



Town of Goffstown

Selectmen's Office

16 Main Street

Goffstown NH 03045

603-497-8990 Fax: 603-497-8993

November 8th, 2010

Request for Proposals **ADMIN-2010-04**

Server Virtualization Project at the Goffstown Town Hall

The Town of Goffstown, New Hampshire is soliciting proposals from qualified vendors experienced in successfully implementing a Virtualization platform, to design, install, configure, test, and train the Town on a new system for the Town of Goffstown.

INSTRUCTIONS FOR PARTICIPANTS

RFP SUBMISSION /SELECTION PROCESS:

All proposals in response to this RFP must be received in a sealed envelope and clearly marked "Virtualization Project at the Goffstown Town Hall **ADMIN-2010-04**" by **1:00 p.m., Tuesday, November 23rd, 2010** at the Town Hall Selectmen's Office, 16 Main Street, Goffstown, NH 03045. RFPs will be opened and publicly read by the IT Director and Town Administrator (or their designees). Bid award is anticipated within two weeks of bid opening.

The Town requests that a total of 3 copies of the proposal be submitted. The Town of Goffstown assumes no responsibility or liability for costs incurred by vendors in responding to this RFP or in responding to any further request for interviews, additional data, etc.

The proposal shall be signed by an official authorized to bind the offer and shall contain a statement to the effect that the proposal is a firm offer for a one hundred twenty (120) day period from opening.

The Town reserves the right to reject any or all proposals as it may determine, to waive any non-material irregularities, defects in form or information in any RFP, and to accept or reject any item or combination of items, where the best interest of the Town is served.

<http://www.goffstown.com/rfp/190-2010-rfps-and-bids.html> Reference Document **ADMIN-2010-04**.

Exceptions

In the event the respondent takes exception to any requirements of the RFP, **the vendor must clearly state the exceptions and the offered alternatives.**

Other Proposal Conditions

The Town of Goffstown assumes no liability for the payment of costs and expenses incurred by any bidder in responding to this RFP. All proposals become the sole property of the Town of Goffstown. This RFP is not a contract and alone shall not be interpreted as such but rather serves as an instrument through which proposals are solicited.

Revisions

The Town of Goffstown reserves the right to award any contract in whole or in part to one or more bidders at its sole discretion. The Town of Goffstown reserves the right to revise the scope & deliverables of the requested services at its sole discretion prior to awarding any contract. In such a case these revisions shall be negotiated between the Town and the contractor to reconcile any changes on pricing and performance. Changes after awarding a contract shall be governed by the terms of that agreement.

AWARD OF A CONTRACT IS SUBJECT TO FINAL APPROVAL BY THE BOARD OF SELECTMEN.

Pricing and Payments

The Town of Goffstown shall pay the contractor for the specified products and services at the rates stated in the contract minus a 15% retainage fee. Retainage will be released to the vendor upon successful **formal acceptance** of all services and deliverables. In submitting a proposal, vendor agrees to hold firm, for a period of 120 days, all proposal prices included in their submission.

Deadlines & Proposal Presentation

- Deadline for receipt of sealed proposals is **November 23rd, 2010, at 1:00 p.m.**
- The Town reserves the right to make written requests for additional information from vendors to assist in understanding or clarifying any proposal. This process may include a requirement for the vendor to make an oral presentation of the information contained in the proposal and a demonstration of the hardware and software proposed.

The successful contractor will be required to provide insurance coverage as follows with the Town of Goffstown named as an additional insured:

General Liability: \$1,000,000 per occurrence; \$2,000,000 aggregate
Automobile Liability: \$1,000,000 Combined single limit
Workers' Compensation: Per State of New Hampshire Statute
Professional Liability: \$2,000,000

REQUEST FOR PROPOSAL

VIRTUALIZATION PROJECT



for the Town of
GOFFSTOWN, NEW HAMPSHIRE

Date: February 1, 2010
GOFFSTOWN TOWN HALL
REQUEST FOR PROPOSAL
FOR
VIRTUALIZATION PROJECT

Table of Contents

- 1.0 INTRODUCTION2**
 - 1.1 Goffstown Town Hall..... 2
- 2.0 PROPOSAL REQUIREMENTS AND SCOPE.....2**
 - 2.1 Fully-Integrated System 3
 - 2.2 Schedule 3
 - 2.3 RFP Inquiries and Comments 3
 - 2.4 Proposal Evaluation..... 4
 - 2.4.1 Evaluation Team 4
 - 2.4.2 General..... 4
 - 2.5 Proposal Format..... 4
- 3.0 REQUIREMENTS4**
 - 3.1 Items Excluded from this RFP..... 4
 - 3.2 Preferred Hardware and Software..... 5
 - 3.3 Installation and Training Services 5
- 4.0 QUESTIONS AND ANSWERS6**
- SUMMARY PRICE SHEET7**

1.0 INTRODUCTION

The Town of Goffstown, New Hampshire, is inviting vendors to submit proposals with costs for an IT Partner that can successfully implement a virtualization platform.

Those interested in responding to this request for proposal (RFP), hereinafter referred to as “vendor”, will be responsible for implementing the virtual platform and then replacing the existing environment, as well as the single application, single server infrastructure. The selected vendor must also successfully migrate the existing application and interfaces to the new virtual servers. Each proposal will focus on professional services from design to implementation, training, and documentation. Currently the Town does not use virtualization.

Purpose and Intent: The Town’s purpose is to create a virtualized server infrastructure at the Town Hall. The infrastructure will consist of two host servers, storage area network system, and VMware virtualization software.

Current System: The servers currently targeted for migration to the new virtual environment include:

- 1 Dell PowerEdge 2800
- 1 Dell PowerEdge 2600
- 1 Dell PowerEdge 1800
- 1 Dell PowerEdge 2950
- 1 Dell PowerEdge 2900
- 1 Gateway E-4500S

The servers are housed in 1 enclosed rack in a climate controlled server room. The servers currently run Windows Server 2003.

Network: The network infrastructure consists of Netgear GS748T Switches and a Juniper SSG 5 Router. Backups are stored on an Exagrid 5 TB Data Protection System. The Network infrastructure uses the TCP/IP protocol.

2.0 PROPOSAL REQUIREMENTS AND SCOPE

This RFP is intended to provide the vendors with sufficient information to fully understand the TOWN’s requirements and the environment in which the system proposed must be developed and operate. Notwithstanding any of the specific details described in the RFP, it is the obligation of the vendor to provide a fully integrated system of individual components that work as a complete functional entity in the accomplishment of the requirements identified in this document. Any deviations from the requirements of this RFP must be clearly identified on an item-by-item basis.

This RFP identifies the requirements of the TOWN; responders may identify additional functions offered by their solution(s). Any functionality beyond that required by this RFP that involves additional costs must be clearly identified as an alternative proposal item and priced separately. Any exceptions taken to the requirements of the RFP will be considered in the evaluation process. Alternative methods the vendor may submit to meet the identified requirements must be clearly noted and documented.

The Town requires firm price proposals for all aspects of the proposed system’s that include:

- Hardware
- Software (VMware system software, MS licensing, etc.)
- Network interface units
- Documentation
- Full System Installation
- Training
- Implementation
- Acceptance testing
- Warranty, Service and Maintenance

2.1 Fully-Integrated System

All bids must be for the entire project, as specified, to ensure that a complete fully integrated system is bid and no additional items remain to be purchased or supplied by TOWN other than those items so specified. The successful vendor shall provide any equipment or installation required to meet the requirements of this RFP, but not

specifically mentioned herein, without claim for additional payment. It shall be understood that the RFP award will be comprehensive, leading to a completely operational system meeting all specifications.

2.2 RFP Inquires and Comments

Inquires and comments about this RFP must be submitted in writing to:

Mr. Neil Funcke
Goffstown Town Hall
16 Main Street
Goffstown, NH 03045
Phone: (603) 497-8990 x101
Fax: (603) 497-8993
E-Mail: nfuncke@goffstownnh.gov

Notices, requests, responses, and other communications between parties must be conveyed via registered mail, electronic mail, or facsimile at the number designated above. The effective date of notification is the date of receipt as noted on the registered mail receipt or facsimile transmission. Electronic mail requires an acknowledgement.

All questions that arise concerning the details or nature of this RFP must be submitted in writing as detailed in the section above.

2.3 Proposal Evaluation

The TOWN shall conduct a comprehensive, fair, and impartial evaluation of all proposals received in response to this RFP. All proposals will be evaluated based on the following criteria:

- 1) Prior experience implementing Windows OS on a virtualized environment
- 2) Vendors firms history and experience providing professional services to build and support virtualized environments (strong VMware references, VMware certification)
- 3) Organizational Qualifications (including financial strength, quality of staff and experience with virtualization)
- 4) Pricing (your fixed bid)
- 5) Excellent client references preferably with Municipalities or other government agencies
- 6) Post-project support capabilities

2.4 Proposal Format

The Vendor shall provide their response in the following order:

Signed Cover Letter and Transmittal

Table of Contents

Section, Number, and Title

1. Executive Summary
2. Proposal – Vendors response to requirements
3. Technical Summary
 - a) Comments or deviations to RFP
4. Technical Literature and Specification Sheets (Optional)
5. Qualifications
 - a) Answers to the RFP questions
 - b) Technical certifications of engineers
 - c) Copies of all legal documents
 - d) References of existing clients of equal size and structure
 - e) Other vendor selected samples demonstrating scope, depth, and quality of similar projects
6. Cost Proposal – Price detailed and total submitted (use the cost sheet provided at end of proposal)

3.0 REQUIREMENTS

3.1 Items excluded from this RFP

The TOWN currently has an area within the building configured and dedicated as the Data Center for the Department. We are interested in the continued use of existing resources and expect to make no changes to:

- Electrical circuits and UPS
- Power Backup Systems/Generator
- Rack and KVM Switch
- HVAC

3.2 Preferred Hardware & Software

Below are preliminary specifications to follow when considering this RFP. If you intend to add, edit, or delete components from this manifest you must define the requirement and your reasons for making the change. This may include the sizing and model of the SAN, alternate licensing, etc. The TOWN strongly prefers to purchase VMware and Dell or HP Servers, however other solutions may be considered.

Host Servers

- (2) PowerEdge R710 or HP DL380 G6, Dual Processor/Quad Core XEON
- At least 32 GB RAM (48 Preferred)
- Rack mountable
- 4 year ProSupport, 4 year NBD hardware support

NOTE: include all other recommended or required hardware components.

Shared Storage

- (1) Dell EqualLogic PS4000E SAN or (1) NetAPP FAS2000 series
- 4 Terabyte capacity
- 4 year ProSupport 4-Hour 7x24 On-Site Service with Emergency Dispatch
- Rack mountable

Network Switches

- (2) Dell PowerConnect 5424 switches or equivalent
- Rack mountable

VMware Licensing

- (1) vSphere Essentials Plus with 3 year support

NOTE: include any other recommended or required virtualization software.

MS Licensing

- Licensing to cover 8 servers (current Windows Server software)

3.3 Installation and Training Services

Installation

Installation of all hardware and software is required. Vendor will be responsible for implementing the virtual platform and then replacing the existing environment. The selected vendor must also successfully migrate the existing software and services to the new virtual servers with minimal downtime.

Training

Demonstration of all installation procedures during the time of install is required. Demonstration of all vendor provided management tools for the SAN system and any VMware client vendor plug-in is required after installation is complete. After successful installation, a step-by-step demonstration, with hand-outs, of the day-to-day management is required.

Support and Documentation

Along with all warranties and support that come with any equipment provided by the vendor, the Town will require direct support from the vendor for a period of three (3) months. Support hours will be *at least* Monday – Friday 8am to 5pm. The direct support required will allow access to support staff and/or engineers knowledgeable in rectifying any situation that may occur in a timely manner. Complete documentation of all warranties and documentation of the configuration including “as-built” diagrams will also be required.

4.0 QUESTIONS AND ANSWERS

Answer the following questions concerning your business and the proposal:

Organizational Qualifications
Give a brief description and history of your organization including the company structure (i.e., publicly traded, privately held, subsidiary of publicly traded, etc.). Identify any parent corporation and/or subsidiaries, if appropriate.
How long has your company been in business?
How many people do you employ? Please provide a breakdown of the number of employees by functional area (i.e., sales, admin, technical support, project engineers)
Have there been, or are there now, any lawsuits pending or filed against your organization?
Provide a list of partnerships with relevant key vendors, suppliers, and manufacturers along with your status.

Business Model
Does your company outsource any of its services to another provider? If so, please explain and provide any details to support your company's ability to properly manage the subcontracted services.
Provide a copy of your standard professional services agreement.
Provide a copy of an example terms and conditions agreement that would be proposed for this purchase
Provide a list of any warranties/guarantees for your services.
Describe your typical implementation process along with a typical project plan.
What training do you provide? What does the training cover? Is training provided at the end of the project or from beginning to end? Who provides the training?
Describe the billing process for the products/services.
What are your hours of operation for support? (24/7, 8x5xNBD)
What is the guaranteed response time for problem resolution (regular hours, off-hours)?
How many tech positions are dedicated to support issues and not working on projects?
What differentiates your company's services from your competitors? What does your company provide that others cannot?

Technical Overview
Describe your understanding of what level of security controls are required to protect this system from unauthorized access.
Please review section "3.0 REQUIREMENTS" included in this RFP and specify any changes or deviations that you require and why.
Disclose any upcoming changes to version or models to proposed software or hardware of which your firm has knowledge.
Describe how the system is configured for fault tolerance, high availability, and system failover

TOWN of GOFFSTOWN

SUMMARY PRICE SHEET

VENDOR NAME: _____	
Host Servers	
<ul style="list-style-type: none"> • (2) PowerEdge R710 or HP DL380 G6, Dual Processor/Quad Core XEON w/ 4 year support • Or equivalent 	EACH: \$
	TOTAL: \$
Shared Storage	
<ul style="list-style-type: none"> • (1) Dell EqualLogic or NetAPP FAS2000 SAN w/ 4 years support • Or equivalent 	EACH: \$
	TOTAL: \$
Network Switches	
<ul style="list-style-type: none"> • (2) Dell PowerConnect 5424 switches • or equivalent 	EACH: \$
	TOTAL: \$
VMware Licensing	
<ul style="list-style-type: none"> • vSphere Essentials Plus with 3 year support 	Vsphere: \$
	TOTAL: \$
MS Licensing	
<ul style="list-style-type: none"> • Licensing to cover at least 8 servers (current Window server software) 	8 Server Licenses: \$
	TOTAL: \$
Installation	TOTAL: \$
Training	TOTAL: \$
Support	TOTAL: \$
Additional items: <i>(add lines as necessary identify if optional item or necessary)</i>	TOTAL: \$
Standard hourly rates for services proposed: <i>(for evaluation purposes)</i>	Rate / Hour: \$
GRAND TOTAL: \$ <i>(shipping costs must be included in all pricing)</i>	

Authorized Vendor Signature

Date