

# CITY OF SENECA



## **REQUEST FOR PROPOSAL: Information Technology Storage**

City of Seneca  
Information Technology  
250 E 2<sup>nd</sup> St  
Seneca, SC 29678

**City of Seneca**  
**Request for Proposal: Information Technology**  
**Storage**

The City of Seneca is soliciting a proposal for the City's purchase of hardware, software and services to complete a plan to refresh its IT infrastructure. The City has decided to purchase Dell EMC servers and Dell EMC storage that will compliment and work with the existing systems already in place.

Proposals will be received until 3:00 p.m. on November 17, 2017 at the City of Seneca's Information Technology Department located at 250 E 2<sup>nd</sup> St Seneca, SC 29678. A copy of the RFP is available by calling Jeff Hopkins at (864)885-2700. Proposals will be opened at this time.

This City of Seneca reserves to the right to reject any and all proposals.

Any questions concerning this RFP must be submitted in writing to Jeff Hopkins. Questions may be submitted via email at [jeff.hopkins@netmds.com](mailto:jeff.hopkins@netmds.com).

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**Request Issued: November 3<sup>rd</sup>, 2017**

**Proposals Due: November 17<sup>th</sup>, 2017**

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**I. Purpose**

The City of Seneca is soliciting a proposal for the City's purchase of hardware, software and services to complete a plan to refresh and its IT infrastructure. The City has decided to purchase Dell EMC servers and Dell EMC storage that will compliment and work with the existing systems already in place.

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## **II. General Bidding Requirements**

This solicitation is for the purpose of information technology goods and services.

Proposals submitted shall not be subject to public inspection until a contract is awarded. Proposals will be received by the City up until the time and place so stated in this document. At that point the City will close the receipt of proposals and begin the evaluation process.

Respondents are asked not to contact any City staff or elected official in reference to this process. Information will be released at the appropriate time.

Vendors must specifically identify portions, if any, of their proposals, deemed as confidential, proprietary, or trade secrets. Vendors must be prepared to justify why such information, upon request, should not be disclosed.

The City of Seneca reserves the right to reject any and all proposals. The City reserves the right to request oral interviews or request additional written information from any and all vendors. The City reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should consider their proposals final and not assume further discussion will occur.

Proposals may be submitted electronically or as hardcopies.

If hardcopy: Three full copies of the proposal are required. They must be in a sealed envelope and addressed to:

City of Seneca  
Information Technology  
Attn: Jeff Hopkins  
250 E 2<sup>nd</sup> St  
Seneca, SC 29678

If electronic: Via email to [jeff.hopkins@netmds.com](mailto:jeff.hopkins@netmds.com) with a subject line that clearly indicates a response to this RFP.

The City is not responsible for messages that are not received by the deadline or electronic attachments the City staff are unable to open or access.

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### **III. Background and Scope of Services**

All proposals must include a Scope of Work (SOW) that details the entirety of the project including but not limited to:

- Establishment of the required goals and objectives for the project;
- A kickoff meeting that clearly defines all purchased components and functionality;
- Hardware install and configuration details for hosts, SANs, switches, storage, etc.;
- Software installs and configuration details for VMware and Compellent software;
- Replication and replay setup and schedules for maximizing performance and storage capacity;
- Template and production VM setup;
- DR site configuration and setup with all mission critical VM's and Apps;

The system must be completely functional at the primary and DR site prior to project closeout. All proposals must include licenses for all VMWare, Compellent, software and hardware. All proposals must include maintenance options for all hardware and software for 3, and 5 years beginning at project close.

The City expects a turnkey project that includes all costs for the setup and configuration of all hardware and software proposed, racks, cards, cables, shipping, etc. All proposals will include a plan and sufficient time for knowledge transfer to occur for the day to day operation and configuration of all hardware and software purchased. The knowledge transfer will be detailed in the SOW.

All proposals will include 3 customer references.

### **IV. Pricing Requested on the following**

The City of Seneca, in an effort to maximize the compatibility and knowledge level of existing systems, has identified the following components and quantities for which we are requesting pricing.

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**Servers:**

A quantity of two (2) PowerEdge R630 Servers each with the following specifications:

- Chassis with up to 8,2.5"HardDrives,SoftwareRAID,3 PCIeSlots
- (2)IntelXeonE5-2667v43.2GHz,25MCache,9.60GT/s
- QPI,Turbo,HT,8C/16T(135W)MaxMem 2400MHz
- (16)32GBRDIMM,2400MT/s,DualRank,x4DataWidth
- Diskless Configuration
- Broadcom 5720QP1GbNetworkDaughterCard
- (2)Qlogic2562DualChannel8GbOpticalFibreChannelHBAPCIE,Low Profile
- iDRAC8 Enterprise
- OpenManageEssentials,ServerConfigurationManagement
- (2)16GBSDCardForIDSDDM
- Dual,Hot-plug,RedundantPowerSupply(1+1),750W
- VMwareESXi6.5EmbeddedImageonFlashMedia
- ProSupportPlus: 7x24 Next Business Day OnsiteService ,5Year
- (2)NEMA5-15PtoC13WallPlug,125Volt,15AMP,10Feet(3m),Power Cord,NorthAmerica

**Storage Area Network:**

A quantity of two (2) Dell EMC Storage Center Systems each with the following specifications:

**Hardware**

- (2)SC5020 StorageArray
- SC5020,NoMezzCard
- (6)SC5020, 960GB, SAS, 12Gb, RISSD,2.5"
- (24) SC5020 DriveBlank
- (12) SC400,6TB,SAS,12Gb,7KHDD
- Dell StorageSC400 Enclosure,3.5",12-bay
- IO,16Gb FC,2-port,PCI-E,FullHeight,QTY2
- 12Gb Mini-SASHDtoMini-SASHDOptCable,2M,Qty2
- C13-C14,PDU,12AMP,6.5FT(2m),PowerCord,Qty2
- C13to C14,PDUStyle,10AMP,6.5Feet(2m),PowerCord,Qty2
- SC400 and SC5020 Bezel

**Software and Maintenance**

- (1) Storage Center Core Base License

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- (1) Dynamic Capacity Base License
- (1) Dual Controller Base License
- (1) Dell Storage Manager
- (1) Foundations and Reporter
- MPIO
- Compression
- (1) Local Data Protection
- (1) Remote Instant Replay Base License
- (1) Live Volume Base License
- (1) FastTrack Base License
- (1) Data Progression Base License
- (1) Application Protection Manager
- Appropriate Expansion Licenses
- Co-Pilot On-Site Support
- Co-Pilot Support Center

**VMware Software**

- (2) VLA VMware Vsphere 6 Ess Plus kit for 3 hosts Max 2 Procs per host
- (2) VLA VMware Production SNS Vsphere 6 Essentials Plus Kit for 3 years

**Services**

The successful vendor will provide complete implementation on the Hardware and Software described above. This includes installing the servers and SAN in the primary location, and SAN in secondary location. The system will need to be completely functional and Virtual Machines will be built across 2 servers to be deployed in the primary location and 2 (existing) servers in the remote location.

**SAN implementation will include:**

**Racking the Compellent Hardware**

- Mount controllers in appropriate rack
- Mount disk enclosure(s) in appropriate rack
- Populate Disk Enclosure(s) with disk drives
- Install necessary cables

**Basic Setup of Storage Center**

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- Apply hardware and system SN
- Set IP Address
- Apply system license key
- Ensure all aspects of storage are fully functional and operating as designed
- Create disk folders, volumes, servers

**Label, Document, and verify**

- Label all cables installed
- Document all cable connections made to this point
- Verify all connections to and from Storage Center

**Knowledge Transfer**

- Review in-depth the Storage Manager Software
- Review in-depth the administration and configuration functions for purchased products
- Review of the Storage Manager configuration and how to manage the system and make changes
- Review in depth the methodology of Tiered Storage, Data Progression, and Overhead
- Review in-depth the Enterprise Manager reporting capabilities, with emphasis on data usage, performance, and alerts
- Develop and review in depth replay schedules and how to recover and rollback to a point in time from on-site and off-site storage and ensure adaptation as the environment changes
- Discuss the recovering and re-capturing of space via monitoring replay usage and Windows Space Recovery
- Review ongoing maintenance and renewal
- Review in-depth the proposed and selected backup solution;
- Review in-depth the procedure and tools required for moving VM's between hosts
- Review in-depth the procedure and tools required for failing over to the DR site and failing back to the Primary site
- Review Copilot Services and contact methods, VMware services and contact methods, and selected vendor support services and contact methods



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## **V. Proposal Format**

### **Vendor Information**

#### **Introduction**

Vendor shall prepare a brief introduction of his firm, listing contact information. The letter should not exceed two (2) pages, 8½" x 11". The letter shall be on the principal firm company letterhead including company name, address, phone number and fax number. The letter should be addressed to the City of Seneca Information Technology Attn: Jeff Hopkins as referenced above. The representative(s) of the Vendor with contract signing authority shall sign the cover letter. The signature(s) shall be original when the proposal document is marked "Original". The Letter of Introduction shall contain the following:

- A statement of interest for the project including a summary of key points describing the Vendor's unique qualifications as they pertain to this particular Project.
- The availability and commitment of the Vendor.
- The statement of any sub-consultants and/or subcontractors that may be hired for the Project. Include the location(s) of the offices(s) from which the services would be provided.
- A statement regarding exceptions to or concerns with the requirements set forth in this RFP.

#### **Qualifications**

- The Vendor shall provide references to substantiate their qualifications. The Vendor shall provide contact information for their references. Contact information shall include name of company/agency, contact person's name and title, telephone, fax number, and e-mail address.
- Vendor shall provide a general overview of the company including:
  - Brief history of the company including mission and structure
  - Date established (c) Ownership (public, partnership, subsidiary, etc.)
  - Location of the project within the vendor's organization
  - Relationship of the project and other lines of business; and organizational chart
  - Number of personnel, full and part-time, assigned to this project by function and job title
- Vendor shall provide documentation demonstrating Vendor's capability and experience in the design and implementation of systems with similar size, scope and complexity. Additionally, Vendor shall provide information regarding the Vendor's expertise, customer support structure, training program for users, and response record for other similar projects.

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- Vendor shall provide management and organizational capabilities, including quality and cost control procedures.
- Vendor shall describe additional resources/capabilities that can be committed to support the project

**Project Team and Management**

Vendor shall identify and designate a Project Manager to manage and coordinate all phases of the project. Additionally, an Alternate Project Manager must be designated and must be available during the Project Manager's absence. The Project Manager and/or the Alternate shall be available during normal office hours (Monday through Friday, 8:00 a.m. to 5:00 p.m., Eastern Standard Time). The PM or Alternate PM shall also be available for special circumstances to accommodate City staff while this project is being conducted. An assigned Project Manager or Alternate Project Manager cannot be substituted at any time during the period of the contract without the consent of the City. The City reserves the right to select, approve, or reject a Project Manager at any time. The vendor will maintain a project plan of the entire project and provide the City with updates of the project plan and ensure all critical dates are being met. Vendor shall identify all members of the project team assigned for this effort, including members of proposed subcontractors.

Vendor shall provide a detailed project management plan for successfully completing this project. Plan must include:

- Detailed approach for completing the project
- Project schedule/timeline in graphical format (MS Project preferred)
- Vendor's assumptions concerning City resources and information required to meet the task objectives
- Quality control measures to be employed

Identified potential risks and mitigation strategies Vendor shall provide biographies of each team member including:

- Role on the team, position, responsibilities and services to be performed on the project
- Academic background, including college undergraduate, graduate education and professional certifications
- Relevant project experience including dates and name of firm if employed by firm different from the Vendor

**Statement of Understanding**

Vendor is required to describe in detail the Vendor's understanding of the project and the methodology proposed to successfully complete the project.

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**Proposed Solution and Configuration**

- Describe in detail your proposed solution and system configuration. Discussion shall include unique design approaches to improve the City's operations and system reliability.

**VI. Proposal Evaluation**

Proposals shall be evaluated to determine which response is most advantageous to the City. The contract will be awarded to a vendor based on a determination of which proposal offers the best trade-off between price and performance, where quality is considered an integral performance factor. The award decision is made based on multiple factors, including:

- I. Total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime;
- II. The evaluated technical merit of the vendor's proposal;
- III. The vendor's past performance;
- IV. The evaluated probability of performing the requirements stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance.

The City reserves the following rights:

- I. To waive informalities in the proposal or proposal procedure
- II. To reject the response of any persons or corporations that have previously defaulted on any contract with the City of Seneca or who have engaged in conduct that constitutes a cause for debarment or suspension
- III. To reject any and all responses
- IV. To re-advertise for proposals previously rejected
- V. To otherwise provide for the purchase of such equipment, supplies materials and services as may be required herein
- VI. To award the purchase order or contract on the basis of price and other factors, including but not limited to such factors as delivery time, quality, uniformity of product, suitability for the intended task, and Vendor's ability to supply
- VII. To increase or decrease the quantity herein specified

The proposal ranked one will be recommended to the City Manager for award by the City Council.

If the City is unable to negotiate a satisfactory agreement with the highest ranked proposer, negotiations with that proposer will be terminated and the City will decide whether to open

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negotiations with the second ranked proposer or to reject all proposals and re-advertise or terminate further consideration of the project.