



Request for Proposals

Oracle/Linux/Veeam Consulting Services

PROPOSALS WILL BE RECEIVED UNTIL

12:00 Noon, Tuesday, May 15, 2018

in

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

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Oracle/Linux/Veeam Consulting 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, May 15, 2018**. 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.

Bidding Schedule

The succession of events leading to an award of a contract under this Request for Proposal (RFP) are intended to be as follows however, are subject to change:

Activity	Dates
Deadline for Submitting Written Questions	12:00 Noon, Monday, May 7, 2018
Proposals Due	12:00 Noon, Tuesday, May 15, 2018

Proposal Evaluation

As part of the evaluation process, the Evaluation Panel, consisting of City Staff, may engage in discussions with any Proposer. Discussions might be held with individual Proposers to determine in greater detail the Proposer's qualifications, to explore with the Proposer the scope and nature of the required contractual Services, to learn the Proposer's proposed method of performance and the relative utility of alternative methods, and to facilitate arriving at a contract that will be satisfactory to the City.

Since the City may choose to award a contract without engaging in discussions or negotiations, the Proposals submitted shall define the Proposer's best offer for performing the services described in this RFP.

Selection Process

Proposals will be evaluated for quality, completeness, and price value to the City of Winston-Salem by an Evaluation Panel. Selection shall be made from all offers deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation of factors included in the RFP, including price. Price shall be considered, but need not be the sole determining factor. The Evaluation Panel may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous.

The City reserves the right, as part of the selection process, to request on-site (or virtual) demonstrations and/or presentations. In the event that such demonstrations or presentations take place, proposers will be selected for this process based on scores derived from the scoring matrix, which includes M/WBE participation, local availability, and all other applicable criteria. The scoring of the demonstration or presentation must be based upon the criteria from one or more of the original evaluation factors. After the demonstrations or presentations, each proposer will then be re-graded on the same criteria. The number of proposers chosen to take place in the demonstration/presentation process is subject to administrative discretion.

Evaluation Criteria

Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, it is important for the firm's proposal to contain appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. The proposal will be the primary source of information used in the evaluation process. Proposal must contain information specifically related to the proposed services requested in this RFP. Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

Respondents will be evaluated for selection on the basis of the Proposer most qualified to meet the requirements of this RFP. Major criteria to be considered in evaluation may include, but shall not necessarily be limited to:

- A. **M/WBE Commitment** – Proposer's efforts to comply with all the terms and conditions of the City of Winston-Salem's Minority and Women Business Enterprise (M/WBE) Program through award of subcontracts to minority and women-owned business enterprises and utilization of minority and women owned business enterprise suppliers to the fullest extent consistent with the efficient performance of this contract. **Please refer to pages 11 through 24**
- B. **Local Business (Distance from City)** - Proposer's business location/distance from the City of Winston-Salem.

- C. **Ability to meet all requirement outlined in the RFP** – Completeness and level of detail that address RFP the requirements.
- D. **Oracle/Linux and Veeam Experience/Qualifications** – How long has the Consultant been providing services that match the requirements listed in the RFP.
- E. **Availability** – Consultants availability to start based upon City’s Project Schedule.
- F. **Cost of Consulting Engagement** – The fixed price cost or hourly rate to complete the consulting engagement.

The bid selection review panel includes the following:

- Infrastructure Services Coordinator
- Application and Databases Coordinator
- IS Project Coordinator
- Utilities Senior IS Analyst
- Business Inclusion and Advancement

The following “Weighted Scale” will be used to evaluate each proposal		
	Criteria	Weight
A.	M/WBE Commitment	20.00
B.	Local Business (Distance from City of Winston-Salem)	20.00
C.	Ability to meet requirements outlined in the RFP	20.00
D.	Oracle/Linux and Veeam Experience/Qualifications	20.00
E.	Availability	10.00
F.	Cost of Consulting Engagement	10.00

Project Overview

The City of Winston-Salem is looking for a highly skilled and experienced Oracle/Linux resource to migrate to a new infrastructure and configure Veeam software to provide data protection, retention, and restoration best practices using Veeam software.

Current Environment

- The 15 servers/databases listed in Appendix A are currently running Oracle version 11.2.0.4.6 and Linux V6.
- Veritas NetBackup is used for Oracle/Linux backups.
- A new VMware cluster has been created with a template for creating a Linux V7 Oracle 12c ASM database server.
- The databases currently use the dNFS file structure.
- The City’s Information Systems department has set up a VMware development and production environment to support the new Oracle/Linux infrastructure.

Oracle/Linux Infrastructure

Storage	Redundant NetApp 8040 storage arrays are located at each data center where storage is allocated for each Oracle virtual guest
Physical Servers	Cisco UCS B class M5 blade servers configured in a two node cluster using VMware 6
Virtual Servers	VMware ESX is the hypervisor used for the Linux 7 operating system where one Oracle database is allocated per virtual server
Data Protection	Currently using NetBackup but are in the process of moving to Veeam

Requirements

The City of Winston Salem is looking for a skilled Linux/Oracle system Architect/ Oracle DBA to perform the following:

- Configure Veeam backup software to support backup of Oracle/Linux databases.
- Setup of Oracle databases on a Red Hat Linux 7 operating system. Assuming one database per VMware virtual server.
- Set up Linux partitions based upon RedHat Oracle/Linux best practices.
- Configure 15 Oracle 12c databases utilizing Oracle Automatic Storage Management (ASM) technology.
- Migrate data from the existing 15 Oracle databases to Oracle 12c servers using Oracle Data Pump utility.
- Migrate unsupported application Oracle 12c production databases to Oracle 11.2.0.4.6 using the Oracle Data Pump utility.
- Document recommendations for improvement of our existing enterprise environment that will support key business objectives over the next 3-5 years
- Design a read only data repository to support open data and reporting and data replication/synchronization strategies

*Note that final migration of databases will require production databases to be closed and must be done after normal business hours and in some cases on the weekend.

Required Skills:

- Strong understanding of integrating Oracle into a Veeam backup solution. Note: moving away from Veritas NetBackup
- Strong understanding of Oracle Enterprise Manager (OEM) tools.
- Strong experience with stored procedures, triggers, views
- Strong analysis, design and implementation experience with technologies
- Hands on experience – SQL, Oracle, PL/SQL, T-SQL
- Expert at architecting complex enterprise solutions using database objects such as tables, views and stored procedures with MS SQL Server 2008 and 2012 / Oracle 11g and 12c.
- A good working knowledge of ArcGIS and ESRI products
- Strong background in Data Governance, Master Data Management, Analytics, Data Warehousing, Dashboards, Business Performance Monitoring and Data Mining
- Experience with Data Modeling, Warehousing, and Relational Databases
- Sound understanding BI Tools with Business Objects

City Responsibilities

Provide Project Management.

Test applications with Oracle 12c.

Recommend Oracle database version by application to the Management team.

Deploy Oracle clients.

Coordinate outage window with application users.

Schedule migrations using the formal Request for Release process.

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