

TETON COUNTY WYOMING

DATACENTER/MANAGED SERVICES

REQUEST FOR PROPOSAL

Responses or questions regarding this RFP should be emailed to:

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1.0 GENERAL DESCRIPTION AND PURPOSE

1.1 Due to aging equipment (EOL at end of 2016) and the need to re-locate county IT infrastructure, Teton County Wyoming seeks proposals (with sample contracts) for datacenter with complete managed services solution for VMWare-based virtual server, VDI, and data stores to replace existing equipment and avoid having to purchase replacement equipment. There are some presently virtualized servers what would need to remain on premise.

2.0 PROPOSAL SCHEDULE

2.1 Timeline and key milestones

- 2.1.1 Issue RFP – Nov 9th, 2016
- 2.1.2 Last day to ask questions pertaining to this RFP – Nov 23th, 2016
- 2.1.3 Responses to the questions submitted to all respondents – Nov 30th, 2016
- 2.1.4 RFP and sample contract submitted due date – Dec 7th, 2016
- 2.1.5 Legal Review – Dec 12th, 2016
- 2.1.6 Staff Report presented to Teton County Board of County Commissioners – Dec 20th, 2016
- 2.1.7 Commencement date – Jan 5th, 2017

3.0 COST OF SUBMITTAL PREPARATION

3.1 Any costs incurred by Entity responding to this RFP in anticipation of receiving a contract award shall be the responsibility of the Entity submitting the response. The Owner shall not reimburse the Entity for any such expenses.

4.0 FEE AND PAYMENT

4.1 Cost proposals shall be submitted per the required services as detailed in section 7.0 and 9.2 of the RFP and shall identify the costs associated with each service and costs will be broken out by 1) Initial Setup, 2) Monthly Costs, and 3) Total Agreement Cost (multi-year)

- 4.2 Total payment will be made based on a negotiated "cost not to exceed" price. Progress payments will be based on a schedule of values determining percentage of work complete at appropriate benchmarks as agreed to by the Owner.
- 4.3 Because time is of the essence, the proposal shall also be accompanied by a fee proposal, submitted in a separate sealed envelope, which generally follows the "task breakdown" format referenced above.

5.0 ACCEPTANCE

- 5.1 This RFP provides interested professionals with the necessary information to enable them to prepare and submit information for consideration by the Owner.
- 5.2 The Owner reserves the right to enter into further discussions with any Entity based solely upon the initial response to the RFP and the right to negotiate the cost with the selected Entity if it is deemed to be in the best interest of the Owner.
- 5.3 If the Owner is unable to negotiate a final scope of services and professional fee with the Owner's first choice, Owner reserves the right to negotiate with other Entities who submitted a response to the RFP.

6.0 EXISTING IT INFRASTRUCTURE

- 6.1 Overview: Current system is comprised of (3) three DELL 710's, (3) three DELL 720's, and an EMC NS-120 Celerra/Clariion storage and NAS. Virtual servers and Virtual machines are implemented using VMWare VSphere. The WYCATS server, listed below in the virtual server list, must remain on premise for the time being.
- 6.2 Details: The 710's store the County VMWare VSphere virtual server environment. The 720's store the County VMWare VSphere VDI environment. The 710's and the EMC are past end of life.
- 6.3 Server List:

Server	CPUs	Memory	OS
appserver	2	8,192	Microsoft Windows Server 2008 (64-bit)
Borealis	1	4,096	Microsoft Windows Server 2012 (64-bit)
codcserver	1	4,088	Microsoft Windows Server 2003 Standard (32-bit)
EMC Support GW	1	4,096	Microsoft Windows Server 2008 R2 (64-bit)
Hubble	1	4,096	Microsoft Windows Server 2012 (64-bit)
HWSERVER	1	4,096	Microsoft Windows Server 2008 R2 (64-bit)
RootDC4	1	2,180	Microsoft Windows Server 2008 R2 (64-bit)
RootDC5	1	4,096	Microsoft Windows Server 2012 (64-bit)
Spiceworks	1	6,144	Microsoft Windows 7 (64-bit)
SQL1	2	12,288	Microsoft Windows Server 2008 R2 (64-bit)
SQL2	2	12,288	Microsoft Windows Server 2012 (64-bit)
TCVCenter	2	12,288	Microsoft Windows Server 2008 R2 (64-bit)
TCVDI-Connect	4	12,288	Microsoft Windows Server 2008 R2 (64-bit)
TCVDI- Connect2	4	12,288	Microsoft Windows Server 2008 R2 (64-bit)
TCVDI-Secure	1	4,096	Microsoft Windows Server 2008 R2 (64-bit)
TCVDI-vCenter	4	12,288	Microsoft Windows Server 2008 R2 (64-bit)

Teradici Device Manager	1	640	Ubuntu Linux (32-bit)
Unifi	1	4,096	Microsoft Windows 7 (64-bit)
WasteworksVC	1	8,192	Microsoft Windows 7 (64-bit)
WebApps	1	4,096	Microsoft Windows Server 2008 R2 (64-bit)
WYCATS	2	12,288	Microsoft Windows Server 2008 R2 (64-bit)

6.4 VDI Info: The current VDI setup contains 81 Virtual Machines. It is possible to increase to 150 Virtual machines as the system is fully implemented.

7.0 BUSINESS REQUIREMENTS

7.1 Data Center Locations and Connectivity: The County requires high-availability of server and VDI services. Location and connectivity must provide this through supportive infrastructure. Proposal must include method and nature of connectivity from County to Managed Services. Additionally, the proposal must include a solution that keeps the WYCATS server on premise for the time-being.

7.2 Term: 2-5 years.

8.0 VENDOR CORPORATE PROFILE

8.1 The following details should be provided for Vendor Contact:

- 8.1.1 Name
- 8.1.2 Title
- 8.1.3 Phone Number
- 8.1.4 Email

8.2 Company Name

8.3 Corporate Headquarters

8.4 Company Telephone

8.5 Website

8.6 Year Founded

8.7 Company CEO and years with company

8.8 Company overview

8.9 Total number of employees

8.10 Location of offices & data centers

8.11 Provide recent audited financial statements on company. If company publicly traded? If not, what is the main capital source? Is the company profitable?

8.12 Provide at least three (3) reference contacts. Include Company, Name, Phone Numbers, Email for each

9.0 DETAILED VENDOR QUESTIONS

9.1 Following questions must be answered for each data center location

9.1.1 Data Center Ownership

9.1.1.1 Who actively operates the data center?

9.1.1.2 Who is our primary point of contact for the facility?

9.1.2 Data Center Structure

9.1.2.1 Describe the building use (mixed use or dedicated data center facility)

9.1.2.2 Describe any onsite office space and conference rooms available for client use.

9.1.3 Data Center Structure Location

9.1.3.1 What is the physical address of the facility?

9.1.3.2 Describe environmental threats (earthquakes, tornados, hurricanes, flooding, blizzards, etc.)

9.1.3.3 Where is the closest international airport?

9.1.4 Power / Electrical

9.1.4.1 Describe the size of incoming utility service (primary and redundant services):

9.1.4.2 Describe how the utility distribution paths connect to different substations on utility grid:

9.1.4.3 Is the facility designed for concurrent maintainability?

9.1.4.4 Describe the backup generator system and fuel capacity (hours of runtime at 100% load):

9.1.4.5 Describe the configuration of UPS systems:

9.1.5 Cooling / HVAC

9.1.5.1 Describe the design of the cooling system:

9.1.6 Available Space

9.1.6.1 Describe the total amount of data center space currently built at the facility:

9.1.6.2 Describe the total amount of future data center space anticipated to be built out:

9.1.7 Network and Cloud Connectivity

9.1.7.1 Is the vendor carrier neutral?

9.1.7.2 Provide a complete list of carriers that are accessible at the vendor's facility:

9.1.7.3 Describe the number of diverse fiber entry vaults for the building:

9.1.7.4 What interconnection services are available (standard cross connects)?

9.1.7.5 Does the data center provider sell Internet connectivity?

9.1.8 Fire Detection / Suppression

9.1.8.1 Describe early smoke/fire detection systems:

9.1.8.2 Describe the leak detection system:

9.1.8.3 Describe any perimeter lightning protection system:

9.1.9 Security

9.1.9.1 Describe any regulations and compliance polices followed (FedRAMP, PCI/DSS, etc.):

9.1.9.2 Describe any optimized cybersecurity and data segregation:

9.1.9.3 Describe the building's onsite security:

9.1.9.4 Describe building access and security procedures:

9.1.9.5 Describe the perimeter security of the building:

9.1.9.6 Describe the CCTV system and video retention policy:

9.1.9.7 Are there biometrics and access card controls?

9.1.10 Maintenance and Support

9.1.10.1 Are facility and operations personnel employed directly by the client or outsourced?

9.1.10.2 What are the costs associated with support services?

9.1.10.3 Describe the SLA (what functions are covered, terms and penalties):

9.1.10.4 Describe any certifications or awards the vendor and/or the facility have received:

9.1.10.5 Describe the process for ordering services and submitting trouble tickets. Is there a customer portal and if so, what information is available?

9.2 Managed Services Details

9.2.1 The following questions must be answered concerning the nature of the managed services:

9.2.1.1 Describe the Data Storage technology is implemented which supports the managed services (Disk type, IO capacity, storage capacity, etc) :

9.2.1.2 Describe the Service Architecture used in implementation of a VMWare VSphere managed service:

9.2.1.3 Describe any details concerning how a managed service VDI solution is implemented:

9.2.1.4 Describe what customer portals exist for service and virtual machine management:

9.2.2 Provide a detailed breakout of the proposed solution for managing Teton County Wyoming Service and VDI services

9.2.3 Provide a detailed list of consulting services available during onsite evaluations, migration of virtual structure, and ongoing support.

10.0 EVALUATION CRITERIA

10.1 A selection committee, consisting of various individuals appointed by the IT Manager, shall evaluate the Proposals based on the following criteria:

10.1.1 Criteria One / Proposal Format

10.1.1.1 Professional presentation _____

10.1.1.2 Followed instructions _____

10.1.2 Criteria Two / Work Plan

10.1.2.1 Methods employed, understanding what is wanted, methodology, scheduling, time control. _____

10.1.3 Criteria Three / Personnel and Staffing Plan

10.1.3.1 Experience and qualifications of key personnel assigned to this project _____

10.1.4 Criteria Four / Consultant(s) Qualifications

10.1.4.1 Recent experience, company structure _____

10.1.5 Criteria Five / Innovative ideas

10.1.5.1 Procedures and methodology that decrease project costs and expedites schedule _____

10.1.6 Total Score _____

10.2 Rating Points: 10 - Excellent, 7.5 – Good, 5.0 – Satisfactory, 2.5 – Marginal, 0.0 - Unsatisfactory