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## Statement of Work

### Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply an enterprise backup software solution to the City of Duluth. The RFP provides vendors with the relevant operational, performance, application, and architectural requirements of the solution.

Preference will be given to suppliers who have demonstrated a clear understanding of the enterprise backup solution requirements, overcome technical challenges presented by the requirements, and have a proven track record designing, implementing, and supporting proposed solutions. The City of Duluth is seeking a supplier capable of providing a comprehensive, cost-effective solution based on all of the requirements encompassed within this RFP, a solution with a well-defined architecture, and a solution that includes a comprehensive plan for continuing service and support. Suppliers are required to architect/propose a solution that best meets the City’s stated requirements using industry best practices.

### Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at the City of Duluth along with any satellite offices. The City of Duluth reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

## General Information

### Original RFP Document

City of Duluth shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor’s submission, is grounds for immediate disqualification.

### The Organization

The City of Duluth city hall is located in the heart of downtown at 411 W 1st St. with approximately 24 WAN sites and several satellite and mobile connected users. Much of the data produced and received by City employees is Government Data and is subject to Data Retention schedules. In adhering to the retention schedules set forth, the City is reaching the maximum allowable capacity for backup duration and storage media and is looking to utilize updated technology to make backing up data more efficient with improved administration options.

In past years the City has invested in technology such as virtualization, SAN storage and dual data centers that it would like to utilize in the implementation of an enterprise backup solution. The City would like to see reduced backup times, reduced storage size, improved file restore and version control, improved recovery rates and improved archival and retention options. With several City departments contributing to the data, including Public Safety, utilities and finance the backup and recovery to restore services is very critical.

City of Duluth

* Industry: Government
* Sector: Public
* Services Offered: Police, Fire, Utilities, Parks and Recreation, Street Maintenance, Construction Services, Community Development, Financials, Facility Management, Fleet Management, Library, Human Resources, Mayoral and Council, Administration, Information Technology, Engineering, etc.
* Recovery objectives: Network File Shares, Exchange E-mail, Microsoft SharePoint, SQL Databases
* Major drivers for Enterprise Backup: Reduced Backup Times, Reduced Storage Size, Improved File Restoration, Version Control, Improved Recovery, Improved archival and retention, Consolidated Administration, and Disk to Disk Backup options.

### Existing Technology Environment

Our existing backup server is running the application ArcServe v16 on Windows Server 2003. We have one additional backup server at a WAN site running the application ArcServe v12 on Windows Server 2003. We have 75 servers on a scheduled backup rotation.

The primary target is an IBM LTO 4 library. The data is compressed, not encrypted.

The following is an additional listing of our current technology environment:

Windows Server 2000, 2003, 2008 R2, both 64 and 32 bit.

Exchange Server 2010 SP2

VMware ESX 4.1

MS SQL Server 2005, 2008, 2008R2

Cisco UCS Chasis with B200 and B250 Blades

HP Proliant GL380 G6 Servers

NetApp 3140 and 3240 SANs connected FC to UCS Chassis

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Technical Standards Reference Model** | | | |
| Application  Layer | Application Presentation | |  |  |
| Corporate Applications | COTS | New World Logos  VCS Time & Attendance | ESRI ArcServe  SharePoint |
| Custom | Time Card System |  |
| Hosted | N/A | N/A |
| Business Applications | COTS | Speech Exec  Fire Programs  RT Vision | CRW Trakit  Polaris  Infor EAM |
| Custom | N/A | N/A |
| Hosted | N/A | N/A |
| Core Application Services | COTS | Microsoft Exchange  Citrix | Active Directory  MS System Center |
| Custom | N/A | N/A |
| Hosted | N/A | N/A |
| Data Layer | Database | e.g. Data Design and Schemas | SQL 2008 R2  SQL 2000  SQL 2005 |  |
| Size Estimations  REID TO GET | Total: 10 TB  Exchange DB: 400 GB  SQL DB: 200 GB  SharePoint: Scheduled for implementation  VM Guest OS only: 2 TB  Unstructured File Data: 7 TB |  |
| *Retention Policy* | Archive: Varies by data type. Up to 7 year.  Backup: 90 days |  |
| Infrastructure Layer | Desktop/Laptops | Not included in need for backup solution |  |  |
| Storage subsystems | NetApp Filer 3140, 3240 |  |  |
| Servers | Cisco UCS B200, B250 | HP GL380 G6 |  |
| Server Virtualization | VMWare ESX 4.1Cisco UCS B200, B250 | HP GL380 G6 |  |
| WAN | Two WAN sites hosting serversVMWare ESX 4.1 | Connected via 1Gb fiber link |  |

### Virtualization Environment

The City of Duluth currently has in place a mix of virtualization technology:

* Server virtualization is VMWare version ESX 4.1 running on CISCO UCS B200 and B250 Blades connected to a NetApp 3140 SAN. We have six hosts on two chassis running 80 guests.
* CISCO UCS chassis are connected at 10 Gb to the Nexus Core.
* The system was implemented in 2012.
* A second data center with a UCS Stack and NetApp 3240 designated as a secondary site.
* The system is currently available 24x7x365.
* The system is used corporate wide.
* There are 950 users, connecting to various applications through varying connections
* CPU utilization averages 25%.
* The City of Duluth technical staff is currently responsible for maintenance, operation, availability, update, backup, and support.

### Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization’s needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders.

Issuance of RFP 6/3/2013

Technical Questions/Inquiries Due 6/14/2013, 2:00pm CST

RFP Closes 6/21/2013, 2:00pm CST

Complete Initial Evaluation 7/3/2013

Presentations of finalists 7/12/2013

Final Evaluation and Selection 7/22/2013

Final Selection Notification 7/31/2013 (Pending Council Approval)

## Proposal Preparation Instructions

### Vendor’s Understanding of the RFP

In responding to this RFP, the vendor fully accepts the responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to the City of Duluth as necessary to gain such understanding. The City reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the City of Duluth reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the City of Duluth.

### Good Faith Statement

All information provided by the City of Duluth in this RFP is offered in good faith. Individual items are subject to change at any time. City of Duluth makes no certification that any item is without error. The City is not responsible or liable for any use of the information or for any claims asserted therefrom.

### Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

* + 1. **Vendors’ Inquiries.** Applicable terms and conditions herein shall govern communications and inquiries between the City of Duluth and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

RFP Process Inquiries

City of Duluth

Purchasing

411 W 1st St

Room 100

Attention: Dennis Sears

Telephone: (218) 730-5003

E-mail: [dsears@duluthmn.gov](mailto:dsears@duluthmn.gov)

Technical Specification Inquiries

City of Duluth

MIS

411 W 1st St

Room 210A

Attention: Elysia Hoium

Telephone: (218) 730-5139

E-mail: ehoium@duluthmn.gov

* + 1. **Informal Communications** shall include, but are not limited to: requests from/to vendors or vendors’ representatives in any kind of capacity, to/from any City of Duluth employee or representative of any kind or capacity with the exception of Elysia Hoium for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the named above at any time.
    2. **Formal Communications** shall include, but are not limited to:
* Questions concerning this RFP must be submitted in writing and be received prior to 6/14/2013, 2:00pm CST.
* Errors and omissions in this RFP and enhancements. Vendors shall recommend to the City of Duluth any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to the City any enhancements, which might be in the City of Duluth’s best interests. These must be submitted in writing and be received prior to 6/14/2013, 2:00pm CST.
* Inquiries about technical interpretations must be submitted in writing and be received prior to 6/14/2013, 2:00pm CST. Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
* Verbal and/or written presentations and pre-award negations under this RFP.
* Addenda to this RFP.
  + 1. **Addenda**. The City of Duluth will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 3 business days. All responses to technical inquiries will be published in a full addenda on 6/17/2013 to the City’s website at http://www.duluthmn.gov/purchasing/bid\_information.cfm

The City of Duluth will not respond to any questions/requests for clarification that require addenda, if received after 6/14/2013, 2:00pm CST.

### Proposal Submission

Proposals must be delivered sealed to:

Purchasing - Dennis Sears

City of Duluth

411 W 1st St

Room 100

on or prior to 6/21/2013, 2:00pm CST. The City of Duluth shall not accept proposals received by fax.

Vendors are to submit 2 original copies of proposal marked “Original” and 2, marked “Copy.” Each original and copy must be individually bound.

### Method of Award

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply the City of Duluth with an Enterprise Backup Solution identified in the Scope of Work.

Evaluation Criteria:

1. Requirements. Evaluation of the supplier’s overall solution with regard to how well it satisfies our backup and recovery requirements. Areas evaluated include planning, scheduling, designing, implementing, and managing a comprehensive solution incorporating the latest technology and industry best practices.
2. Experience. Evaluation of the supplier’s experience implementing proposed solution. Supplier must demonstrate that it is capable of providing a solution that meets the requirements of this RFP and encompasses flexibility, scalability, performance, management, security, and usability while leveraging our existing system components where feasible. Evaluation of the supplier’s track record of product service, support, and customer satisfaction. Supplier commitment to developing, enhancing, and maintaining systems and flexibility of systems to meet future changing business needs.
3. Security. The solution must clearly demonstrate that it will introduce no unacceptable business risk to the integrity, confidentiality, and availability of City of Duluth information assets or resources.
4. Architecture. The proposed solution must meet or exceed all City of Duluth architecture standards outlined within this RFP. The solution must be scalable, flexible, robust, and perform well.
5. System Administration. The solution must provide comprehensive system administration and management that is flexible for rapid, efficient, and cost-effective configuration changes.
6. Integration. The solution must demonstrate the capability of integrating with existing solutions as well as permit incorporation of future technological advances.
7. Capability of vendor to meet or exceed requirements set forth in the Scope of Work.
8. Expressed interest in working with City of Duluth and ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
9. Affordability of product(s) and support available from the vendor.
10. Financial stability of vendor.

3.5.1 **Selection and Notification**

Vendors determined by the City of Duluth to possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via mail. Those vendors not selected for the negotiation phase will not be notified.

## Scope of Work, Specifications & Requirements

### 4.1 Functional Requirements

|  |  |
| --- | --- |
| **Requirement** | **Criteria** |
| **Backup/Restore in Virtual Server Infrastructure** | With virtualization becoming an ever growing part of our core server infrastructure, the vendor must demonstrate how its solution provides maximum efficiency and effectiveness in backing up and restoring in our virtual infrastructure environments. Efficiency refers both to speed and reduced resource overhead, and effectiveness refers to restore granularity. Demonstrate how virtual environments can be restored at the system, data store, and individual object (file) level. |
| **Data Deduplication Implementation** | Demonstrate how data deduplication is implemented in the backup software – host, target inline, target post process. Show us how deduplication will lead to direct savings on hardware resources and make backup processes more efficient. |
| **Integration with Storage Arrays** | Demonstrate how the solution can leverage array side data availability features such as storage snapshots. If the vendor has replication/snapshot functionality in software, demonstrate how it is more efficient than what we have (and have already paid for) in hardware. |
| **Capabilities across Multiple Backup Targets** | Backup architecture is changing. Vendor should demonstrate capabilities to function with our current backup targets (such as a tape library or a disk array) but also provide information on its support for a wide variety of targets – tape, disk, and emerging cloud options. Also demonstrate how the software can manage backup across a primary, secondary, and tertiary chain (disk to tape, disk to disk, disk to disk to tape, disk to disk to cloud). |
| **Support for Multiple Platforms** | Our infrastructure is heterogeneous. Solution must be certified to support Windows Server 2003, 2008, 2008 R2, 2012, and Linux. |
| **Restore Granularity** | Demonstrate the breadth of restore granularity in the proposed solution. For example, how is the restore of a single document in a SharePoint data store managed? Another example is how to restore a single user’s Exchange mailbox? |
| **Application Awareness** | Given our major applications noted above, is there application specific awareness in the solution to cater to the peculiar requirements for executing efficient backups and restore for these applications including files that are open or in use at the time of backup. |
| **Usability/Manageability** | Reduction of management time and effort is an important component of our strategy. Demonstrate the management console for the solution showing how usability is balanced with robust capabilities. |
| **Broader Data Management** | Show how the solution fits into a broader data management system, including activities such as archiving (short-term and long-term), indexing, storage resource management, and e-discovery. Show capability to manage data to comply with data retention policies. |

### 4.2 Technical Specifications

|  |  |
| --- | --- |
| **Requirement** | **Criteria** |
| **Architectural Map** | Detailed map indicating the technical requirements for the solution. Including such things as agents, media server, management server, etc. |
| **Server Capacity Recommendation** | Recommendation on the required server capacity to host the solution in terms of expected number of VMs per core as well as the expected amount of memory per VM. |
| **Storage Capacity Recommendation** | Recommendation on the expected amount of storage capacity required on the target devices or services. Specifically we want an estimate of post-dedupe requirements. |

### 4.3 Operations & Support

|  |  |
| --- | --- |
| **Requirement** | **Requirements Criteria** |
| **Implementation Support** | Provides complete turnkey onsite implementation and project management support. |
| **Customer Support** | Provides toll free customer support 24 hours, seven days per week. Provide documentation of response and resolution times (including optional levels). |
| **Training** | Provides onsite training to technicians. Curriculum and duration should be detailed. |
| **Software Updates** | Provides future software releases and updates to all applications as part of regular software maintenance fees. |
| **Technical Documentation** | Provides technical documentation for support staff including system overviews, design, flowcharts, and file layouts. |
| **User Manuals** | Provides complete set of user manuals for all software applications to document and explain system features and functions. |

## Vendor Qualifications & References

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
   1. Full legal name of the company.
   2. Year business was established.
   3. Number of people currently employed.
   4. Income statement and balance sheet for each of the two most recently completed fiscal years certified by a public accountant.
2. An outline of the product line-up it currently supports.
3. A description of geographic reach and market penetration.
4. An outline of partnerships and relationships to date.
5. An outline of current and future strategies in the marketplace.
6. Information on current clients, including:
   1. Total number of current clients.
   2. A list of clients with similar needs using the same software.
   3. Evidence of successful completion of a project of a similar size and complexity utilizing staff still employed by vendor.
7. References: Contact information for 3 references (if possible) from projects similar in size, application, and scope, and a brief description of their implementation.

Relevant Client List:

|  |  |
| --- | --- |
| **Reference 1** | |
| Organization Name |  |
| Industry |  |
| Contact Name and Title |  |
| Phone Number |  |
| E-mail Address |  |
| Number of users |  |
| Product name and version number |  |
| Installation time frame |  |
| Go-Live date |  |
| Number of client business staff involved |  |
| Number of client IT staff involved |  |
| Number of supplier staff |  |
| **Reference 2** |  |
| Organization Name |  |
| Industry |  |
| Contact Name and Title |  |
| Phone Number |  |
| E-mail Address |  |
| Number of users |  |
| Product name and version number |  |
| Installation time frame |  |
| Go-Live date |  |
| Number of client business staff involved |  |
| Number of client IT staff involved |  |
| Number of supplier staff |  |

|  |  |
| --- | --- |
| **Reference 3** | |
| Organization Name |  |
| Industry |  |
| Contact Name and Title |  |
| Phone Number |  |
| E-mail Address |  |
| Number of users |  |
| Product name and version number |  |
| Installation time frame |  |
| Go-Live date |  |
| Number of client business staff involved |  |
| Number of client IT staff involved |  |
| Number of supplier staff |  |

## Budget & Estimated Pricing

All vendors must fill out the following cost breakdown for the implementation of their enterprise backup solution for the City of Duluth’s project as described in this RFP. The vendor must agree to keep these prices valid for 90 days as of 7/12/13.

### 6.1 Five Year Total Cost Summary

Provide a five year cost summary as displayed below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Five Year Total Cost Summary** | | | | | | |
| **Costs** | **Total** | **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| Total Licensing of Product |  |  |  |  |  |  |
| Hardware Cost (if consolidated with solution) |  |  |  |  |  |  |
| OS Licensing (If required for product) |  |  |  |  |  |  |
| Documentation & Training |  |  |  |  |  |  |
| Maintenance |  |  |  |  |  |  |
| Installation |  |  |  |  |  |  |
| Integration |  |  |  |  |  |  |
| Project Management |  |  |  |  |  |  |
| Miscellaneous |  |  |  |  |  |  |
| Other (specify) |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Total:** |  |  |  |  |  |  |

## Vendor Certification

This certification attests to the vendor’s awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Proposal for Enterprise Backup Solution issued by the City of Duluth. The undersigned is a duly authorized officer, hereby certifies that:

|  |
| --- |
|  |

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 90 calendar days as of the Due Date of the RFP.

The undersigned further certify that their firm (check one):

IS

IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify the City of Duluth of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person(s) authorized to negotiate on behalf of this firm for the purposes of this RFP are:

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |

**Signature of Authorized Officer:**

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |

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