

RFP- MCS Server and Storage Virtualization
Prepared: September 8, 2015
Proposal due by: 10/02/2015
Proprietary and confidential

REQUEST FOR PROPOSAL

Manchester City Schools is requesting proposals for a server infrastructure refresh with virtualization technology.

Table of Contents

Introduction and Background 3

Administrative..... 5

 TECHNICAL CONTACT 5

 CONTRACTUAL CONTACT 5

 DUE DATES 5

 SCHEDULE OF EVENTS 5

Guidelines for Proposal Preparation 6

 PROPOSAL SUBMISSION..... 6

Detailed Response Requirements 7

 EXECUTIVE SUMMARY 7

 DELIVERABLES 7

 DETAILED AND ITEMIZED PRICING 7

 EXCLUSIONS..... 7

 REFERENCES 7

 COMPANY OVERVIEW 7

Evaluation Factors for Award 8

 CRITERIA 8

Scope of Work 8

 1.1 REQUIREMENTS..... 8

 2.1 Training..... 9

 3.1 Maintenance and Support 10

 4.1 Documentation 10

 5.1 Cost 10

 All items should be grouped in the following categories: 10

 1. Hardware 10

 2. Software and Licenses 10

EXHIBIT A..... 11

EXHIBIT B..... 11

Introduction and Background

Manchester City Schools (MCS) is requesting proposals for the purpose of modernizing its technology infrastructure.

The intention of this RFP is to invite prospective vendors to submit a proposal to supply a complete server virtualization solution to Manchester City Schools, including servers, storage area network, backup solution, related hardware, software, professional services, training and project management. This RFP provides vendors with the relevant operational, performance, application, and architectural requirements of the system.

The scope of this RFP will cover virtualizing the server infrastructure, including servers, storage area network, backup solution, related hardware, software, professional services, training, and documentation. Manchester City Schools (MCS) is a home ruled municipality in Manchester, TN. It has 235 employees and there are 6 buildings employees' work from. The district utilizes Windows Server software and Active Directory and has HP servers. Goals for this project include removing dependency on hardware, consolidation, centralized management, and high availability.

All terms of equipment, materials, labor, implementation, and training should be proposed in a lease with \$1 buyout. All vendors should propose a 3, 4, and 5 year lease plan that includes all interest charges from the implementation.

The City of Manchester is the funding body for Manchester City Schools. All proposals that are considered multi-year contracts must first be approved by the local Board of Education, and then our funding body, the City of Manchester. The time-line from receiving RFP's to potential awarding of contract is dependent upon these Boards.

Currently MCS uses a mix of tower and rack mount form factors (Win2012/2008) in an active directory environment. Backup procedures use a mixture of external hard disks, backup servers, disk space on a NAS, and multiple backup applications. See Exhibit A for a list of servers, disk space and services.

The remainder of this document provides additional information that will allow service providers to understand the scope of the support requirements and develop a proposal.

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

Manchester City School's award of contract, if at all, will be made in accordance with the City of Manchester's purchasing policy and will be based on the Board of Education's understanding of the Respondents' respective skills, experience, proposed price and qualifications and overall thoroughness of the proposals and responsiveness to the RFP and during the RFP process.

MANDATORY PRE-PROPOSAL CONFERENCE

Manchester City Schools IT department will hold a Mandatory Pre-Proposal Conference. All respondents interested in submitting proposals must attend the scheduled Mandatory Pre-Proposal Conference to be held as follows:

DATE: FRI SEPTEMBER 18, 2015

TIME: 1:00 P.M

LOCATION: MANCHESTER CITY SCHOOLS ADMINISTRATION BUILDING
CONFERENCE ROOM

215 E. FORT ST.

MANCHESTER, TN 37355

RSVP: Vendors planning to attend the Mandatory Pre-Proposal conference should RSVP, in writing via facsimile, no later than 12:00 p.m., Thursday, September 17, 2015.

Send RSVPs to Mark Howell at (931) 728-7075.

Questions from vendors will be addressed at the mandatory pre-proposal conference. Any respondent who submits a proposal without attending the scheduled Mandatory Pre-Proposal Conference will have their proposal disqualified. Such Respondent who submits a proposal and does not attend the scheduled mandatory pre-proposal conference waives any right to assert claims due to undiscovered conditions.

Administrative

TECHNICAL CONTACT

Any questions concerning technical specifications or Statement of Work (SOW) requirements must be directed to:

Name	Mark Howell
Address	215 E. Fort St., Manchester, TN 37355
FAX	931.728.7075
Email	howellm1@k12mcs.net
Question Subject	"Server Virtualization R F P Question"

CONTRACTUAL CONTACT

Name	Mark Howell
Address	215 E. Fort St., Manchester, TN 37355
Email	howellm1@k12mcs.net

DUE DATES

All proposals are due by 3:00 pm on 10/02/2015. Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

1. This RFP will be posted to the MCS website (manchestercitysch.org) any additions or corrections will be addressed in the form of addenda posted to the same location on the website.
2. Responses to all questions will be made by 9/24/2015 and will be responded to the on the district website.
3. It is the responsibility of the prospective bidder to check the website for updates or addenda.
4. You must provide one original and two copies of your proposal (3 total). You must also provide one digital copy (CD or flash drive) of your proposal.

SCHEDULE OF EVENTS

RFP Distribution to Vendors	September 8, 2015
Pre-Bid Meeting	September 18, 2015
Questions Due	September 23, 2015
Proposal Due Date	October 2, 2015

Target Date for Review of Proposals	October 14, 2015
Anticipated decision and selection of Vendor(s)	October 16, 2015
Anticipated commencement date of work	Based on Approval of Funding

Guidelines for Proposal Preparation

PROPOSAL SUBMISSION

Award of the contract resulting from this RFP will be based upon the vendor(s) whose response, in the districts sole judgment, represents the best value considering program needs, technical issues, cost and other factors.

MCS reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Request that some or all of the respondents submit additional written information,
- Negotiate the terms and conditions of any contract for services that may hereafter be let by the district.
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers
- Award more than one contract.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for the district's evaluation of the Vendor’s proposal.

In order to address the needs of this procurement, MCS welcomes Vendors to work cooperatively in presenting integrated solutions. Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery under this RFP. MCS will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed, and
- A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor's proposal in response to this RFP will be incorporated into the final agreement between MCS and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

- Executive Summary
- Deliverables
- Detailed and Itemized Pricing
- Exclusions
- References
- Company Overview

The details for each of the above-mentioned sections are outlined below.

Detailed Response Requirements

EXECUTIVE SUMMARY

This section will present a brief high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work. If desired, details on scope, approach or methodology may be included.

DELIVERABLES

Include descriptions of materials to be used, and other deliverables.

DETAILED AND ITEMIZED PRICING

Include a fee breakdown including labor, materials, and any travel expenses.

EXCLUSIONS

Exclusions and/or exceptions to RFP and contract terms and conditions

REFERENCES

Provide three current corporate references for which you have performed similar work.

COMPANY OVERVIEW

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), address, main telephone number, toll-free numbers, email, and facsimile numbers.
- Key contact name, title, address (if different from above address), direct telephone, email and fax numbers.

- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering the service of the proposal.
- Identify any subcontractors or vendor relationships

Evaluation Factors for Award

CRITERIA

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to cost, operational, technical and management requirements, offering the best value. The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

- Completion of proposal.
- The extent to which Vendor's proposed solution fulfills MCS's stated requirements as set out in this RFP.
- An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
- The Vendor's stability, experiences, and record of past performance in delivering such services.
- Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
- Overall cost of Vendor's proposal.
- Availability and commitment to completion date.
- Acceptance of contract terms.

Scope of Work

1.1 REQUIREMENTS

- The following information should be used to determine the scope of this project and provide pricing for this engagement:
- All equipment and material should be new. Used, refurbished or repurposed equipment or material will not be acceptable.
- 2-3 HP, Dell, Lenovo or equivalent, Enterprise Class host servers suitable for virtualization needs described in the introduction and background.
- All servers must utilize Intel Processors.
- Costs should include any hardware needed to rack equipment in MCS provided Rack (i.e. rack rails, mounting screws, etc.)

- VMWare or Hyper-V virtualization schema with System Center (other solutions can be considered)
- Storage Area Network capable of hosting at least 10 virtual servers and having at least 7TB of useable space after VM's are configured.
- Storage Area Network should be able to support multiple RAID settings for different applications (i.e. RAID 10 for SQL, Raid 5 for most other applications)
- Storage Area Network should have minimum disk speed of 10K. Backup solution may use slower 7200 RPM drives
- Backup Software and Recovery/Failover Plan to include local and cloud storage
- Hypervisors must be High Availability cluster
- Servers should communicate via minimum of gigabit switches/Interfaces
- Older systems (2003/2008) must also be consolidated/upgraded to new technology
- File servers and database servers should be highly available

Vendor should:

- Furnish and install server hardware, storage, and licensing, with capabilities to handle the virtualization goals as described in Introduction and Background of current servers in data center (see Exhibit A).
- Provide all necessary virtualization software components.
- Provide sufficient professional services to completely establish the virtual environment and begin migration to Server 2012 R2 infrastructure.
- Perform physical to virtual conversions of current servers as appropriate.
- Implement a stable storage system large enough for VM and disk backup that provides redundancy for VM's.
- Implement back-up policy and scheme, including any necessary hardware or licensing costs.
- Assess and assist with application and data migration to new virtual servers.

2.1 Training

As part of the virtualization implementation MCS would like to ensure training is provided to key personnel involved in supporting the virtual environment and the use of it features.

1. Following the successful completion of the project, the vendor is required to provide a minimum of 1 day of training on the proper configuration, daily operation, and maintenance of the system.
2. The training will be for no more than 4 individuals who work directly for the IT Department. The vendor will provide at minimum 2 copies of all installation, configuration, and/or training materials. This includes any and all materials offered by the vendor deemed to be helpful in the day to day operations of the system.

3.1 Maintenance and Support

Following the successful completion of the project, the vendor is required to provide the following support information regarding technical support and other vendor services.

1. Materials describing the process for reporting a hardware and or software failure in any of the components of the proposed system.
2. The methods available for contacting tech support (phone, email, website, etc.) including escalation procedures.
3. Standard warranty and maintenance for each of the components proposed.
4. Upgrade path for management software and any annual support fee for the software.

4.1 Documentation

Following completion of the project, the vendor is required to provide the following documentation regarding the scope of the project:

1. Written documentation and diagramming of this project. The documentation should consist of the following:
 - DETAILED TECHNICAL REPORT. A document developed for the use of MCS's technical staff which discusses: the scope, approaches employed, diagram of topography, deviations from original plan, etc.
 - EXECUTIVE SUMMARY REPORT. A document developed to summarize the scope, approach, and results, in a manner suitable for senior management.

5.1 Cost

All items should be grouped in the following categories:

1. Hardware
2. Software and Licenses
3. Professional Services- (Blocks of hours are preferred)
4. Maintenance & Support (if any)

Each item must be itemized detailing its Description, Unit Cost and Quantity.

EXHIBIT A

Server	Services	Location	OS	RAM	Storage
MCS-AD1	Domain Controller, DNS, DHCP	MCS Tech	Microsoft Server 2008 R2	12 GB	C: 135 GB
MCS-AD2	Domain Controller, DNS, DHCP	MCS Tech	Microsoft Server 2008 R2	8 GB	C: 135 GB
MCS-FILE	File Storage, Print Server, Switch Management, Anti-Virus Management Badging System SQL Express	MCS Tech	Microsoft Server 2008 R2	12 GB	C: 135 GB E: 440 GB
MCS-IMAGE	WDS, HYPER-V, MDT	MCS Tech	Microsoft Server 2012	16 GB	C: 232 GB E: 232 GB F: 1.81 TB
MCS-NUTRIKIDS	SQL Express	MCS Tech	Microsoft Server 2008 R2	4 GB	C: 150 GB
MCS-DESTINY	Destiny Library Manager, SQL Express		Microsoft Server 2008 R2	8 GB	C: 500 GB
MCS-IMPERO	Impero Classroom Management		Windows 7	4 GB	C: 150 GB

EXHIBIT B

EVALUATION CRITERIA:

Criteria	Percentage
A. Pricing	40%
B. Implementation Plan/Documentation	30%
C. Compliance with Specifications	20%
D. Customer References	10%
	Total 100%