

WEST DUNBARTONSHIRE COUNCIL

Report by Executive Director of Corporate Services

Tendering Committee: 16th September 2009

Subject: Provision of a Corporate Data Archiving Solution

1. Purpose

To advise the Committee of tenders received for the Provision of a Data Archiving tool and to seek approval to accept the best value tender.

2. Background

- 2.1** Finance and ICT have responsibility for maintaining the integrity of all electronic files held by client departments across the council.
- 2.2** The data is currently held across a number of data stores mainly situated in the Garshake Road datacentre.
- 2.3** The various council departments increased reliance on electronic records has resulted in a huge increase in the volume of data stored electronically.
- 2.4** Data retention guidelines require that electronic records pertaining to specific council business are kept for up to five years and in some circumstances, indefinitely.
- 2.5** The current backup schedule retains data for up to four weeks.
- 2.6** The time window required to backup this data is encroaching into the working week.
- 2.7** An Invitation to Quote was placed on the Catalist (Office of Government Commerce (OGC) Buying Solutions) website under the Framework Agreement: SPECIALIST SOLUTIONS - Electronic Document and Records Management Solutions.
- 2.8** Tender responses for the project were received on 17 April 2009 from two suppliers.

3. Main Issues

Evaluation Process.

- 3.1** The tender evaluation scoring criteria was as follows - Financial 60%, Technical Functionality Service 30%, Supplier & Product Quality References 7%, and Product and Supplier administration services 3%.

- 3.2** Supplier A solution did not meet one of the key requirements, that is a facility to archive data on WDCs unix server estate, without use of third party product. This supplier, therefore, scored less for Technical Functionality Services.
- 3.3** Additionally, the proposal offered by Supplier A did not include costs for off-site data mirroring which increases resilience of the solution and improves Council's disaster recovery provision.
- 3.4** The supplier cost proposals, because of the differing functionality being offered, were not based on a like for like comparison.
- 3.5** Although both suppliers provided a scalable solution and associated costs, Supplier B also provided entry level cost proposal in line with available budget.

Improvements Expected From Implementing Data Archiving Solution

- 3.6** Currently data is backed up to electronic media over a four week cycle and this does not account for some departmental requirements to refer, for example, to case notes for months or sometimes years later. A data archive tool will improve response times for document restore process.
- 3.7** A data archive tool will retain copies of documents indefinitely or can be controlled by pre-determined policies.
- 3.8** The data archive tool will reduce the reliance on backup to tape since devices at Garshake Road and Rosebery Place will continually update each other effectively providing disaster recovery for all data in the archive.
- 3.9** The data archive tool will compliment the existing mail archive since a large proportion of the mail archive can be moved to the data archive whilst maintaining its compliant status.
- 3.10** The data archive will allow intelligent, quick searches of all documents in the archive if required.
- 3.11** The policies available on the data archive tool can be set up to retain data indefinitely.
- 3.12** Archiving a large proportion of the council's data that is accessed rarely will make the current backup arrangements more efficient as volume of data included in the backup process will be reduced.
- 3.13** In addition to the data archive tool, the solution will include software to manage data policies which will enhance the archiving functionality available.

4 Personnel Issues

- 4.1** Existing resources within ICT would be required for the implementation of this system.
- 4.2** Existing resource within LARS records management function would be required for the implementation of this system.
- 4.3** Each directorate would be required to provide assistance in the development of the data archive/retention policies to meet legislative requirements.

5 Financial Implications

- 5.1** The tender has been checked arithmetically and represents good value by current pricing levels and is within the budget provisions set aside.
- 5.2** This project will be funded from existing ICT capital allocation and includes the annual hardware support and most of the maintenance costs.
- 5.3** The full term of the hardware component contract is over 5 years including provision of support for the contract duration.
- 5.4** The software component used to manage data policies will incur support costs of £5,380.43 per annum from year two and will be incorporated into ICT revenue burdens process.

6 Risk Analysis

- 6.1** The introduction of the Data Archive will enable the council to manage its electronic records effectively, reducing the potential of exposure to litigation in the event that our data retention obligations are not met.
- 6.2** Without the introduction of a data archive, the council would need to consider other ways of managing its already sizeable repository of electronic records, potentially including investment in expensive storage technologies and disk/tape libraries.
- 6.3** Implementation of a data archive will reduce the impact on the current backup process by separating active current data from archive data thereby reducing the volume of active data to be backed up each day.

7 Conclusions & Officers' Recommendations

- 7.1** Committee is asked to note

- 7.1.1** The implementation of this solution is necessary to reduce the potential exposure to litigation if the council's data retention obligations are not met; and
- 7.1.2** The introduction of the data archive will reduce the necessity to expand relatively more expensive SAN technologies in order to manage the increasing electronic records repository.
- 7.2** The Committee is invited to approve the awarding of the contract to Supplier B in the amount of
- 7.2.1** £79,904 for the hardware component including 5 years maintenance,
- 7.2.2** £23,396.74 for the policy management software; and
- 7.2.3** £5,380.43 per annum maintenance which will be incorporated in ICT financial burdens for 2010/11.

Joyce White
Executive Director of Corporate Services
Date: 4 September 2009

Person to Contact: Patricia Marshall, Manager of ICT
Council Offices, Garshake Road
Telephone: 01389 737574
Email: patricia.marshall@west-dunbarton.gov.uk

Appendices: None

Background: None

Ward Affected: None