

**Council Meeting: February 7, 2012**

**SUBJECT: Award of Contract for the Upgrade of the 911 Computer Aided Dispatch (CAD) and Report Management System (RMS) Hardware (F1112-35 and F1112-36) and Authorization to Enter Into a Cost Sharing Agreement with the Town of Los Gatos**

**BACKGROUND**

Approval is requested to award a contract in the amount of \$439,173, including taxes, to Integrated Archive Systems of Palo Alto to purchase new blade servers and storage (hardware) to complete the Public Safety 911 Computer Aided Dispatch (CAD) and Report Management System (RMS) upgrade project. Council previously approved the application software portion of the upgrade on April 26, 2011 (RTC No. 11-85). The April 2011 RTC authorized the City Manager to enter into a cost sharing agreement with the Town of Los Gatos for the application software, as well as a requirement for a new cost sharing agreement to apportion costs related to this purchase. The new agreement cannot be established until all project implementation costs are known, as more fully described below. Approval is requested now to authorize the City Manager to negotiate the hardware maintenance/support (including equipment replacement costs) cost-sharing agreement and enter into the contract.

Separate bids were conducted because two distinct types of hardware are needed (Dell blade servers and NetApps storage, see Attachment B). One reseller who provides both types of equipment was the low bidder. The two bids are being consolidated into one Purchase Order.

**DISCUSSION**

The 911 CAD/RMS systems are critical components required by the Department of Public Safety to effectively serve the emergency needs of the community. The system is used by the dispatchers to accept, track and monitor emergency calls and when required, dispatch public safety personnel to respond to requests for assistance. The City purchased a CAD/RMS system from Tiburon, Inc., in 1998 but the technology architecture is functionally obsolete and in need of replacement. The application software is ready for installation and the hardware must now be procured in order to complete the project.

The bid specifications for the hardware were prepared by the Information Technology Department, and Purchasing staff issued Invitation for Bids Nos. F1112-35 for Dell Blade Servers and F1112-36 for Network Appliance Equipment. Both bid documents were broadcast to potential suppliers through

the City's Onvia DemandStar public procurement network. Twelve firms requested bid documents. Sealed bids were received and publicly opened on January 11, 2012.

Two responsive bids were received for bid F1112-35 (servers):

<b><u>Bidder</u></b>	<b><u>Total Bid</u></b>
Integrated Archive Systems, Palo Alto, CA	\$151,693
NEC Corporation of America, Santa Clara, CA	\$159,182

One responsive bid was received for bid F1112-36 (storage):

<b><u>Bidder</u></b>	<b><u>Total Bid</u></b>
Integrated Archive Systems, Palo Alto, CA	\$287,480

Integrated Archive Systems of Palo Alto was determined to be the lowest responsive and responsible bidder for both bids.

In April 2011, the City Council awarded a contract to Tiburon to upgrade the system application software to a new technology platform that benefits the City by achieving significant cost savings and leveraging advancements in communications infrastructure to host multiple agency dispatch operations/share the costs of acquisition and operation. As first steps, the City has begun the upgrade and entered into a cost-sharing agreement with the Town of Los Gatos (see RTC No. 11-085).

The agreement required the Town of Los Gatos to share in the acquisition cost of the system software upgrade (a share of \$70,000), and in that system's annual maintenance cost (an ongoing share of \$36,000). The agreement further required that a separate agreement be negotiated for the apportionment of certain costs related to this procurement, specifically ongoing hardware maintenance and support, staff time, connectivity between jurisdictions and equipment replacement (the April 26, 2011 RTC incorrectly stated that the acquisition cost of the hardware would also be shared). The new cost share agreement cannot be finalized until all implementation costs are known.

**FISCAL IMPACT**

Total cost for the servers and storage is \$439,173, which includes two years of maintenance and support for the storage component and three years of maintenance and support for the blade servers (a portion of which will be apportioned to Los Gatos as part of the new sharing agreement). Budgeted funds are available in the Information Technology hardware and software equipment replacement accounts.

The exact amount of annual maintenance/support costs for the servers and storage is unknown at this time. Vendors bidding on this type of equipment typically provide a lump sum price and include multi-year support as a warranty item in the pricing. Annual support costs begin after the warranty period. As a rule of thumb, these annual support costs are roughly 15% of purchase cost. Annual support costs for the *storage portion*, according to the vendor, are estimated to be \$30,350. Staff estimates that the annual support costs for the *blade servers* will be approximately \$22,500 or approximately 15% of purchase cost.

Annual support cost for the current hardware (that is being replaced) is approximately \$23,000, which partially offsets the future cost. Additionally, staff previously identified \$50,000 in annual savings (as described in RTC No. 11-085) for application software maintenance and support which can be used to ensure cost neutrality of this purchase.

The Information Technology Department (ITD) will develop a use cost matrix and once it has the opportunity to determine the complete scope of reimbursable items required by the initial cost sharing agreement with the Town of Los Gatos (ongoing hardware maintenance/support and equipment replacement costs), the additional cost sharing agreement will be negotiated and executed to memorialize all appropriate charges.

**PUBLIC CONTACT**

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall, at the Sunnyvale Senior Center, Community Center and Department of Public Safety; and by making the agenda and report available at the Sunnyvale Public Library, the Office of the City Clerk and on the City's Web site.

**RECOMMENDATION**

It is recommended that Council:

1. Award a contract, in substantially the same form as the attached draft Purchase Order and in the amount of \$439,173, including taxes, to Integrated Archive Systems for the 911 Computer Aided Dispatch (CAD) and Report Management system hardware and related components; and
  
2. Authorize the City Manager to enter into a cost sharing agreement with the Town of Los Gatos for ongoing hardware maintenance and support once the appropriate costs are determined.

Reviewed by:

Grace Leung, Director of Finance  
Prepared by: Peter Gonda, Purchasing Officer

Reviewed by:

Cuong Nguyen, Director of Information Technology

Reviewed by:

Frank Grgurina, Director of Public Safety

Approved by:

Gary M. Luebbers  
City Manager

**Attachments**

- A. Draft Purchase Order
- B. Pricing Detail





**BUYER:**

Howard, Dreama

PHONE (408) 730-7396

FAX (408) 730-7710

**SECTION VI. BID FORM (Return This Portion)**

Honorable City Council  
City of Sunnyvale  
Sunnyvale, California

The undersigned bidder hereby offers to sell and deliver Dell Blade Servers, related hardware, software, maintenance and support to the City of Sunnyvale in strict compliance with the specifications, terms and conditions stated herein.

**Dell Blade Environment****Dell M1000e Chassis**

<b>Qty</b>	<b>Description</b>
1	Blade Server Enclosure, No Blades, M1000E, PowerEdge (223-3244)
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (984-7982)
	ProSupport : 7x24 HW / SW Tech Support and Assistance , 3 Year (984-8172)
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (985-3800)
	Dell Hardware Limited Warranty Plus On Site Service Extended Year(s) (989-0728)
	Dell Hardware Limited Warranty Plus On Site Service Initial Year (989-0747)
	MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year (989-0788)
	(989-3439)
	Installation of a Dell Server, Storage or Peripheral Device, Blade Enclosure (989-0689)
	Redundant Power Supplies (3+3 2700W), High Efficiency, M1000E Blade Chassis (331-0824)
	Redundant Chassis Management Controller, PowerEdge M1000E (311-7787)
	Flex Address Plus Enabled (342-1668)
	CMC Extended Storage Card (342-2666)
	VMware ESXi v4.0.2, 2CPU, Embedded, Basic, 0Yr Upgrade Subscription, SD,NoMedia (421-1103) - Quantity 5
	Windows Server 2008 R2 SP1, Standard Edition, Media Kit (421-5440)
	Windows Server 2008R2 SP1, Standard Edition,Spanish,Media Kit (421-4626)
	Users Guide, Qlogic QME2572 FC8 HBA for M-Series Blades (330-1588)
	Dell OpenManage CD Kit for PowerEdge M1000E Blade Server Chassis (310-9694)
	Dell Management Console (330-5280)
	Dell OpenManage Kit for PowerEdge M610 Blade Server (330-3576)
	Dell Management Console (330-5280)
	Users Guide, PowerEdge M-Series Blades (330-4117)
	Users Guide, PowerEdge M-Series Blades (330-4117)
	Redundant Ethernet Switch Configuration (311-8060)
	Redundant Ethernet Switch Configuration (311-8060)
	Redundant Fibre Channel Switchor Access Gateway Configuration (311-8062)
	PowerEdge M-Series Blade Multipack Box Processor FamilyLabel, Intel (310-9952)
	Rack Chassis w/Rapid Rails for Dell, HPQ or other Square HoleRacks (310-9689)
	Altiris Deploymnt Solution forup to 16 PowerEdge M1000e Series Blade Srvrs (313-6157)
	Avocent Integrated KVM Analog Switch Module, PowerEdge M1000E Chassis (430-2628)
	Power Cords, QTY3, 2FT C19/C20 for M1000E Server Blade Chassis (330-0146) - Quantity 2
	Blade Blanking Panel for PowerEdge M1000E Blade Server Chassis (310-9709) - Quantity 11

	Users Guide, Cisco Catalyst Ethernet Switch for PE M1000E Blade Chassis (430-2851)
	Stacking and Uplink Cable, 0.5for Cisco Catalyst Ethernet Switch, M1000E (430-2850) - Quantity 4
	PRICE \$ <u>8,754.31</u>

**Blade Servers**

Qty (5) Dell PowerEdge M610 Blade Server each with(2) Intel X5690 3.46GHz 6-core Processors96GB RAM (12x8GB DIMMs)(2) 146GB 15K SAS Drives(1) Broadcom 5709 Dual Port GbE I/O Card(1) Qlogic QME2572 8Gb FC I/O Card(1) iDRAC6 Enterprise3 years Mission Critical Support, 24x7, 4hr Onsite

**Qty Description**

5	PowerEdge M610 Blade Server; 56XX Processors (224-8593)
	No Documentation (310-1972)
	System ordered as part of Multipack order (330-4118)
	96GB Memory (12x8GB), 1333MHz Dual Ranked LV RDIMMs for 2 Procs, Optimized (317-5311)
	Intel Xeon X5690 3.46GHz, 12M Cache, 6.40 GT/s QPI, 6C (317-6160)
	Intel Xeon X5690 3.46GHz, 12M Cache, 6.40 GT/s QPI, 6C (317-6167)
	X5690 Heat Sync (317-6988)
	X5690 Heat Sync (317-6988)
	146GB 15K RPM Serial-Attach SCSI 6Gbps 2.5in Hotplug Hard Drive (342-0427)
	No Operating System (420-6320)
	Onboard Broadcom 5709 Dual Port 1GbE NIC, with TOE (430-3439)
	iSCSI Offload Included for Dual Onboard NICs (430-3440)
	Windows Server 2008 R2SP1, Standard Edition, Includes 5 CALS,Secondary OS (421-4614)
	Broadcom 5709 Dual Port GbE I/O Card for M-Series Blades (430-3186)
	Qlogic QME2572 8Gbps Fibre Channel I/O Card for M-Series Blades (430-3210)
	1GB SD Card, Internal,ContainsEmbedded Hypervisor (313-5888)
	VMware ESXi v4.0.2, Embedded, Requires Subscription and License (421-1101)
	1GB SD Card, Internal,ContainsEmbedded Hypervisor (313-5888)
	VMware ESXi v4.0.2, Embedded, Requires Subscription and License (421-1101)
	VMware ESXi v4.0.2 wVI4, 2CPU, Embedded, Trial, No Subscription, SD,NoMedia (421-1102)
	146GB 15K RPM Serial-Attach SCSI 6Gbps 2.5in Hotplug Hard Drive (342-0427)
	No Operating System Media Kit (420-1908)
	Add-in PERC6/i with battery supporting 2 HDs SAS or SSD- RAID 1 Mirror (341-9582)
	PERC 6/I RAID Controller Card 256MB Cache, w/ Battery M-Series Blade Servers (341-9583)
	(989-3439)
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (992-4942)
	ProSupport : 7x24 HW / SW Tech Support and Assistance , 3 Year (992-5132)
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (992-8870)
	Dell Hardware Limited Warranty Plus On Site Service Initial Year (993-6877)
	Dell Hardware Limited Warranty Extended Two (2) Years (993-6878)
	MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year (993-6938)
	iDRAC6 Enterprise (313-8744)

	PRICE \$ <u>37,364.88</u>
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**Cisco Switches**

Qty (4) Cisco Catalyst 3130X

Qty	Description
4	Cisco Catalyst 3130X, 10GE Capable, Redundant (223-5387)
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (986-1552)
	ProSupport : 7x24 HW / SW Tech Support and Assistance , 3 Year (986-1742)
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (986-6660) (989-3439)
	Dell Hardware Warranty Initial Year (989-6277)
	Dell Hardware Warranty Extended Two (2) Years (989-6278)
	MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year (989-6318)
	On-Site Installation Declined (950-8997)
	PRICE \$ <u>32,851.61</u>

**Brocade Switches**

Qty (2) Brocade M5424 FC8 Switch

Qty	Description
2	Brocade M5424 FC8 Switch+AG, 24 ports, 8 8Gb SFPs and Ent Perf Pack, Redundant (224-3094) (989-3439)
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (991-1072)
	ProSupport : 7x24 HW / SW Tech Support and Assistance , 3 Year (991-1152)
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (991-3360)
	Dell Hardware Limited Warranty Plus On Site Service Extended Two (2) Years (992-3778)
	Dell Hardware Limited Warranty Plus On Site Service Initial Year (992-3787)
	MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year (992-3818)
	Hardware Installation Included In SAN/DAS Implementation Installation (981-9069)
	PRICE \$ <u>17,523.07</u>

**VMWare Licenses**

Qty (1) vSphere V5 Enterprise Kit (1) vCenter, (6) Enterprise CPUs Qty (4) vSphere V5 Enterprise for 1 CPU 36 Months of Production (24X7) Support

Qty	Description
1	VSPHERE V5 ENTERPRISE KIT FOR 6CPU 384GB TOTAL VRAM ENTITLEMENT
1	PROD SNS VSPHERE V5 ENTERPRISE KIT FOR 3YR
4	L1 VSPHERE V5 ENTERPRISE 1CPU WITH 64GB VRAM ENTITLEMENT
4	PROD SNS VSPHERE V5 ENTERPRISE FOR 3YR
PRICE \$ <u>45,101.68</u>	

Sales Tax (Materials Only 8.25%) \$ 8096.03

GRAND TOTAL \$ 151,693.58

**Additional Information Required of Bidder**

- Delivery 10 calendar days after receipt of order.
- Bidder's Business Organization (Check One):
  - Individual Proprietorship
  - Partnership
  - Corporation
  - Other \_\_\_\_\_
- Method of delivery GROUND SERVICE
- Prompt Payment Terms Offered NET 30 DAY PAYMENT TERMS
- If bidder is awarded contract, bidder will extend pricing to other government agencies?  
 \_\_\_yes  no  
 If yes, enter number of calendar days bid pricing will be extended to other agencies \_\_\_\_\_
- Indicate exceptions to terms and conditions, if any. \_\_\_\_\_

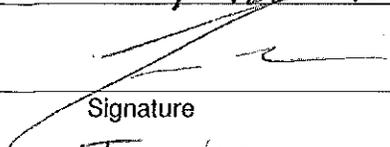
**ADDENDA**

Bidder acknowledges receipt of the following Addenda:

Number \_\_\_\_\_ Date \_\_\_\_\_  
 Number \_\_\_\_\_ Date \_\_\_\_\_  
 Number \_\_\_\_\_ Date \_\_\_\_\_

**SIGNATURE**

Company Name INTEGRATED ARCHIVE SYSTEMS, INC.  
Address 1121 N. SAN ANTONIO ROAD, #D100  
PALO ALTO, CA 94303

  
Signature  
TIM NEDUM  
Name (printed or typed)  
408 205-7262  
Telephone Number  
77-0445137  
Tax ID Number

SR. SOLUTIONS CONSULTANT  
Title  
1/9/12  
Date  
650-390-9997  
Fax Number  
059686  
Sunnyvale Business License Number

**SECTION VI. BID FORM (Return This Portion)**

Honorable City Council  
City of Sunnyvale  
Sunnyvale, California

The undersigned bidder hereby offers to sell and deliver Network Appliance Network Appliance SAN storage to include related hardware, software, professional services and maintenance and support to the City of Sunnyvale in strict compliance with the specifications, terms and conditions stated herein.

**NETAPP 3240HA with Cabinet**

NetApp FAS3240HA with Cabinet with the following:

- Qty (1) DS4243 Shelf with 24X2TB 7.2K SATA Drives
- Qty (1) DS4243 Shelf with 24X600GB 15K SAS Drives
- Software Data ONTAP Essentials: HTTP, Deduplication (ASIS), Nearstore, SyncMirror, Cluster Failover, MetroCluster, DSM/MPIO, MultiStore, FlexCache, System Manager
- SnapManager Application Software (Controller-based) for:  
Exchange, SQL Server, SharePoint, Oracle, SAP, Virtualized Infrastructure, Hyper-V
- SnapDrive for Windows (Controller-based)
- SnapDrive for UNIX (Controller-based)
- SnapVault: SnapVault Primary, & Secondary
- Software: FCP, SnapRestore, CIFS
- 24 Months of SupportEdge Standard with 4hr Part Replace

Qty	Description
1	DSK SHLF,24x2.0TB,7.2K,SATA,IOM3,-C,R5
1	DSK SHLF,24x600GB,15K,3Gb SAS,IOM3,-C,R5
2	FAS/V32XX,Chassis,AC PS,-C,R6
2	FAS3240 HA System with Controller & IOXM
2	SW,Data ONTAP Essentials,3240A,-C
2	SW,SnapMgr Application Integration,3240A,-C
2	SW,SnapVault,3240A,-C
2	SW,FCP,-C
2	SW,Flash Cache,-C
2	Cisco N50XX 10GBase Copper SFP+cable,3m,-C,R6
2	HBA 4-Port FCP Target 4Gb PCIe,-C
2	Flash Cache 512GB PCIe Module,-C
2	HBA SAS 4-Port Copper 3/6 Gb QSFP PCIe,-C
8	Cable,Cntrl-Shelf/Switch,2m,LC/LC,Op,-C
4	Cable,SAS Cntrl-Shelf/Shelf-Shelf/HA,2m,-C
4	Cable,SAS Cntrl-Shelf/Shelf-Shelf/HA,5m,-C
1	Cable,Ethernet,2m RJ45 CAT6,-C
4	Cable,Ethernet,5m RJ45 CAT6,-C
10	Cabinet Component Power Cable,-C,R6
1	Cab,Deep,Empty,No PDU,No Rails,-C
4	PDU,1-Phase,12 Outlet,30A,NEMA,-C,R6
2	Mounting Bracket,Tie-Down,32X0,-C,R6
4	Rail Kit II, Cab,-C,R6

2	SW,SnapRestore,3240A,-C
1	Documents,32XX,-C
PRICE \$ <u>216,873.94</u>	

**NetApp Shelf for FAS3140**

NetApp DS4243 Shelf with 24X2TB 7.2K SATA Drives add on to FAS3140, S/N:30027054

**Qty Description**

1	DSK SHLF,24x2.0TB,7.2K,SATA,IOM3,QS,R5
1	Rackmount Kit,4-Post,Universal,R6
2	Cable,SAS Cntrl-Shelf/Shelf-Shelf/HA,0.5m
2	Cable,Ethernet,0.5m RJ45 CAT6
2	Cabinet Component Power Cable,-C,R6
1	NIC 4-Port Copper GbE II PCIe
1	HBA SAS 4-Port Copper 3/6 Gb QSFP PCIe
PRICE \$ <u>41,497.24</u>	

**Professional Services**

**FAS3240AE Work - Business Hours**

- Install new NetApp cabinet
- Install new FAS3240 cluster with (1) 600GB SAS shelf and (1) 2TB SAS shelf with latest 8.0.x release
- Create initial aggregates and root flexible volumes
- Configure FAS3240AE for connection to customer network
- Assist with connected FAS3240AE to Brocade Switch in Dell Blade chassis
- Assist with alias and zoning as needed
- Import FAS3240AE controllers into existing Operations Manager

**FAS3140 Work – During Business Hours**

- Enable SnapVault on existing FAS3140
- Create SnapVault relationship for replicating / backup of Vol0s on FAS3240AE
- Install (1) 2TB shelf on existing FAS3140 single controller existing stack
- Install (1) 4-port NIC into existing FAS3140 single controller
- Upgrade Ontap from 8.0.1 to latest 8.0.2P release on FAS3140

**SnapManager for FAS3240AE – Business Hours**

- Install VSC and SMVI on (1) vCenter server
- Configure (1) FCP test datastore via VSC
- Configure backup / restore for (1) test VM with SMVI
- Test backup / restore on (1) small test VM with SMVI
- Discuss best practices for snapshot backup with SMVI
- Install SnapDrive on (1) non-production MS SQL2008 server / VM
- Install SnapManager SQL on (1) non-Production MS SQL2008 server / VM
- Discuss best practices for snapshot backup with SMSQL

**Data Migration Work – During Business Hours and After Hours**

- Assist with Migrating approximately 5TB of CIFS data from existing FAS3040HA to new FAS3240HA via SnapMirror
- Create Qtree SnapMirror relationships from FAS3040HA to FAS3240AE
- Initiate SnapMirror transfer from FAS3040HA 32bit aggregate to FAS3240AE 64bit aggregate

- Assist with cutover of CIFS data to new FAS3240AE – After Hours
- Knowledge transfer during implementation

PRICE \$ 13,000.00

SUBTOTAL \$ 271,371.18

Sales Tax (Materials Only 8.25%) \$ 16,108.37

GRAND TOTAL \$ 287,479.55

**Additional Information Required of Bidder**

1. Delivery 30 calendar days after receipt of order.

2. Bidder's Business Organization (Check One):

- Individual Proprietorship
- Partnership
- Corporation
- Other \_\_\_\_\_

3. Method of delivery GROUND SERVICE

4. Prompt Payment Terms Offered NET 30 DAYS PAYMENT TERMS

5. If bidder is awarded contract, bidder will extend pricing to other government agencies?  
\_\_\_ yes  no

If yes, enter number of calendar days bid pricing will be extended to other agencies \_\_\_\_\_

6. Indicate exceptions to terms and conditions, if any. \_\_\_\_\_

**ADDENDA**

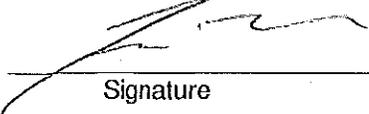
Bidder acknowledges receipt of the following Addenda:

Number \_\_\_\_\_ Date \_\_\_\_\_  
Number \_\_\_\_\_ Date \_\_\_\_\_  
Number \_\_\_\_\_ Date \_\_\_\_\_

SIGNATURE

Company Name INTEGRATED ARCHIVE SYSTEMS, INC.

Address 1121 N. SAN ANTONIO ROAD, #2100  
PALO ALTO, CA 94303

  
\_\_\_\_\_  
Signature

TIM NEDUM  
\_\_\_\_\_  
Name (printed or typed)

408 205-7262  
\_\_\_\_\_  
Telephone Number

77-0445137  
\_\_\_\_\_  
Tax ID Number

SR. SOLUTIONS CONSULTANT  
\_\_\_\_\_  
Title

1/9/12  
\_\_\_\_\_  
Date

650-390-9997  
\_\_\_\_\_  
Fax Number

059686  
\_\_\_\_\_  
Sunnyvale Business License Number