



REQUEST FOR BOARD ACTION

ITEM NO. 9.

DATE OF MEETING: November 16, 2009

REQUESTED BY: Erik Harvey, Director, ITS Department

SHORT TITLE: Resolution Approving Purchase Order to Dell, Incorporated for \$64,162 for a Storage Area Network System and an FY 09/10 Budget Amendment Authorizing the Transfer of \$64,162 from Contingency (999-499400) to ITS (445-407400)

BACKGROUND: The ITS Department utilizes a Storage Area Network (SAN) system to store departmental data and systems. This SAN system is a critical component of the County's network and departmental operations. The system used since 1995 is an MPC product and they filed bankruptcy in November, 2008. Since then, we have been working diligently to locate a vendor that would support our SAN system and hardware. We contacted vendors such as HP and Left Hand networks to see if they would support our SAN system. However, since it's an MPC product, they will not provide any support. Unfortunately, we had a hard drive fail, and if one more hard drive fails, the ramifications of this would be catastrophic. This means that the data, drives, and systems which are stored on this SAN will be lost. For example:

- Alchemy Document Management System
- E-mail (System configuration)
- GIS (Orthophotography – cost \$100,000.00)
- Health Dept. (Medisoft Records system – patient records)
- Housing Dept. (Lyndsey Systems)
- ITS Dept (Work order system)
- Planning Dept. Permitting System
- Planning P: drive (Departmental files to include ordinances, procedures)
- Tax Assessing and Collections Dept. (Web PAAS)
- Web server
- WSUS - Windows patch management system

The County ITS Department has taken all steps possible to resolve this issue and we were unsuccessful. Because of the ramifications of a catastrophic failure, the Chairman and County Manager were consulted and authorized an emergency purchase order so that a new system could be ordered and installed. Three (3) competitive bids were received from the following vendors: Dell - \$64,152.00, HP - \$152,177.33, and NWN - \$277,836.00 - to ensure this IT investment is in the correct price range and meets the County's needs. In addition, we have consulted with other County agencies, State Board of Elections, and the NC School of Government in selecting the appropriate vendor/solution.

