



Winston-Salem

Request for Proposals

Managed Data Protection Storage Services

PROPOSALS WILL BE RECEIVED UNTIL

12:00 Noon, Tuesday, December 5, 2017

in

**Purchasing Department, City Hall Building
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Managed Data Protection Storage Services** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, **until 12:00 Noon, Tuesday, December 5, 2017**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (**Email is preferred**) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

Overview

The City of Winston-Salem, NC (City) is accepting responses to this Request for Proposal (RFP) from qualified vendors to provide locally hosted and managed data protection storage services. The City is replacing its legacy tape backup systems to improve operational efficiency and provide faster data restoration services. The City is requesting a data storage solution that will provide offsite disk based backup repositories for our VEEAM backup infrastructure.

Objective

It is the City's intent to select a Managed Data Protection Storage Services provider that can demonstrate solid experience in delivering managed enterprise level data storage solutions that will strengthen the City's data protection strategy. The City seeks to expand its data protection services to include a tertiary site that hosts data storage services for our VEEAM backup infrastructure. The preferred hosting site would take advantage of the City's private fiber network that runs throughout the City. The selected Bidder has to provide, manage and maintain all necessary infrastructure components and services that would be necessary as per the defined requirements of this RFP.

Vendor Requirements

- Vendor must maintain high reliability and availability of proposed solutions
- Vendor must maintain all city collected data in a secure environment
- Vendor's hosting site must meet SSAE 16 certification standards
- Proposed solution must be able to scale as resource demands change over time.
- Vendor must host the proposed solution and provide 24x7x365 management of proposed services. Vendor is responsible for updates and maintenance of all components of proposed solution
- Preferred solution would be hosted within City of Winston Salem city limits and take advantage of the City's private fiber network

Format and Content

Proposals should respond directly to the Statement of Work. Failure to follow the prescribed format may result in a proposal being found noncompliant and it may be deemed unacceptable for further consideration.

Responses should be descriptive and include your approach to providing the requested services. Training and other recommended costs should be itemized as well.

Executive Summary

Each response shall include an Executive Summary that provides an overview explaining how the proposed solution meets the City's requirements indicated in this RFP. The Executive Summary shall be structured so anyone reading only that section has a clear understanding of the proposed services.

The Executive Summary should address:

- A technical overview of the proposed solution for each of the requested services
- The composition of the support team for each service, including any business partnerships
- Summary of pricing for each service (see "Pricing" below)
- Method of connectivity between vendor's Data Center and City's network

Vendor Employee Certifications

List your Company's certifications and qualifications.

Company Information

- Number of Engineers with the Level 3 qualified technical skills.
- Number of staff and level of skill that supports the data center

References

Submit references from at least three current customers for which the vendor has been providing services of a similar nature as the services described in this RFP for at least one year.

Service Level Agreement

Submit proposed service level agreement detailing levels of service for managed solution.

Pricing

The vendor should submit pricing based upon the objectives listed in this document. Pricing should include any software, hardware, configurations etc. to support the listed objectives. Appendix A – Pricing Sheet should be completed listing all prices for proposed solution.

For each requested service, bidders must provide, if applicable:

- Total Cost of Solution
 - One-time start-up costs the City will incur to begin using storage services
 - On-going overhead costs the City will incur to third parties for items or services necessary for solution proposed by the vendor
- Fee structure for supplemental services or recommendations outside of scope of this RFP.
- Please identify your menu of services and associated costs.
- Any shipping costs.

Prices quoted in the vendor's proposal must be valid for at least 60 days after submission of the proposal to the City. All prices should be exclusive of sales tax.

The vendor should recognize that the City's infrastructure will change over time as older technology is replaced, equipment is decommissioned or consolidated, and overall capacity of the infrastructure is expanded. The City reserves the right to adjust the quantity, configuration and composition of the equipment within the covered infrastructure over the term of the contract at the unit prices quoted in bidder's proposal. In addition, the City reserves the right to exclude one or more of the requested services from the winning bidder's contract on an item-by-item basis.

Should the City find services are not meeting the identified objectives, the City reserves the right to discontinue services by providing 30 days written notice.

Evaluation Criteria

The City of Winston-Salem will evaluate proposals based on the following considerations with no implied order of priority:

- Compliance with RFP requirements
- Cost of setting up initial services
- On-going costs
- Vendor's reputation
- Vendor's experience in providing similar services
- Ability to purchase additional services at or below the offered prices for the term of this contract.

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Requirements:

The following section describes the envisioned services that will assist in providing tertiary site data protection services to the City of Winston Salem.

Hosted Storage Solution Components

Server Environment:

- Vendor Managed Storage Server
 - Windows Server 2016 Enterprise Edition
 - Minimum (2) multicore Intel Xeon processors
 - Minimum 35TB storage space with additional capacity to scale up
 - Minimum 32 RAM Memory with additional capacity to scale up
 - Minimum 10GB network connectivity with additional capacity to scale up

Network Environment:

- Vendor responsible for edge networking equipment providing connectivity to the City's systems.
- Vendor responsible for internetworking for all components for proposed solution
- Vendor to work with City's service provider for all internetworking services and requests.
- Minimum 10GB network connectivity throughout components with additional capacity to scale up

Managed Services Components

Server OS Management:

- Physical hardware setup, management, monitoring and replacement (with HW support contract)
- Cloud Server setup, management and monitoring
- OS Provisioning / Reinstall
- Initial Migration Assistance
- Setup of OS and default OS services

Server OS Security:

- Patch Management
- OS Hardening
- Managed Antivirus / Antimalware protection
- Weekly Security / Vulnerability Scans
- Syslogging of OS/network events

Uptime Monitoring:

- Network Availability Monitoring, Reporting, and Alerting (Multiple services)
- OS Metrics / Performance Monitoring (CPU, disk, memory utilization)

Support:

- Troubleshooting of OS and default OS services
- Best effort support for third party applications
- White Glove tier 3 phone/email/ticket support
- First response to alerts
- Remote Hands
- Access to 24/7 Emergency support

INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response as stated within the RFP document.

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only** by **12:00 Noon, Wednesday, November 22, 2017**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

RFP Response Submission

Proposals must be submitted in a **sealed container/envelope** containing **one original (please mark document as original)** proposal showing original signatures and seals, **and two (2) copies** of the complete proposal. **Submittals will not be accepted by fax or electronic mail.** **Please identify the project name (Managed Data Protection Storage Services) on the outside of the container/envelope** and submit to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, 27101 no later than **12:00 Noon, Tuesday, December 5, 2017. Late proposals will not be considered.**

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The City reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other city employee or city of Winston-Salem elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

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