Request for Proposal (RFP)
Server and Storage Infrastructure

Excelsior Springs Technology Department
300 Broadway
Excelsior Springs, MO 64024

January 14, 2020

Summary and Background

The Excelsior Springs School District (ESSD) is soliciting proposals to purchase servers, storage equipment, backup appliance, installation, service, and support for a complete turnkey virtual environment with disaster recovery. The system should be scalable at the convenience of the District.

The ESSD is a public K-12 school district located in Excelsior Springs, Missouri, comprised of one high school, one middle school, and three elementary schools. Total enrollment for all schools is 2,967, with a certified staff of 274. From more information visit https://essd40.com .

Proposal Guidelines

This Request for Proposals represents the requirements for an open and competitive process.

Proposals will be accepted until **2:00 p.m. Central Standard Time, February 7, 2020.**

Submit proposals to:

Lynnette Procopio
Director of Technology
300 Broadway
Excelsior Springs, MO 64024
Submit proposals in a sealed package plainly marked **2020-T001-Servers**.

Request for information

Bidders during the RFP process and winning vendor will direct any questions in writing to:
Lynnette Procopio
300 Broadway
Excelsior Springs, MO 64024
lprocopio@ga.essd40.com

Timeline

Event	Date
Last date for questions	January 31, 2020 at 2:00 p.m. CST
Proposals due	February 7, 2020 at 2:00 p.m. CST
Evaluation Period	February 10 thru February 14, 2020
Selection decision approved by Board of Education	March 9, 2020

Budget

All proposals must include proposed costs to complete the tasks described in the project scope. Cost will be stated as on-time or non-recurring costs (NRS) or monthly recurring costs (MRC).

All costs and fees must be clearly described in each proposal.

Evaluation Criteria

No commitment will be made to select a bidder's proposal solely on the basis of cost. ESSD will evaluate all proposals based on the following criteria.

Cost of products and/or services: bidders will be evaluated on the cost of the solution(s) based on the work to be performed in accordance with the scope of this project	30
Implementation Cost: proposed solution(s) will be evaluated on any additional cost to ESSD40 to implement the proposed solution(s)	15
Design and technical bid submission: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner	15
Organizational Experience: bidders will be evaluated on their experience as it pertains to the scope of this project	15
Previous Work: Bidders will be evaluated on examples of their work pertaining to the scope of this project and any previous experience, if any, with ESSD40	5
Technical Expertise and Experience: bidders must provide descriptions a documentation of staff technical expertise and experience	10
Financial Stability: bidders will be evaluated on the financial stability of the organization	10

ESSD reserves the right to reject any or all RFP's for irregularities, informalities, or technicalities that is in the best interest of the District. The Excelsior Springs School District also reserves the right to waive any or all RFP's for irregularities, informalities or technicalities that is in the best interest of the District.

Bidders may withdraw their RFP prior to the stated time of opening, but may not be withdrawn for a period of thirty days thereafter, unless required by law.

ESSD reserves the right to accept any offer in part or in whole, to request a new RFP, or to award any of the items specified herein as it deems to be in its best interest of the school district. By quoting, the vendor specifically agrees that the decision of the ESSD is final and binding.

ESSD reserves the right to be the sole determining party as to which vendor is awarded this project.

ESSD will select the lowest and best proposal that will fulfill requirements set forth by this RFP. Should the bidder take exception to any terms, conditions, or specifications stated herein, such exception must be so stated in writing on company letterhead and submitted prior to the RFP opening. Written exceptions may or may not be honored by ESSD.

By quoting on this proposal, the vendor agrees to all contents of this RFP. Failure to deliver as guaranteed, or any other material breach or default by the awarded vendor, may result in the disqualification of the vendor from future RFP's. In the case of default by the awarded vendor, ESSD will procure from the second ranked vendor, and hold the first vendor responsible for any excess cost associated therein.

Bidders will utilize the contact indicated in the RFP as the sole representative for ALL information regarding this RFP. Bidders who contact any other District employee or representative without the approval of the contact indicated in the RFP are subject to disqualification from this RFP.

Pricing Schedule

Provide a pricing matrix similar to those provided below. ESSD reserves the right to purchase all or some of the proposed solution. Proposals shall include all costs deemed necessary to cover all contingencies essential to the supply and installation of the specified components and services. These costs include, but are not limited to, hardware, installation, power supplies, virtual technology, software, patch cables, handsets, labor, required permits, licenses, or any other fees or charges that may be imposed in order to complete the project.

(However, a manufacturer's multi-year warranty for a period up to five years that is provided as an integral part of an eligible component, without a separately identifiable cost, may be (included in the cost of the component.)

Any cost encountered which is not specifically itemized in the proposal shall not be incurred without the express written consent of the District. No additional compensation will be paid for extra work incurred on the part of the Contractor due to the failure to discover or acknowledge existing condition which may cause additional labor costs. (Please note: To ensure that the instructional day is not compromised, work cannot always be scheduled during normal business hours. Please include the cost of any additional compensation required for work performed in the evenings and on Saturdays.)

Hardware, Software, and Licenses – all items should be itemized

Item	Description	Quantity	Unit Price	Total

1				
2				
3				

Labor- Cost of Implementation

Item	Description	#of Hours	Hourly Rate	Total
1				
2				
3				

Training - also indicate training that will be at no additional charge

Item	Description	Quantity	Unit Price	Total
1				
2				
3				

Maintenance and Support

If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage. The maintenance cost should include the all- inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, the percentage of markup on any materials.

Maintenance quote requirements—Warranty and graduated maintenance proposal with year 1 to year 10 pricing and specifications; i.e., monitoring, labor, and equipment. (Maintenance is to be quoted separately unless the warranty is not a separately identifiable cost. In this case, the warranty should be noted for information purposes.)

Item	Description	Discount	Length of Term	Total
1	Full maintenance: supporting hardware and software 7am- 6pm Mon- Fri with 4-hour onsite response			
2	Full maintenance: supporting hardware and			

	software seven (7) days a week, 24 hours a day, with four (4) hour onsite response			
3	What is your plan for emergency response in case of critical failure? Do you have an emergency response plan with one (1) hour or less response? If so please explain and include pricing. If not, so indicate.			
4	If ESSD chooses time and materials coverage, what is the rate for standard business hours and after hours? State your definition of business hours.			
5	Will your company support a maintenance contract that covers core components only (e.g. servers, software, switch's and common control cards) with no peripherals, or station sets?			
6	Propose the maintenance you believe would best serve ESSD			
7				

Other Costs Respondent must list any and all charges, expenses, and/or costs to be incurred by ESSD that are not included in this section. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

Server and Storage Infrastructure Upgrade Specifications

REQUIREMENT SUMMARY

The Excelsior Springs School District is soliciting proposals to purchase servers, storage equipment, backup appliance, installation, service, and support for a complete turnkey virtual environment with disaster recovery. The system should be scalable at the convenience of the District.

General

1. ESSD requires a high availability system installed at both on-site data centers. The server, storage, and backup targets should be able to support the district independently from either data center to maintain business continuity. These data centers are the Early Childhood Center (ECC) and Excelsior Springs High School (ESHS), which are connected via multiple fiber optic. The data centers are physically 3 miles apart and the backup location 10 miles from the data centers.

2. The district is accepting bids for new Lenovo, Dell, or HP equipment. Consider the following specifications as recommended _and_ minimum.

    a. Quantity 4 - Dell R630 1U Server. Intel 12 Core E5-2650V4 2.2GHz, 30MB Cache. 192GB RAM, iDRAC8 Enterprise, PERC H730 Mini 1GB NV Cache, Redundant 750W Power Supplies, 4 - 300GB 10K SAS 12GB/s, Dell Sliding Rails, Intel X710-DA2 Dual Port 10GB SFP PCI-e, Intel I350 Quad Port 1GB PCI-e

    b. Quantity 2 - Dell Equallogic PS6210X Storage Array. 24 - 1.2TB 10K SAS, 26.4TB Total Capacity with RAID 6, Redundant 10GbE/SFP+ Controller - 16GB NV Cache, Redundant Power Supplies

    c. All other parts and pieces necessary for a complete and working system must be included.

3. The virtual environment will consist of virtual host servers running Microsoft Hyper-V on Windows Server 2019 at Early Childhood Center and identically configured host servers at Excelsior Springs High School, a Storage Area Network at Early Childhood Center, an identically configured Storage Area Network at Excelsior Springs High School for disaster recovery, a single backup appliance at Elkhorn Elementary School.

4. ECC has an existing Dell VRTX with 3 VMware hosts running 16 Windows servers. The new solution will have two physical hosts at each location connected to a centralized storage via iSCSI.

5. The Vendor shall provide all equipment specified in the bid requirements including any wire management, cables, miscellaneous parts and labor for a complete and operational network.

6. ESSD provided asset tags must be placed in a visible area on all equipment.

7. Awarded Vendor will provide a detailed testing methodology used to ensure the system/Project is functioning to manufacturer specifications with its response. Other tests, specific to installed equipment, may be required to ensure functionality.

8. Bidders must include a Bill of Material (BOM), along with line item pricing for all components proposed. Failure to provide the BOM with line item pricing will result in the disqualification of the bid proposal.

9. The vendor should include in their response the benefits that their system will provide including, the *unique feature set and the increased efficiencies that staff will realize.* The project will be properly engineered and designed to meet the technical requirements listed below.

TECHNICAL REQUIREMENTS

Summary of Work

1. Establish design for a distributed architecture to ensure local survivability. Core redundancy (Early Childhood Center and Excelsior Springs High School) with complete failover must be provided to ensure maximum availability. The system should be able to completely failover from one internal data center to the other with minimal disruption of service. The servers should allow for the balancing of load between the two data centers during normal operation.

2. A storage area network at Excelsior Springs High School will be configured identically to that of Early Childhood Center.

3. A backup appliance for the purpose of backing up mission-critical district services.

4. Hyper-V host servers at Early Childhood Center and Excelsior Springs High School to run the virtual environment.

5. Option to migration current VMware VMs to Hyper-V VMs.

Virtual Infrastructure

The vendor will be responsible for working with ESSD Technology to make any configuration changes to the existing network infrastructure required to support the virtualized server infrastructure.

1. Host Servers must consist of the following:
   ● The Host servers basis of design is the Dell PowerEdge Server but can be Dell, HP or Lenovo.
   ● Option to migrate from VMware ESX to Microsoft Hyper-V.
   ● Four (4) identical Host Servers (2 in the Early Childhood Center and 2 in the Excelsior Springs High School) running a Microsoft Hyper-V environment.
   ● Must support remote access such as iDRAC, iLO or equivalent.
   ● All infrastructure components will be mounted in existing four-post racks unless otherwise stated by the district.
   ● The system will include 5 years of software/hardware maintenance options for:
      a. The ability to contact the manufacturer directly for support at a minimum of 24x7 phone support and 4-hour mission-critical on-site support.
      b. The ability to contact the manufacturer directly for support at a minimum of 8X5 phone support and next business day on-site support.

SAN Storage Requirements

ESSD currently has one Dell VRTX with three server blades, built in storage and one added DAS unit located at the Early Childhood Center.

1. Provide pricing for a replacement of the existing SAN Storage System with two new SAN systems with 26TB of usable space each. The units may be a hybrid array, including some solid-state drives for caching.
2. The systems will be located in the ECC data center and the ESHS data center (1 per site)
3. Fully integrated with VEEAM 9.5 or higher required including the ability to create and restore storage snapshots that can be used to complete backup and replication operations.
4. 10 Gb fiber Ethernet capable
5. Scalable to add additional storage as needed in the future
   a. All infrastructure components will be mounted in existing four-post racks unless otherwise stated by the district.
   b. The system will include 5 years of software/hardware maintenance including the ability to contact the manufacturer directly for support.

Backup Target Requirements

1. Backup procedures currently use Veeam on backup servers and disk space on the existing SAN.
2. One backup target, separate from primary storage, is required at Elkhorn Elementary School.

3. ESSD intends to repurpose the existing Dell VRTX and drive shelf to keep 30 days of backups available at Elkhorn Elementary.

Power Environment

There is 208 and 110 power available at both the ECC data center and at the ESHS data center. Both data centers have an APC Symmetra LX UPS that provides backup power at the facilities.

PROJECT REQUIREMENTS

Single Point of Responsibility

ESSD expects to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. ESSD will not enter into any agreement that does not provide a single point of accountability for the installation of the system. If the vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support it should be understood that the successful respondent will be the sole responsible party for all activities. It is the intent of this Request for Proposal that the responder provides a complete, end to end solution for the installation. The vendor shall provide design, planning, system architecture, installation, network analysis, training, and post-installation support for the project. The ESSD Technology Department will act as the consultant and Single Point of Responsibility for ESSD.

Training

The technical support staff will receive training from the vendor as part of "knowledge transfer" during and after implementation of virtualized server and storage infrastructure. Training to become self-sufficient in the configuration and operation of the virtualized server and storage infrastructure should be included for two Server Administrators.

At the completion of the implementation, provide full system documentation including a full inventory of all products, licenses, configuration, and design. This should include the location of equipment/license, description/specifications, model, and serial number.

Include the following training:
• Hardware and software management training
• Storage platform training
• Backup target platform training

Inventory

An inventory of all deployed hardware to include serial number, ESSD barcode (as appropriate) and the location is required. A template will be provided at the appropriate time by the ESSD Technology Department.

PROJECT RESPONSE

1. Describe the overall architecture of the system.
   a. Provide diagrams of the major system components. How will they connect to the existing ESSD network?
   b. Provide any hardware/software requirements for servers to support the virtualized server infrastructure.
   c. Indicate your inability to furnish a feature listed in this document by highlighting it in your response.
   d. Indicate any additional features that are not noted, but are included in the recommended system as well as any that set your virtualized server infrastructure and/or storage components apart from your competitor's products and services.
   e. Provide all necessary documentation of the system including product literature, and spec sheets.

2. Provide a full system quote based on the requirements listed in this document.
   a. The vendor is welcome to provide a quote for all or a portion of the requirements as desired.
   b. ESSD reserves the right to purchase equipment/services from more than one vendor as is advantageous to the district.

3. Implementation
   a. Provide a project plan to transition existing virtual infrastructure and storage infrastructure to the new virtual infrastructure and storage infrastructure. This plan needs to include a minimum amount of downtime.
   b. Provide pricing for the "turnkey" implementation service where all tasks are completed by the vendor.
   c. Provide pricing for engineering, project management, and other critical, high-level services with some work provided by ESSD Engineers.

4. Maintenance and Support.
   a. Provide pricing for any other optional maintenance and support contracts/services
   b. Note if the maintenance contract is partner/manufacturer maintenance or direct manufacturer maintenance
   c. Does the vendor offer any "value-adds" such as regular system checkups, system upgrades, or any type of preventative maintenance?
   d. For any items/services outside of the service contract, provide your company's time and materials charge.
      i. Does that charge differ outside of normal business hours?
      ii. What is your company's definition of normal business hours?
      iii. Does your company charge for travel time for services?
   e. Provide any ongoing maintenance costs to be incurred by the District.

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Submit this signed Declaration along with your response.

The vendor hereby declares understanding and agreement to provide the goods and services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications in this Request for Proposals. The Vender further agrees that upon receipt of an authorized purchase order from the District or when a Notice of Award is signed and issued by the District, a binding contract shall exist between the Vendor and the Districts. A signature is required below confirming understanding of this statement.

<u>DECLARATION</u>

Doing Business as (DBA) Name:	Legal Name of Entity/Individual Filed with IRS for this TaxID No.
Mailing Address	IRS Form 1099 Mailing Address
City, State, Zip Code	City, State, Zip Code
Contact Person	Email Address
Phone Number	Fax Number
Authorized Signature	**Date**

Printed Name	Title

Felony Conviction Notification

The person or business entity entering into an agreement with this school district must give advance notice to the District if the person or an owner or operator of the business entity has been convicted of a felony. The notice must include a general description of the conduct resulting in the conviction of a felony.

The District may terminate this agreement with a person or business entity if the District determines that the person or business entity failed to give notice by the next preceding subsection or misrepresent the conduct resulting in the conviction. The District will compensate the buyers or business entity for services performed before the termination fof the agreement.

By submitting this offer and signing this certificate, this bidder

- Certifies that the owner/operator has not been convicted of a felony, except as indicated on a separate attachment to this offer, and
- Certifies that no employee who will enter school buildings or potentially have contact with school children has been convicted fo any felony or misdemeanor involving violence or sexual contact of sexual abuse. It shall be the duty of the vendor to conduct the appropriate background checks on its employees, and the vendor agrees to share this information with the District upon request.

Vendor Name	
Mailing Address	City, State, Zip Code
Telephone Number	Fax Number

Authorized Signature	Date
Printed Name	Title