

City of Lodi

REQUEST FOR QUOTE

Data Center Infrastructure

**Distributed Network Core
Storage Area Network
Blade Server Environment**

Response due Date & Time

February 24th, 2016

3:00 p.m. (PST)

**SUBMIT RESPONSES TO:
Office of Information Technology
City of Lodi
221 W. Pine Street
Lodi, CA 95240**

1. Introduction

1.1 PURPOSE

The City of Lodi is seeking quotes from qualified vendors who have experience serving State and Local Government markets and who are located within California region. They must have experience in installing and configuring enterprise level **Storage Area Network (SAN)** solutions, **network core switching equipment** and **blade server environments**. The City's objective is to replace the current SAN, network core and blade server environment with a more current centralized storage networking environment. The City also wants to achieve lowering the total cost of ownership of both physical and virtual server Data Storage in a high-speed, shared storage environment that offers flexible storage capacity and performance, robust fault tolerance, and compatible with existing virtualization technologies from Microsoft. All solutions must offer an intuitive administration interface. The replacement environment must minimize disruptions during implementation and be flexible enough to adapt to our current infrastructure.

1.2 THE CITY OF LODI

The City of Lodi is located in the Central Valley of California. It has a population of approximately 63,000 and is a full-service city providing a variety of services (including community development, police, fire, public works, engineering, water, wastewater, electric, parks and recreation, library and general government activities). The City has approximately 500 full-time employees and part-time employees with a total annual budget of approximately \$190 million (\$47 million General Fund).

1.3 Issuing Department: Office of Information Technology (IT)

IT supports approximately 380 full-time employees, 100 part time employees and volunteers, approximately 500 PCs, a virtual server environment with about 60+ virtual servers and approximately 20 physical servers, three Exchange servers, one Active Directory forest with one domain. IT currently has six employees, each having multiple roles and responsibilities, a common situation in small Cities. Those responsibilities include:

- On and off site, IT-related support for all departments
- Business applications – requirements specification, acquisition, design, development, maintenance, security, testing, and documentation
- Database design, administration, and security
- Network administration, planning, architecture design, hardware and software acquisition and installation, licensing, disbursement, printing of utility billing, internal and external security, testing, equipment maintenance, troubleshooting, and problem resolution
- Disaster recovery and business continuity planning and support
- IT and claim processing related business analysis and consultation
- Help Desk functions and operational support.

All departments use IT, and the demand and need for new and improved products and services are increasing. IT faces challenges in meeting requests for new and modified applications and services due in part to the age and performance limitations of the hardware infrastructure, legacy platforms, legacy software applications, and lack of up to date software development languages and tools.

1.4 OBJECTIVE

Centralizing the management of data centers is to improve efficiency and security. The IT plan is to move the existing data center and merge the secondary data center located in a different building, thereby ensuring a single modern, secure and reliable center. By leveraging the government's purchasing power and buying common hardware and software products in volume, we expect ongoing service contract savings to be realized through consolidation and standardization. Consolidating the data center, eliminating duplication and standardizing processes will improve security and reduce risks related to vulnerabilities.

1.5 CHALLENGES

There are expected challenges to be aware of in regards to migrating the original data base to the new center.

- Lack of documentation on current data center architecture
- Legacy applications on unsupported servers and OS
- Software patching is behind schedule
- Hardware is End-of-Life for network area storage
- Legacy equipment, running out-of-date drivers
- No configuration management database (CMDB)
- Legacy copper connections from service providers not labeled or documented
- Nearly zero downtime for migration of data and services
- Legacy networking equipment still active on the network

2. Current Infrastructure

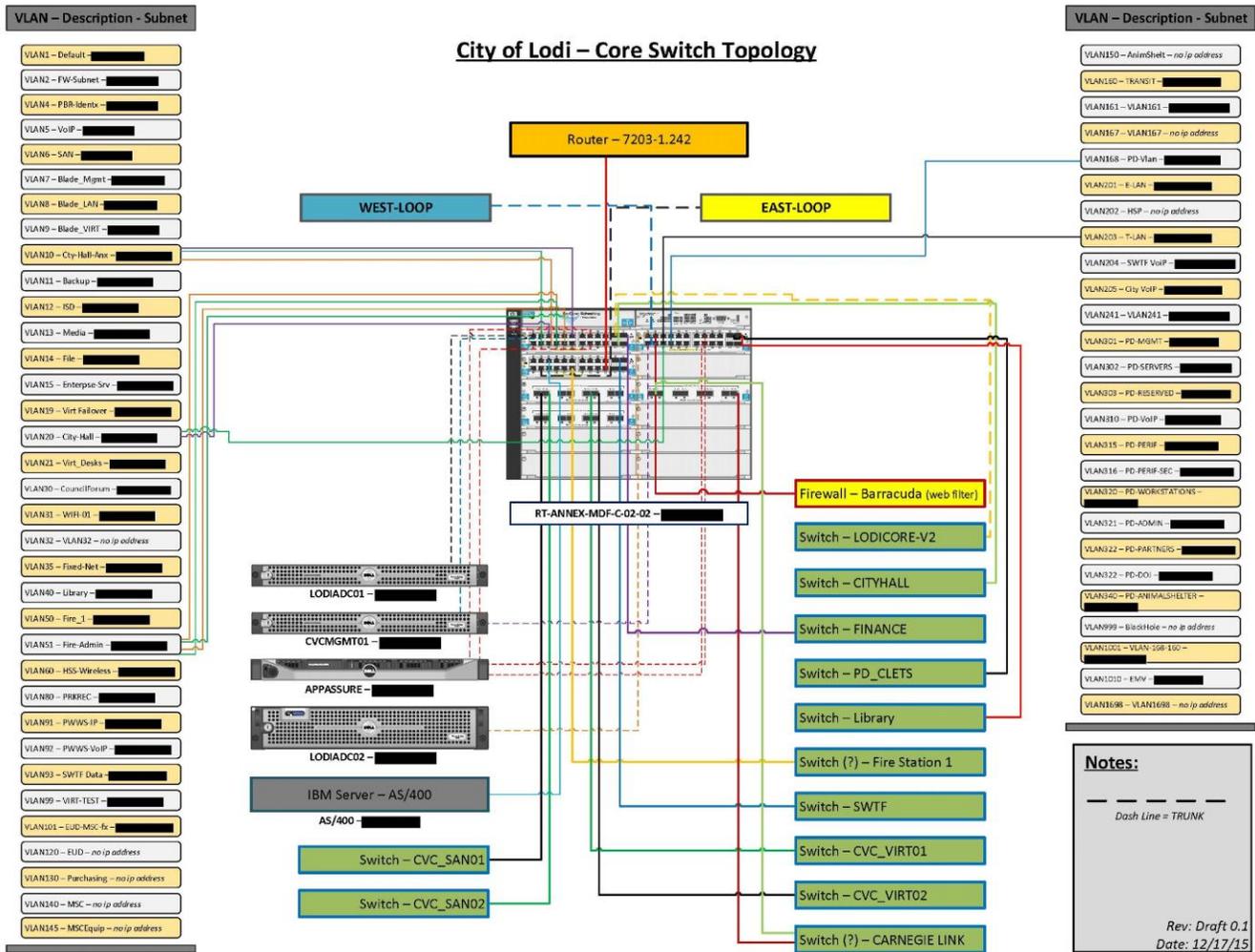
2.1 CURRENT NETWORK AND DATA INFRASTRUCTURE:

The Office of Information Technology has oversight of all the City's technology infrastructure including but not limited to:

- 1 gig Fiber Optic Backbone to all surrounding City structures
- Limited 10 gig Fiber Optic Backbone to Virtualization Stack
- 1 Core – HP 5412
- HP ProCurve 2500 series switches on the edge
- HP ProCurve 2900 series switches around the fiber ring
- SAN – Hewlett Packard Left Hand
 - 10 nodes in 4 multi-site clusters
 - 2 sites
 - iSCSI connections
- ERP database management and production
- Management of virtual and physical server environment
 - 2 Dell M1000 blade server chassis with a mix of M610 and M620 blades
 - 60+ virtual servers (Microsoft Hyper-V Failover Clustering)
 - 20 physical server
- Telecommunications
 - Avaya M1000
 - Mix of legacy digital phones and VOIP
- Web services
- Desktop support

- Management of mobile devices
- Controlling of all ISP and telecommunications agreements
- Systems administration of all server OS, AD and Exchange

There are about 16 city buildings networked together by a combination of City-owned fiber optic network, AT&T T1 circuits, and wireless point-to-point connections.



Products and Services Sought

2.3 CORE NETWORK, STORAGE AREA NETWORK AND NETWORK CORE

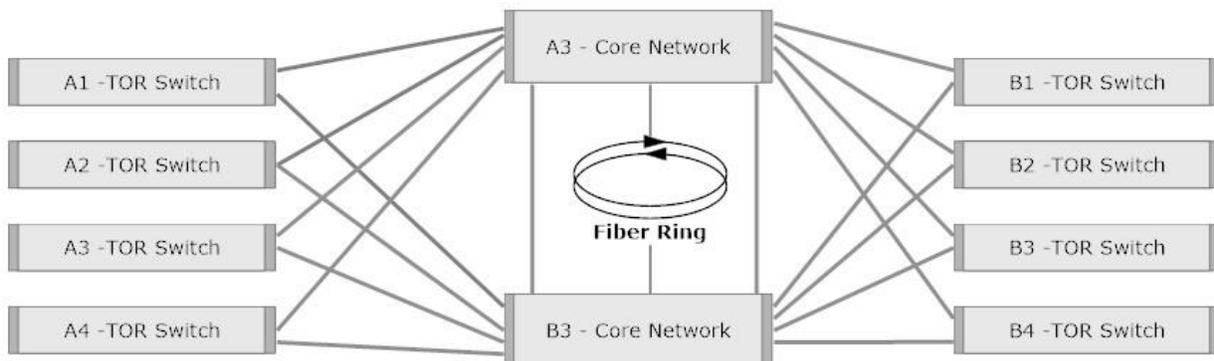
2.3.1 Storage Area Network Requirements

- Total of 30 terabytes of storage between two nodes (redundant services)
- Use of fiber channel or iSCSI
- Ability to scale capacity and performance without additional licensing
- Multiple tiers of storage
 - Combination of solid state tier for fast I/O
 - Slower disk tiers for cold storage
 - Automatically move data between different tiers of storage
- QoS features
- Ability to support scaling-out, adding storage nodes to scale both capacity and performance
- Continuous availability and resilience, no single point of failure, redundant critical components and redundant connections to the SAN network
- Robust error handling and error management, ability to self-correct
- Reliable data deduplication
- Offline data encryption (data at rest)

2.3.2 Network Core

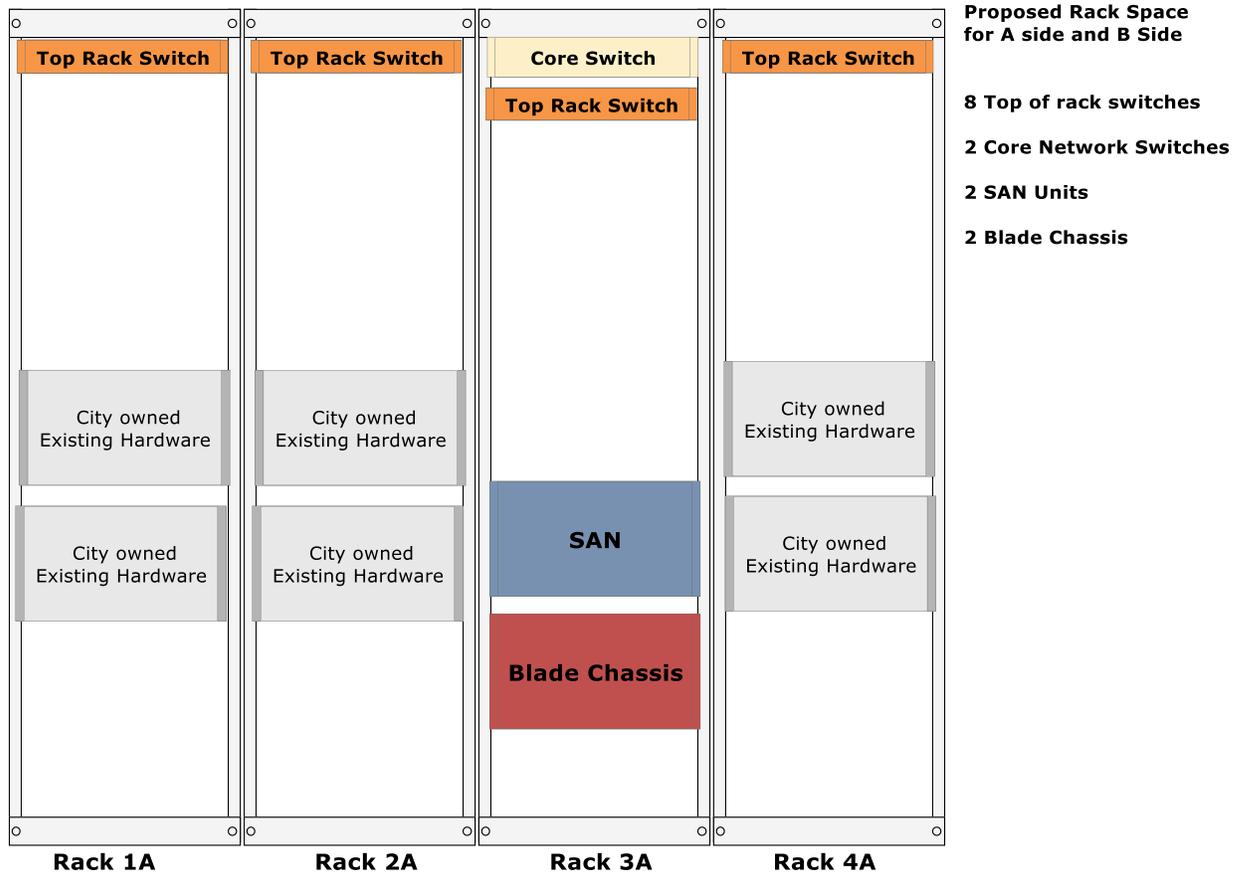
- Distributed core architecture, redundant fiber connected switches
- 10+ gigabit fiber optic back-bone
- 8 top of rack switches
- SAN mirroring should remain separate from CORE traffic
- Utilize redundancy to obtain high availability and reliability
- Support secured TCP connections
- Be capable of operating on both IPv4 and IPv6 protocols
- Be engineered to sustain real time traffic, including data, audio and video
- Improve monitoring capabilities
- Provide scalable bandwidth to support new and enhanced services
- Leverage City owned fiber backbone to distribute services throughout the city

Proposed Data Center Network



2.3.3 Blade Server Chassis

- Upgrade current blade chassis
- Reduce the number of blade servers needed to host virtual stack
- Improve network throughput in virtualization stack minimizing connections
- Single management interface for virtualization stack



2.3.4 Warranty and Technical Support

- 24/7 Phone-in support
- Next business day equipment replacement
- 3-5 year replacement warranty on all equipment
- Detail description of tier technical support with pricing (3-5 year contracts)

2.4 IMPLEMENTATION

- Submit a detailed project plan showing planning, implementation and post implementation support.
- Present in detail the rack architecture including cable map and rack elevation including cooling and power requirements.
- Show proposed network design in detail including port and cabling.
- As-builts will be created of all phases of the project showing network, SAN architecture and blade environment. As-builts must show detail down to the port level and connectivity.
- Describe in detail the strategy for implementation of the network core, blade environment and SAN data migration onto new platform. Must include proposed timeline for each phase.
- Include a detailed plan for failover or fall back strategies for each phase of the project
- Provide onsite training for up to 4 staff on network equipment, SAN management and blade environment
- Vendor must have onsite consultants during all phases of the migration of network, blade and SAN environments.
- Vendor must describe strategy for post implementation support until City staff are confident systems are running accurately.
- The vendor must implement any management tools and software to allow system configuration, performance monitoring and capacity reporting. Show cost for all management software and licenses as well as ongoing maintenance for a three (3) year period (preferably 5) must be included in the proposal.
- Vendor must show any testing plans for network and applications after migration
- The vendor must design and implement required configuration to the proposed data center switches. The vendor will be required to assist City staff in connecting core equipment to the City's fiber optic backbone.
- Vendor must assist in the data migration from the current SAN
- All onsite consultants must have access to engineering-level support of the equipment manufacturer.
- The vendor must provide product training to City of Lodi IT staff on best practices and daily management of the SAN, Network and Blade server environment.
- Night and weekend hours are available for prolonged project activities to minimize disruption of service. The City's normal business hours are 7:30am to 5:30pm Monday through Thursday, Friday 8:00am to 5:00pm with every other Friday closed for business.

3. SUBMISSION AND REVIEW

3.1 REGISTRATION OF INTENT TO SUBMIT RESPONSE

Each vendor who plans to submit a completed response must register this intent with City of Lodi by 1/27/2016. This registration will allow the City to notify all vendors of any changes, questions, concerns and any other matters related to this RFQ. All questions must be directed via email to Benjamin Buecher, IT Manager, bbuecher@lodi.gov. *Contact with other City departments, commissioners, councilmembers or other officials is expressly prohibited without prior consent and will result in disqualification.*

3.2 SUBMISSION OF RESPONSES:

An original and (2) copies of the response shall be enclosed in a sealed envelope clearly marked "Data Center Refresh Project" and addressed as noted below. Any deviation from this requirement may result in the response being considered non-responsive, thus eliminating the company from further consideration. An electronic copy on USB or CD must be included with the proposal.

Responses must be received in the office of Information Technology no later than 3:00 P.M. Pacific Standard Time, _____. Late responses will not be considered.

Mailing Address:
City of Lodi
Benjamin Buecher
IT Manger
221 W. Pine Street
Lodi, CA 95240

E-mail and facsimile responses will not be considered. Vendors shall have sole responsibility for the delivery of responses on time and to the proper location. A response received by the City after the established deadline will be returned, unopened, to the vendor.

3.3 KEY DATES*

Event	Tentative Date
RFQ Issuance	January 19 th , 2016
Registration of Intent to submit response	January 27 nd , 2016
Vendor Questions Due	February 3 rd , 2016
Responses to Vendor Questions Provided	February 11 th , 2016
Vendor Responses Due	February 24 th , 2016
Review of Submissions	Week of February 29 th , 2016
Selection of Vendor	March 3 rd , 2016
Contract Negotiations	Begin upon notification of selection

* Dates subject to change

3.4 EVALUATION AND SELECTION

IT intends to enter into a contract with the vendor organization that in IT's opinion best meets the responsiveness and budget for the city. However, this RFQ does not commit IT to select or enter into a contract with any organization, and IT reserves the right to reject any and all proposals.

3.5 ADDENDA: The City will notify properly registered vendors if there are any addendums to the requirements. Vendor shall be responsible for ensuring that all addenda are included in its response.

3.6 EVALUATION OF COMPLIANCE

IT will determine whether the proposals comply with this RFQ, and we will reject late proposals. Failure to meet other requirements will affect our evaluation and may result in rejection.

3.9 EVALUATION OF PRICE

IT reserves the right to disqualify proposals having prices that appear unrealistic or significantly understated for the services offered.

3.10 VENDOR QUESTIONS: Any questions about this RFQ shall be submitted in writing to Benjamin Buecher at bbuecher@lodi.gov on or before February 3rd, 2016 at 3:00 P.M. PST. City will email responses to questions and deliver same to registered vendors no later than February 11th, 2016. Any addenda necessary as a result of questions or clarifications will be posted and delivered to all registered vendors no later than February 11th, 2016.

3.11 RESPONSE COSTS: Those submitting responses do so entirely at their expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting responses, providing additional information when requested by the City, or for participating in any selection interviews.

4. RESPONSE FORMAT

In order to facilitate the analysis of responses to this RFQ, vendors are required to prepare their responses in accordance with the instructions outlined in this section. Each vendor is required to submit the responses in a sealed package. Vendors whose responses deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City.

Responses should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFQ.

All components in this section must be included with detailed information that can be substantiated by the vendor. Each response shall be signed by an individual who has authority to obligate the company.

4.1 FORMAT FOR SUBMISSION

1. The quote should be submitted in a Microsoft Excel format. A well-defined and separated section should be used for each component of the architecture (i.e. Network Core and data center network, SAN, Blade server environment, Service and Support). Each section should show a complete outline of all parts with, description of equipment, how equipment is used, quantity and prices broken out on separate line items. A page with a summary of final component prices and support totaling to show the full capital investment for the project.
2. Description of each piece of hardware being proposed in the architecture. Include the history of each line item with a forecasted roadmap of production.
3. A full description and price of the different types of warranty services with explanations clearly showing the differences of each plan.
4. Pricing for warranty and support based on 1, 3 and 5 year plans. Include cost of renewal for each plan.
5. An explanation of how the proposed solution meets each of the requirements and preferences in the objectives.
6. A detailed architecture drawing of network and diagrams of each rack space.
7. An outline of the project plan for implementation with estimated time line.
8. Describe in detail the strategy for implementation of the network core, blade environment and SAN data migration onto new platform. Must include proposed timeline for each phase. Include a detailed plan for failover or fall back strategies for each phase of the project.
9. List out all required training for any equipment and management interfaces and describe when training is handled during the project.
10. Describe strategy for post implementation support.
11. Propose any disposition or buy back of current equipment.
12. Include a copy of the proposed contract.
13. Addendums, if any were added.
14. Disclosure of all associated third parties. (The vendor should explicitly state the name of any third-party products that are being suggested or discussed in the RFQ. For each third-party product, there should be a statement about whether the vendor's potential contract would encompass the third-party product and/or whether the City would have to enter into a separate contract directly with the third-party vendor for the product and maintenance.)

5. EVALUATION OF RESPONSES

5.1 EVALUATION METHOD: The City will evaluate all submissions deemed responsive to this request for quote. The City will review responses and rate them based on the ability of the vendor to meet the City's needs. A short-list of vendors may be asked to provide a formal proposal if IT staff needs further detail. Discussions and negotiations may take place with the preferred vendor(s) to ensure clarification and to obtain a best and final offer.

5.2 ACCEPTANCE: Submission of any response indicates acceptance of the conditions contained in the RFQ unless clearly and specifically noted otherwise in the response.

5.3 REJECTION: The City reserves the right to reject any and all responses, in whole or in part, to waive any and all informalities, and to disregard all nonconforming, non-responsive or conditional responses.

PUBLIC RECORDS LAW: Pursuant to California Government Code Section 6250, public records may be inspected and examined by anyone desiring to do so, at a reasonable time, under reasonable conditions, and under supervision by the custodian of the public record. All submitted responses are subject to this code section.

Financial statements submitted in response to a request by the City are confidential and exempt from disclosure unless otherwise publicly available. Data processing software obtained under a licensing agreement that prohibits its disclosure is also exempt.

APPENDIX A

REQUIRED QUESTIONS

1. Provide company background of the 'prime' responder and other vendors involved in the project.
2. Describe the financial condition of your company and if there are any issues or threats that may put it in jeopardy? Is there any outstanding litigation or threat of litigation?
3. Has your company managed any data center projects in the State of California in the past 3 years?
 - a. Provide a list of installation/completion dates, including the client name and contact information.