



INVITATION TO SUBMIT PROPOSAL

The city of Gatlinburg is interested in receiving Requests for Proposals (RFP's) for the purchase of an archival solution for our email and a backup solution for our data. The backup solution will primarily focus on central location at City Hall complex. Proposals need to contain costs for all of the hardware and software necessary for implementation of solution.

Proposals will be received at City Hall until **Thursday, 2:00 p.m., January 14, 2016** at which time they will be publicly opened and read aloud. No proposal may be withdrawn for thirty (30) days.

Proposals shall be sealed in an envelope with the vendor's name, address, the proposal opening time and date and the quotation "**Proposal on Archival and Backup Services**" stated plainly on the outside.

Address Proposals to Delea Patterson, Purchasing, Gatlinburg City Hall, 1230 Parkway East, Suite 2, P.O. Box 5, Gatlinburg, TN 37738, Telephone Number (865) 436-1409.

Technical questions should be addressed to Mike Hinkle, IT Coordinator at mikeh@gatlinburgtn.gov or 865-659-9597.

Proposal Specifications may also be obtained from the City of Gatlinburg website at **www.gatlinburgtn.gov** under Gatlinburg Government, Purchasing tab.

The City reserves the right to qualify vendors, to waive any informalities, to reject any and/or all proposals, and to accept the proposal deemed most favorable and in the best interest of the City and to split the award if feasible.

GENERAL PROVISIONS

Prices quoted shall not include Federal or State taxes, if any are applicable. The successful vendor shall furnish tax exemption forms, if required, with their invoices.

The prices quoted are that for which the materials or services will be delivered F.O.B. Gatlinburg, Tennessee.

Any additions, deletions, or variations from the following specifications must be noted.

Inspection of the materials or equipment will be made by an agent of the City of Gatlinburg, and if found defective or fails in any way to meet the terms of this agreement, it will be rejected. Rejected materials or equipment will be replaced at the expense of the vendor.

All technical specifications must accompany proposal.

The City of Gatlinburg reserves the right to defer payment for thirty (30) days after delivery. The City of Gatlinburg also reserves the right to reject any and/or all proposals.

The vendor agrees to indemnify the City of Gatlinburg from any and all liability, loss or damage the City may suffer as a result of claims, demands, costs, or judgments against it arising from any and all work under this agreement.

The vendor agrees to notify the City, in writing, within thirty (30) days, by registered mail, at the City's address as stated in this agreement, of any claim against the vendor on the obligations indemnified against.

It is the policy of the City of Gatlinburg not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services and activities. With regards to all aspects of this contract, contractor certifies and warrants it will comply with this policy.

SPECIFICATIONS – Email Archival and Data Backup

The information below is as exhaustive as possible to assist vendor in submitting solutions for this proposal. It is understood that vendors may require additional information.

EMAIL ARCHIVAL:

We host our email on site through MDAemon Messaging server made by Alt-N Technologies (Altn.com). Messages are stored in users' boxes as .msg messages. The amount of actual data is unknown, but would like a minimum of 2TB solution with ability to grow as needed.

The archival solution must offer the following:

- 1) Either on-site or cloud solution
- 2) Ability for Users to log on and look at their own email archives.
- 3) Ability of administrator to set retention period
- 4) Ability to search by various parameters
- 5) Ability to export searches in pst, pdf, etc.
- 6) Ability to restore archived file to user's inbox.
- 7) If on-site solution, need secondary backup of archives. If cloud, please state the security and how backups are preformed and stored.
- 8) Ability to set users permissions.

Please state other abilities of software in your proposal.

BACKUP OF DATA:

City Hall Complex:

Our primary focus will be to get the City Hall complex on a cloud and/or off-site backup solution. Currently we are using Windows backup software for the client computers and use a tape backup for one Linux system which host our financial software.

We have 7 servers:

- 1 used for a few small applications with very small databases
- 1 used for our current client backups
- 1 used for Domain server – Which is in the process of being setup.
- 2 servers in police department used for camera software from patrol cars.
- 1 server in police department used for input of police stops, etc.
- 1 server in fire department used for call records.

We have approximately 45 client computers – Most data is stilled stored on the local computers

Our current internet speed is a 60/4 Charter Modem.

Off-site Locations: We have 10 locations connected via VPN. Each location has a 60/4 charter internet connection. We have approximately 60 client computers spread through

the city.

We would be interested in looking at a backup solutions for these as well and possibly bringing the other locations on line in the future.

Backup options we would like to consider:

- 1) Either using the current backup server as a depository for the client backups or an onsite hardware appliance; then copying the backups to cloud storage or to one of our other sites.
- 2) A client app to backup client computers. Our plans are to move as many of our machines to a domain as soon as possible. But some of the other buildings may not be able to right now.
- 3) Ability to track and test backups with either a daily report or email when something fails.
- 4) Possibly starting with 4 to 8 TB of data with ability to grow as needed.
- 5) Ability of users to go in and restore a file if needed.
- 6) Ability to restore computer image.
- 7) Winning bidder will need to help set up a system wide backup strategy.

Please state any other abilities of software in your proposal.

Please provide detailed list of hardware required to implement your solution.

Please provide as much itemization of your costs as possible. This will aid us in comparing proposals. The minimum itemization required is separate costs for:

- Email Archival Solution
- City Hall Backup Solution
- Outlying Areas Backup

The City reserves the right to "split" the award and provide the Email Archival and Data Backup Solutions to different Vendors. We prefer, however, to work with one company if possible.

Technical questions need to be addressed to IT Coordinator, Mike Hinkle at mikeh@gatlinburgtn.gov or 865-659-9597 cell. His office number is 865-436-1120.

Delea Patterson, Purchasing
City of Gatlinburg
1230 Parkway East, Suite 2
P.O. Box 5
Gatlinburg, TN 37738

RE: Email Archival and Data Backup

The specifications for the above-mentioned items have been reviewed and we offer the specified equipment at the following price. Vendor may provide more detailed pricing, but we are requesting this summarization:

\$ _____
Email Archival Solution – Hardware & Software

\$ _____
Data Backup – City Hall Location

\$ _____
Data Backup – offsite areas

Signed/ _____

Date

Name (Print)

Telephone Number

Company Name

Fax Number

Address

Email address

City

State

Zip

DUNS Number

EACH VENDOR SHALL SUBMIT THIS STATEMENT OF COMPLIANCE WITH THEIR PROPOSAL.

For Title VI and IX compliance, we ask for voluntary disclosure of the following information:

Gender: ☒ Male ☐ Female

Race: Caucasian _____
 African American _____
 Other (please specify) _____