include hardware (hosts, networking, and storage), professional services and project management (installation, configuration, data migration, and decommissioning), and five years of support and maintenance

An RFP was issued on August 31, 2022 and viewed by ten companies. Responses were received from four companies. An evaluation team composed of representatives from Information Technology reviewed the proposals based on the following criteria:

1. Completeness of the response
2. Fulfilling technical requirements
3. Company's experience and installation team's qualifications
4. Understanding of the project
5. Overall cost to the City

The maximum possible score, combining all four evaluators was 2000. The proposed products, technical services to be provided and experience related scores represented 70% of the overall score, and proposed cost accounted for 30%.

The scoring of the proposals resulted in the following rankings:

Company	Total Score	Rank	Fee Proposal
Carrier Access IT, LC, Clive, IA	1405	1	$424,640.27
IP Pathways, Urbandale, IA	1276	2	$448,692.71
ProActive Solution, Mission, KS			Non-Responsive
The Drala Project, Inc, Hermosa Beach, CA	-		Non-Responsive

During the technical evaluation, staff determined the response from ProActive Solution, Mission, KS failed to meet the minimum processing requirement, and was therefore non-responsive. The proposal from Drala Project provides an entry-level storage technology, with less drive redundancy than required in the RFP. Drala Project also failed to include the cost of migration services as a part of their response. Therefore, Drala Project's proposal was determined to be non-responsive.

The cost breakdown for the two remaining, responsive proposals is shown below:

	Carrier Access IT, LC	IP Pathways
Computer Hosts	$ 134,497.60	$ 127,557.99
Network	49,500.99	122,628.06
Storage	210,191.68	167,450.06
Trade In of Existing Equipment	(10,000.00)	(5,268.40)
Other Fees *	5,750.00	2,125.00
Migration	34,700.00	34,200.00
Total Cost	$ 424,640.27	$ 448,692.71

*Other fee for Carrier Access IT is miscellaneous cables and for IP Pathways is shipping

Carrier Access IT, LC, Clive, Iowa emerged as the top candidate through the evaluation process. Carrier's proposal provides triple-parity storage, meeting the reliability goal of this project. Carrier Access' proposal provides a solid networking plan and enterprise-class servers with intrusion detection features. Additionally, the server management software in Carrier Access' proposal will reduce the IT team's time in managing the virtualization environment.

Funds totaling $400,000 are currently budgeted in the IT computer replacement budget for this project. This account contains additional reserve funds totaling $636,778, which are available to cover the $24,640.27 shortfall.

<u>ALTERNATIVES</u>:

1. Approve the award of contract with Carrier Access IT, LC, Clive, Iowa, for a Virtualization Environment in the amount not to exceed of $424,640.27.

2. Direct staff to negotiate a contract for a Virtualization Environment with one of the other companies that submitted a proposal to the City.

3. Do not award contract for a Virtualization Environment.

<u>CITY MANAGER'S RECOMMENDED ACTION</u>:

Carrier Access' proposal provides the City with the best value to obtain usability, reliability, and security improvements to the City's virtualization environment.

Therefore, it is the recommendation of the City Manager that the City Council approve Alternative No. 1, as described above.