Request for Proposal – Data Center Systems Refresh

Marin County Office of Education

Request for Proposal (IT-2012-01)

Virtualization, Storage Area Network, and Enterprise Systems Management

Marin County Office of Education (MCOE)
1. General Conditions

This RFP is not a contract offer. Receipt of a proposal neither commits Marin County Office of Education (MCOE) to award a contract to any vendor, nor limits our rights to negotiate in our best interest. MCOE reserves the right to contract with a vendor for reasons other than price. Failure to answer any questions in this RFP may subject the proposal to disqualification. MCOE reserves the right to request additional information that is necessary and pertinent to the project or to assure the vendor’s ability to perform according to bid specifications.

1.1 Cost of Proposals

Expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the vendor.

1.2 Right of Rejection

MCOE reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. MCOE may award a contract to a single contractor for all elements for the entire project or may award any of the elements separately. In addition, MCOE reserves the right to fund (and proceed with project or purchase), not to fund the project, or to partially fund the project. Any allowance for oversight, omission, error, or mistake by the bidder made after receipt of the proposal will be at the sole discretion of MCOE.

1.3 Insurance Requirements

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office (ISO) Form CG 00 01 12 07 covering CGL on an “occurrence” basis, including products-completed operations, personal & advertising injury, with limits no less than $2,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

2. **Automobile Liability:** ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than $1,000,000 per accident for bodily injury and property damage.

3. **Workers’ Compensation:** as required by the State of California, with Statutory Limits, and Employer’s Liability Insurance with limit of no less than $1,000,000 per accident for bodily injury or disease.
4. **Professional Liability (Errors and Omissions):** Insurance appropriates to the Contractor’s profession, with limit no less than $1,000,000 per occurrence or claim, $2,000,000 aggregate. *(If applicable – see footnote next page)*

If the contractor maintains higher limits than the minimums shown above, the Entity requires and shall be entitled to coverage for the higher limits maintained by the contractor.

**Other Insurance Provisions**

The insurance policies are to contain, or be endorsed to contain, the following provisions:

**Additional Insured Status**

The Entity, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor’s insurance at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10 and CG 20 37 if a later edition is used).

**Primary Coverage**

For any claims related to this contract, the Contractor’s insurance coverage shall be primary insurance as respects the Entity, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the Entity, its officers, officials, employees, or volunteers shall be excess of the Contractor’s insurance and shall not contribute with it.

**Notice of Cancellation**

Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the Entity.

**Waiver of Subrogation**

Contractor hereby grants to Entity a waiver of any right to subrogation which any insurer of said Contractor may acquire against the Entity by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the Entity has received a waiver of subrogation endorsement from the insurer.

**Deductibles and Self-Insured Retentions**

Any deductibles or self-insured retentions must be declared to and approved by the Entity. The Entity may require the Contractor to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

**Acceptability of Insurers**

Insurance is to be placed with insurers with a current A.M. Best’s rating of no less than A:VII, unless otherwise acceptable to the Entity.
Verification of Coverage

Contractor shall furnish the Entity with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the Entity before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor’s obligation to provide them. The Entity reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

Special Risks or Circumstances

Entity reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.
2. Introduction

2.1 Purpose of the RFP

MCOE is seeking the services from qualified vendors experienced in providing, installing and configuring Virtualized Servers, Storage Area Networks (SAN) and Enterprise Data Center Management. The RFP is to address the following needs:

- Highly available 24/7 data center operation
- Server consolidation and virtualization using VMware 5.x or higher
- Deployment of scalable technologies allowing for growth
- Automation and consolidation of IT systems management
- Storage Area Network for data and file storage
- Redundant systems
- Reduction of power consumption and operation costs

This RFP provides the requirements and selection criteria for prospective vendors, including pricing and service descriptions, in a specified format. MCOE will conduct a review of the responses received from this RFP.

2.2 Marin County Office of Education

MCOE provides data services to 19 public school districts in Marin County California. The services include Internet Access, hosted business and financial services and student information systems.

MCOE also directly serves various MCOE administrative departments and student programs, including Special Education, Alternative Education, Regional Occupation Program and Early Childhood Education. MCOE Information Services provides support in the area of technology infrastructure setup and support, technology procurement, help desk, and information systems management.

2.3 MCOE’s Existing Technology Infrastructure

**Network Infrastructure**

MCOE’s wide area network (WAN) is a hybrid network infrastructure which includes T1, Frame Relay, and Optical Ethernet. There are 82 remote school sites connected to the network, supporting 36,000 students, teachers and staff. The MCOE network connection to the Internet is provided by K12HSN/CENIC, on dual 1Gbps AT&T OptEman gigabit circuits. (See Appendix A “Marin County Office of Education WAN”).
MCOE’s local area network (LAN) at the central office is composed of a gigabit backbone, Cisco 7206 routers, ASA 5520 and 5510 firewalls, and fiber links to 3 IDFs, and Cisco 2950, 3550, and 3650 switches.

**Data Storage**
MCOE currently uses Dell servers with direct connect drives and network attached storage (NAS) for data and file storage.

**Servers & Platform Virtualization**
The MCOE data center currently houses 26 physical servers and one VMware virtual server and six hosts. The physical servers are running on Dell 1950, 2950, and R510 servers. Windows 2008 R2 Enterprise Edition 64-bit is the standard server operating system used for file services, Active Directory, DNS, MS SQL database, and Exchange 2010. The virtual server is a Dell 910 with VMware ESXi – VMs are running Windows 2008 R2 standard or Red Hat Linux 6.1. (See Appendix B “Data Center Servers”)

**Data Backup and Recovery**
MCOE uses Dell AppAssure 4.7 for backup and recovery of approximately 6 TB of data. Data backups are disc to disc snapshots taken at intervals ranging from every 15 minutes to every 12 hours.
3. Project Description

3.1 Project Objectives

MCOE is soliciting proposals from experienced and highly qualified firms to install and configure a Virtualized server environment, Storage Area Network (SAN), and data center management system.

An award from this RFP is expected to result in a fixed price contract for the purchase, installation and configuration of the following systems and services. The solution should include product support and maintenance for three years.

3.2 Product and Services Specifications

MCOE has established set of minimum specifications. Each bid must meet or exceed the specifications listed below in order to be considered.

SAN Capacity and Disk

1. Storage Area Network with redundant controllers
2. 10gb iSCSI front-side connectivity
3. 9x450GB 15k SAS for Tier 1 storage
4. 12x1TB 7.2k SAS for Tier 3 storage
5. Data Progression
6. VMware certified
7. Install and configure proposed SAN
8. SAN must include a chargeback reporting option

Network Infrastructure

1. 3 Quad Core Intel Xeon processors or higher- 96 GB mem
2. Minimum Intel® Xeon® E5640 2.4Ghz, 12M Cache, Turbo, HT, 1066MHz
3. Blade enclosure
4. Dual redundant 1gb blade switches
5. Dual redundant 10gb blade switches
6. Install and configure the proposed VMware OS
7. VMWare 5.x Enterprise and features: Highly Available, Vmotion, and Fault Tolerance

Unified System Management

1. Unified management of SAN, virtual and physical servers
   a. “Single pane” management console preferred
   b. Monitor systems health and performance.
   c. Provide for rapid deployment of physical and virtual servers
   d. Rapid repurpose of compute and storage resources.
Implementation and Ongoing support

1. Rack and stack of the components identified in RFP
2. Configuration and testing of all components and systems
3. Vendor to migrate a minimum of 2 existing MCOE Windows 2008 R2 and 1 RedHat 6.x physical servers to the proposed VM environment
4. Training for MCOE IT staff in the management of VM, virtual servers, and SAN
   a. Vendor must include a outline of the training plan provided
5. 3 year 24/7 support for the proposed hardware and software

4. Calendar of Events

Vendors can contact Dane Lancaster at dane@marin.k12.ca.us or 415-499-5847 with any questions about the schedule of events and to confirm vendor participation in the conference call or site visit.

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 13, 2012</td>
<td>Publish RFP</td>
</tr>
<tr>
<td>September 27, 2012 9:00 AM</td>
<td>Vendor conference call/ site visit</td>
</tr>
<tr>
<td>October 23, 2012 12:00 PM</td>
<td>Deadline for receipt of proposals</td>
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<tr>
<td>October 23, 2012 2:00 PM</td>
<td>Bid opening</td>
</tr>
<tr>
<td>November 13, 2012</td>
<td>Award bid</td>
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5. Proposal Submission

5.1 General

The proposals shall be used to determine the applicant’s ability to provide the requested services. Failure to fully comply with the instructions in this RFP may eliminate the vendor’s proposal from consideration.

Sealed Proposals shall be submitted to:
Dane Lancaster
Senior Director, Information Technology
Marin County Office of Education
P.O. Box 4925
San Rafael, California 94913

Proposals must be received prior to 12:00 PM Pacific Standard Time on October 23, 2012. Proposals must be received in a sealed envelope or container clearly showing the Vendor’s company name, address and labeled “Response to Marin COE Data Center Refresh RFP.” Only Proposals received by the deadline will be considered.
Each submission shall consist of one signed original Proposal and four copies of the Proposal. Each Proposal received in response to this RFP shall remain the property of the MCOE.

5.2 Proposal Format

Proposals are to be submitted using the Bid Proposal Form (Appendix C).

Any proposal submitted to MCOE and not withdrawn by the Deadline shall be considered an offer which may be accepted by the MCOE with or without discussion or negotiation, at any time within 90 days from the deadline. Any offer not accepted within this time period is rejected.

MCOE reserves the right to reject any or all Proposals and to waive informalities, minor irregularities, or other requirements in offers received, and/or to accept any portion of the proposal if deemed in the best interest of the MCOE. Failure of the Vendor to provide in its proposal any information requested in the RFP may result in rejection for non-responsiveness. Failure of the Vendor to meet or exceed any stated minimums in the RFP may also result in rejection for non-responsiveness. MCOE retains the right in its sole discretion to determine that a proposal is not responsive to the material terms of this RFP.

5.3 Evaluation Process

Selection of the successful proposal shall be generally based on the information provided by the vendor in response to the RFP and any subsequent interviews that may be conducted. Vendor interviews will be held solely at the option and discretion of MCOE.

5.4 Evaluation Criteria

MCOE will use the following criteria to score and select the proposal that best meets the goals and requirements of MCOE.

- 30% Price
- 30% Best meets the project objectives
- 20% Implementation design and schedule
- 20% References and previous experience
Appendix A

Marin County Office of Education WAN

Marin County Office of Education
Network Topology

- **VLANs** will be tagged
  - Traffic from non-tagged circuits will be tagged
  - VLANs will be allocated by OTA
  - District interfaces are VLAN 50

**BGP**

**ATT Cisco 3750 Metro Gigaman**

**District DSL/Frame Relays**

**10.0.0.0/24**

**172.16.1.0**

**Wireless Network**

**ATM Termination Panel**

**DS3**

**CISCO7204/VR**

**CISCO7200**

**MCOE7**

**VLAN 1002/1003/1004/1005**

**ASA 9000**

**ASA 5510**

**UC 5500**

**T-1 Collector Router**

**District T-1s**

**Fiber Panel in Print Shop room close**

**Fiber Panel in hall closet next to Lunch Room**
## Data Center Servers

<table>
<thead>
<tr>
<th>Apps and Services</th>
<th>Domain</th>
<th>OS Details</th>
<th>Model</th>
<th>Service Tag</th>
<th>HW</th>
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<tr>
<td>RACK 1</td>
<td></td>
<td></td>
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<tr>
<td>(Test) New DNS, Mail Routing Connector (iswitch Host)</td>
<td>workgroup</td>
<td>2008R2 Standard, R5 DNS</td>
<td>2550</td>
<td>GCHN996L</td>
<td>SAS/</td>
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<td>workgroup</td>
<td>2008R2, DNS</td>
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<td>HCHN9601</td>
<td>SAS/3GB RAID 1</td>
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<td>MS SharePoint 2010, IIS*</td>
<td>MCE01</td>
<td>2008 Std IIS SharePoint 2010</td>
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<td>JCHN961G</td>
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<td>LaserFiche, SignUp</td>
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<td>2008 R2, SQL 2008 R2</td>
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<td>Z5596UP1</td>
<td>SATA/</td>
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<td>Controller? Software RAID issue/ 3500 Drives Installed</td>
<td>*</td>
<td>*</td>
<td>R510</td>
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<td>SQL 2008 Enterprise - Aeries/Student Data</td>
<td>workgroup</td>
<td>2008 Enterprise, SQL 2008</td>
<td>R510</td>
<td>S56XBM1</td>
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<td>Aokies - Back ups / Aeries/ABM/Coral Web</td>
<td>workgroup</td>
<td>2008</td>
<td>R510</td>
<td>Z5596UP1</td>
<td>SATA 300gb RAID 5/10-20 drives</td>
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<td>Aeries Student Data</td>
<td>workgroup</td>
<td>2003 SP2</td>
<td>2650</td>
<td>86XGL71</td>
<td>SCSI 72 GB</td>
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<td>Replay - Back ups - Green5, Red2, Web</td>
<td>workgroup</td>
<td>2008</td>
<td>2650</td>
<td>NKS009</td>
<td>SATA 1TB</td>
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<td>Danika Senix / What's Up PSwitch-Circuit Monitor</td>
<td>workgroup</td>
<td>2008 R2 SQL, 2008 R2, IIS</td>
<td>R310</td>
<td>BTFR8X1</td>
<td>SATA/600GB/Raid1</td>
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<td>Casper, Apple Push Notification Device Mng</td>
<td>workgroup</td>
<td>2008 R2 Std, IIS, MySQL</td>
<td>1850</td>
<td>8PBVXG1</td>
<td>SAS</td>
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<tr>
<td>Secure Web Server, Aeries Updates, Mac Terminal Services</td>
<td>workgroup</td>
<td>2003 R2 SP2</td>
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<td>EsGPath-Sharepoint</td>
<td>MCE01</td>
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<td>RACK 2</td>
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<td>ASAP Database</td>
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<td>SAS 73GB/raid 1/2 drives</td>
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<td>Current Country DNS server, Routing Connection/MAIL</td>
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<td>2003 sp1</td>
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<td>BK4S9V1</td>
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<td>Web Server</td>
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<td>BYD79R1</td>
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<td>HelpDesk</td>
<td>mce1</td>
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<td>1850</td>
<td>TO Migrate</td>
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<td>NEW MCE0 DNS and File Server</td>
<td>mce3</td>
<td>2008 Ent DNS FileServer</td>
<td>R510</td>
<td>CL2WPQ1</td>
<td>SAS/11B/RAID 1-4 drives</td>
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<td>ADS Studio/ Web Essentials</td>
<td>mce1</td>
<td>2008 Ent DNS FileServer</td>
<td>R510</td>
<td>CL2WPQ1</td>
<td>SAS/11B/RAID 1-4 drives</td>
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<td>DNS, AD and File Server</td>
<td>mce1</td>
<td>2003 SP2</td>
<td>245N</td>
<td>CELERON to be replaced with R510-</td>
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<td>Offline</td>
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<td>NEW Marinschools Web - Sharepoint</td>
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<td>88BP6F1</td>
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<td>FYI Media / Video Archive</td>
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<td>Moving to Cloud Stream</td>
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<td>NEW AERES 2008 R2 SQL</td>
<td>R510</td>
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<td>MRR</td>
<td>2008 R2 SQL 2005 9.0.0.1999</td>
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<td>Moving...</td>
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<td>VMWare - Vsphere</td>
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<td>VMWare testing</td>
<td>R500</td>
<td>93X21Q1</td>
<td>SAS 600GB</td>
</tr>
</tbody>
</table>

11
Appendix C

BID PROPOSAL FORM
Please contact Dane Lancaster (dane@marin.k12.ca.us) or 415 499 5847 with any questions regarding this form prior to submitting.

The undersigned submitting this bid proposal form on behalf of ____________ [Specify Entity Submitting Proposal], having carefully examined the Request for Proposals, along with all of its specifications and attachments for the proposed Project, proposes to perform the Project in accordance with the specifications outlined in the Proposal:

Total Data Center Refresh Bid Price (all Components including training and 3 year maintenance): $_______________. Include an itemized list of all hardware, software, and services components of the proposed solution.

Prices quoted in the bid will remain in effect for 90 calendar days after the bid proposal submission deadline (10/23/12).

I hereby certify that I am submitting this bid proposal form on behalf of ____________ [Specify Entity Submitting Proposal]. I understand that by virtue of executing and returning with the Proposal form, I certify that the Vendor understands and does not dispute any of the contents of this Request for Proposals.

Company Name:________________________________________
Address:______________________________________________
Telephone:______________ FAX:______________ E-Mail__________________
Signature of Agent(s)_____________________ Date:__________________

Name and Title of Authorized Agent:
________________________________________________________