

AGENDA

FOR THE
GREATER SHEPPARTON CITY COUNCIL

SPECIAL COUNCIL MEETING

TO BE HELD ON
TUESDAY 28 AUGUST 2012
AT 1.00PM

IN THE COUNCIL BOARD ROOM
90 WELSFORD STREET

COUNCILLORS:

Cr Michael Polan (Mayor)
Cr Chris Hazelman (Deputy Mayor)
Cr Cherie Crawford
Cr Geoff Dobson
Cr Jenny Houlihan
Cr Milvan Muto
Cr Kevin Ryan

VISION

GREATER SHEPPARTON
AS THE FOOD BOWL OF AUSTRALIA,
A SUSTAINABLE, INNOVATIVE
AND DIVERSE COMMUNITY
GREATER FUTURE

A G E N D A
FOR THE
SPECIAL COUNCIL MEETING
TO BE HELD ON
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CHAIR
CR MICHAEL POLAN

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PRESENT:

1. ACKNOWLEDGEMENT

“We the Greater Shepparton City Council, begin today’s meeting by acknowledging the traditional owners of the land which now comprises Greater Shepparton. We pay respect to their tribal elders, we celebrate their continuing culture, and we acknowledge the memory of their ancestors”.

2. APOLOGIES

3. MANAGEMENT REPORTS

FROM THE BUSINESS DIRECTORATE

3.1 Contract No 1382 – SAN & Blade Renewal Tender

Disclosures of conflicts of interest in relation to advice provided in this report

Under section 80C of the *Local Government Act 1989* officers and persons engaged under a contract providing advice to Council must disclose any conflicts of interests, including the type and nature of interest.

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Council Officers involved in producing this report

Author: Information Services Manager

Proof reader(s): Team Leader Information Systems
Procurement and Contracts Support Officer

Approved by: Director Business

Other: Information Systems Officer
Information Systems Officer

Purpose

The purpose of this report is to provide information to Councillors so they can make an informed decision to support the recommendation

Why it is being presented

The value of the contract exceeds the amount which can be approved by Council's Chief Executive Officer under delegated authority.

RECOMMENDATION

That the Council:

1. accept the tender submitted by Thomas Duryea Consulting of Richmond, VIC for Contract No.: 1382 implementation of Blade & SAN replacement for the Lump Sum price of \$587,304.30 (including GST)
2. authorise the Chief Executive Officer to sign and seal the contract documents.

Contract Details

The contract is for the delivery of a Blade and SAN solution that satisfies both the current and future performance and capacity requirements of Greater Shepparton City Council (GSCC). When we refer to a blade we are referring to a removable server which is housed within a chassis that allows a greater capacity to maintain and manage the GSCC systems. The term SAN stands for 'Storage Area Network', a SAN is best described as a smart chassis that houses a series of trays that contain 15 or more hot swappable hard drives.

The SAN contains its own build in processor power and network which manages all of the hard drives in configured groups as required. Hot swappable is a term utilised to describe the capability to extract a hard drive from the system whilst running and the system will promptly redirect all the data to another location and ensure the integrity of the system is retained. It is also important to note that a SAN can deal with various types of drives, within this tender we refer to slow storage, fast storage and solid state storage.

3. MANAGEMENT REPORTS

3.1 Contract No 1382 – SAN & Blade Renewal Tender (Continued)

Both slow and fast storage run off a traditional hard drive containing a spindle and platinum plater that read and writes all data, whereas solid state is a high speed storage method using no spindles or platters and is comparable more so to the RAM of a computer in how it works.

The tender brief and subsequent tender submissions were generally broken down as follows:

- Proposed Solution
 - Outlines the overall solution.
 - Acknowledgment of GSCC listed requirements met by tenderer.
 - Identify opportunities for innovation
 - Technologies used within the tendered solution outlined.
- Solution Components
 - Components used within the solution outlined
 - Specifications of components proposed
 - Integration achievable via component implementation
 - Architected layout of proposed solution
- Statement of works
 - Project schedules
 - Services provided
 - Inclusions
 - Exclusions
 - Assumptions made by the tenderer
 - Client responsibilities
 - Deliverables and acceptance criteria
- Project governance
 - Tenderer project management statement
 - Reporting frequency and methods stipulated
 - Quality assurance of works undertaken and services provided
 - Associated project risks
- Training
 - Training provided
 - Future training recommendations and benefits
- Investment
 - Costing of proposed solutions captured as line items

Tenders

Tenders were received from: Tenderers
Thomas Duryea Consulting
Dell
NewBridge Technology Pty Ltd

3. MANAGEMENT REPORTS

3.1 Contract No 1382 – SAN & Blade Renewal Tender (Continued)

Tender Evaluation

Tenders were evaluated by:

Title	Branch
Manager Information Services	Information Services
Team Leader Information Systems	Information Services
Information Systems Officer – Networking and Security	Information Services
Information Systems Officer - Applications and Systems	Information Services
Asset Management Co-ordinator	Asset Management

Evaluation Criteria

Tenders were evaluated on the following criteria:

Evaluation Criteria	Weighting
Pricing	40%
SAN Specification	10%
Blade Specification	10%
Services Provided	5%
Overall Solution	20%
Relevant Experience	5%
Referees Provided	5%
Key Personal	5%

Council Plan/Key Strategic Activity

17. Promote and demonstrate environmental sustainability

GSCC have approached the SAN and Blade tender with the outlook to where possible opt for a solution which reduces or better manages the Information System (IS) equipment's power utilisation, in order to support environmental sustainability.

33. Pursue organisations development and improvement

The completion of this project will enhance GSCC's ability to support further the many varying applications and procedures. Strengthening GSCC's disaster recovery and business continuity plans via an active - active solution. Faster response times, better management of data and stronger delivery to allow GSCC employee to provide better results for our community.

35. Provide best practice management and administrative systems and structures to support the delivery of Council services and programs.

Industry research has allowed GSCC to confidently release a tender document that met the needs of a IS industry best practice solution. The implementation of the recommended tendered solution would provide a higher standard of reporting and managing of the IS systems, which in turn provides a more reliable and capable system to support GSCC's core systems, services and programs.

It is important to note that GSCC require a reliable IS infrastructure to support any works undertaken, ranging from a letter from the CEO to the detailed plan prepared by the design services department. Whilst this tendered solution may not directly meet the stated aims of the council plan in some areas, it does act as the enabler GSCC use to successfully deliver these community promises.

3. MANAGEMENT REPORTS

3.1 Contract No 1382 – SAN & Blade Renewal Tender (Continued)

Risk Management

With any IS undertaking mitigating any possibility of data loss is always the highest priorities, and GSCC aim to place this responsibility upon the awarded tenderer to ensure every possible measure is taken to retain our data asset in its entirety.

Risks	Likelihood	Consequence	Rating	Mitigation Action
Tender is not awarded	C	2	High	Reduce the use of TRIM, discourage the use of digital data return to paper based system.
Data loss during SAN migration	C	2	High	Ensure successful tenderer is fully responsible for data delivery.
Unexpected loss of tenderer key resources	D	2	Moderate	Tenderer held to project schedule and responsible to complete works.
Data Repository growth rate higher than expected	C	3	Moderate	Ensure tendered solution is scalable to allow for additional hard drive space to be added in the future with minimal financial impact.
Existing Microwave link is unable to consistently support required minimal latency figures	D	3	Moderate	Testing of microwave latencies to be carried out during design phase to implement a solution based upon the results.
Solution Design does not meet client requirements upon delivery	D	2	Moderate	Tenderer to carry out design workshop with relevant stakeholders. Client review and approval of final design document.

Policy Considerations

The tendered solution aligns with the Sustainability Purchasing Policy and the Information Privacy Policy whilst also adhering to GSCC's Procurement Policy.

3. MANAGEMENT REPORTS

3.1 Contract No 1382 – SAN & Blade Renewal Tender (Continued)

Financial Implications

	2012/2013 Approved Budget for this proposal* \$	This Proposal \$	Variance to Approved Budget \$	Comments
Revenue	\$0	\$0	\$0	
Expense	\$250,000	\$533,913 (GST Excl)	\$66,087	The \$250,000 Blade and \$350,000 SAN budgets were merged to allow for a more competitive overall tendered solution.
	\$350,000			
Net Result	\$600,000	\$533,913	\$66,087	

* Amount shown in this column may equal one line item in budget or maybe a component of one budget line item.

The recommended tenderer solution captures all licensing, maintenance and warranty fees for the next 5 years within the budgeted figures. In the past we have shifted end of life equipment to DR and only replaced the production site with new equipment. By aligning the Blade and SAN life cycles GSCC have allowed for vendors & consultants alike to propose almost a whole of site replacement at exceptionally competitive pricing.

Victorian Charter of Human Rights and Responsibilities Act 2006 Implications

This proposal does not limit any of the human rights provided for under the Victorian Charter of Human Rights and Responsibilities Act 2006.

Legal/Statutory Implications

Tender process has been carried out according to the requirements of *Section 186* of the *Local Government Act 1989*.

Environmental/Sustainability Impacts

While there are no direct environmental or sustainability considerations that specifically relate to the purchase of this hardware, the additional data storage capability this equipment provides contributes towards Council's objective of reducing hard copy documents in the organisation by 80%. The additional storage capacity also has a flow on effect of reducing the volume of documents that are printed. At this point in time is no energy rating system that applies to this type equipment however the energy used is far less, and also more effective when compared to our current systems when utilised with VMware.

Strategic Links

a) Greater Shepparton 2030 Strategy

This Tender does not directly relate to the Greater Shepparton 2030 Strategy; however this tender acts as the enabler for the delivery of the Strategy by means of providing the tools required by GSCC employees to undertake their work.

b) Other strategic links

This Tender directly relates to the Greater Shepparton Information Services 2012-2015 Strategy.

3. MANAGEMENT REPORTS

3.1 Contract No 1382 – SAN & Blade Renewal Tender (Continued)

Strategic Intent

- Optimise and capitalise on Councils investment

Environmental

- Support the 80% paper reduction project by providing the storage capacity required
- Embrace virtual machines and virtual storage requiring less physical hardware

Security

- Support a multilayered security model
- Ensure remote site security measurements are in place

Asset Management

- Adhere to lifecycle and replacement program

Disaster Recovery

- Ensure disaster recovery and business continuity plan requirements are met and expanded where possible

User Support

- Ensure capability for end user application upgrades and release version installations

Financial

- Adhere to lifecycle and replacement program, within stipulated budgets.

Options for Considerations

Do Nothing Option

To do nothing GSCC would be required to lengthen the maintenance contracts for both production and DR. This would incur considerable cost due to the fact that GSCC's current IS infrastructure has reached it's end of life. By doing nothing GSCC would be unable to make any performance improvement and would be forced to recall some IS improvements recently made in order to recover storage space that is currently in high demand. High profile projects such as the 80% paper reduction project would have to be stopped and in some cases reverted back to paper to ensure further data storage growth is not required.

Option A – Low cost option

This approach would see some growth in slow storage and improvements within the server infrastructure. However whilst this option would improve our capacity for storage overall, it would not fully satisfy our current growth requirements. This option however would require additional funds to extend warranties of the existing production gear that would be rehoused within DR.

Option B – mid range option

As the term mid range may suggest this option meets the minimum requirements and takes a further step forward. Option B adds the slow storage component and the server improvements previously captured within option A, and also adds further storage capacity within the SAN's fast storage. This option however would also require additional funds to extend warranties of the existing production gear that would be rehoused within DR.

Option C – Vendor Recommended Option (recommended option)

3. MANAGEMENT REPORTS

3.1 Contract No 1382 – SAN & Blade Renewal Tender (Continued)

Option C contains the server infrastructure within the previous options whilst also maintaining the proposed fast and slow storage. However option C contains another tier of storage, solid state storage allowing a higher level of performance. The main advantage of option C over A or B is the introduction of a new SAN to both production and DR, allowing an active – active site replication. To simplify this, active – active relates to the ability for either site to act as the parent site, rather than a parent child relationship our servers currently have. This ability strengthens our DR and BCP capability reaching levels we were unable to reach with our current systems. Option C would incur minimal costs associated with warranty extensions as a result of the new DR SAN.

Conclusion

It is the recommendation of the evaluation panel of contract 1382 that the purchase of option C tendered by Thomas Duryea be endorsed.

Thomas Duryea Consulting tendered an option that delivered additional services that were not required within the tender, but highly desirable. Also this option implemented a brand new SAN within both the production and DR site. The additional SAN in DR allows GSCC to implement an active/active network meaning both sites do the work, whereas in the past the DR site was used only in the case of a disaster and offered no other benefits to council.

Thomas Duryea Consulting met and in most cases exceeded all requirements of the tender. Thomas Duryea Consulting demonstrated a high level of Victorian local government experience with listing over 30 councils that they had worked with, and capturing 5 rural councils as their referees.

Option C not only provides additional services hardware in the form of the DR SAN, this option provides GSCC with the ability to grow and develop to ensure employees obtain a level of information services that supports their needs to deliver what it required to our Greater Shepparton residents.

Attachments

Nil.

4. URGENT AND OTHER BUSINESS NOT INCLUDED ON THE AGENDA