



The Regional Municipality of Durham Report

To: Regional Council
From: Commissioner of Corporate Services
Report: #2024-A-14
Date: October 23, 2024

Subject:

Enterprise Data Backup and Recovery Standardization

Recommendation:

That it be recommended to Regional Council:

- A) That Commvault's suite of data backup and recovery products be approved as the corporate standard until December 31, 2031, to ensure uniformity within and across the Region's information technology needs; and
 - B) That the Commissioner of Finance be authorized to execute the agreement with Commvault after the competitive bidding process is completed.
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Report:

1. Purpose

- 1.1 This report seeks Council approval to standardize Commvault's suite of data backup and recovery software products as the Regional standard until December 31, 2031 for protection of the Region's data. Data backup and recovery are integral to protecting Regional data.

2. Background

- 2.1 The Region issued NRFP-1051-2019, a competitive procurement process seeking a Data Backup and Archival Storage System. The awarded vendor had proposed a Commvault data backup and protection system consisting of Commvault's software solution, and hardware from a Commvault-approved manufacturer.

- 2.2 The Region has been utilizing Commvault's system since 2020. The current version of the system will reach its end of life on December 31, 2025, and an upgrade or a replacement of the system, including hardware and software, must be procured to ensure the Region's data are protected and secured to the highest compliance standards.
- 2.3 The Commvault software and the required hardware (servers and data storage equipment) for upgrade, replacement and/or expansion of the system will be purchased through a competitive bidding process from Commvault-approved resellers.
- 2.4 The Region has a significant amount of data that is securely stored by the Commvault data protection suite of products. To align with projected data growth rates, the Region needs to expand its storage capacity from 260 TB to meet future needs.
- 2.5 Standardizing the Commvault suite of data backup and recovery software products will continue to provide the Region with a robust, scalable, and secure data storage solution. Enhanced scalability, simplified management, improved performance, and advanced security including ransomware protection with multiple layers of immutability across the software, OS, and file system, make it the ideal choice for our evolving data protection needs.
- 2.6 Commvault has been consistently rated as a top leader in backup solutions by Gartner, a worldwide technology research organization.

3. Previous Reports and Decisions

- 3.1 Report [#2020-INFO-120](#) – Result of NRFP-1051-2019 reported to Regional Council. Awarded to Open Storage Solutions, proposed a Commvault solution.

4. Standardization

- 4.1 The purpose of defining a technology standard is to ensure consistency in data backup and storage. The Commvault suite of data backup and protection software products will ensure a consistent and uniform standard for the security and protection of data. Defining a standard for technology does not preclude the use of competitive processes to acquire said products; it merely focuses on the scope of what can be sought by a procurement process for information technology. The proposed identification of the Commvault software solution, as the Regional standard will guide the acquisition of new software for the Region. At the end of the standardization term, a report will be brought back to Regional Council for further direction concerning the Regional standard.

- 4.2 The standardization will apply to all Regional departments, with the following benefits:
- a. Cost effectiveness by maintaining a single data protection standard for multiple years.
 - b. Consistent data protection policy, procedure, and system format.
 - c. Reduced training requirements and better succession planning as a team of staff are trained on the same platform.
 - d. Up-to-date system support.
 - e. Streamline data security, backup and recovery.

5. Financial Implications

- 5.1 The Purchasing By-Law 16-2020 allows for the standardization of goods wherever possible. The Commvault suite of products was originally selected through a competitive NRFP process. Standardizing on the Commvault suite of data backup and protection software products does not preclude a competitive process for acquisition of the Commvault's software solution and the required hardware for the system from Commvault-approved distributors and resellers through competitive bidding processes.
- 5.2 Funding for product acquisition, including hardware, software, services, and support, will be included in the annual Business Plans and Budgets.

6. Relationship to Strategic Plan

- 6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Goal 5: Service Excellence. Objective: To provide exceptional value to Durham taxpayers through responsive, effective, and fiscally sustainable service delivery.
 - 5.1 Optimize resources and partnerships to deliver exceptional quality services and value.

7. Conclusion

- 7.1 This report requests that Regional Council recommends the standardization on the Commvault suite of data backup and recovery software products for protection of the Region's Data, effective immediately until December 31, 2031.

Respectfully submitted,

Original signed by

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B.Comm, CPM, CMMIII
Commissioner of Corporate Services

Recommended for Presentation to Council

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer