



BID INVITATION No. 020-003

**RFP for Data Backup & Recovery Solution
Sealed Submission Due: Monday, February 10, 2020
by 4:00 p.m.**

**City of Prattville
Attn: City Clerk
101 West Main Street
Prattville, AL 36067**

Pursuant to the Sections 41-16-50 through 41-16-63, *Code of Alabama 1975*, as Amended, sealed bids will be received by the City Clerk's Office of Prattville, Alabama, until the above date and time. Bids will be opened and read aloud at the above referenced address for the following item(s):

01/24/2020
DATE


PURCHASING AGENT

Each sealed bid envelope must include three (3) complete physical copies and one USB flash drive with a PDF copy of all specifications and pricing sheet, along with the bid invitation form, completed, signed, and notarized. Sealed envelope must arrive before the deadline in a package clearly marked "RFQ No. 20-003 -Data Backup and Recovery Solution" and show the company's name and address. If State Code requires bidder to have a certification/license to complete the bid requirements by either type of work or dollar amount, the bidder shall include a copy of the certification/license with the bid and include the certification/license number on the outside of the sealed bid envelope. If the company employs persons in the State of Alabama, include documentation that the company is enrolled in the E-Verify program. Enclose a signed and completed W-9 Request for Taxpayer Identification Number & Certification with bid response. Bidders are cautioned that failure to submit proposal in the format specified shall be grounds to reject the proposal and remove bid from consideration.

Item	Qty	Description/Specifications OR EQUIVALENT
1		Data Backup and Recovery Solution

Length of time the bid price will be honored: _____ days/weeks/months/years

**For information or questions regarding this bid invitation, please contact:
José Figueroa, Information Technology Director 334-595-0771**

Submit Sealed Bids to: City of Prattville, Attn: City Clerk, 101 West Main Street, Prattville, AL 36067

BID MADE OUT IN PENCIL WILL NOT BE ACCEPTED. Any deviation from the specification(s) provided shall be outlined in writing and submitted with the bid. Brand name, catalog numbers, etc., if shown, are used to indicate levels of quality. If you are unable to furnish an item as specified and desire to offer a substitute, give a full description of the item, including descriptive literature and/or manufacturer's specifications, along with any supplemental information necessary to compare the item bid with the requirements set forth in the bid form, or your bid may be rejected. Any attachment hereto is made and becomes a part of this invitation and must be signed by the bidder. Bid errors may not be corrected after bids are opened. Prices shall not include State, Local or Federal Excise Taxes. Tax exemption certificates will be furnished upon request.

If you cannot furnish any of the items listed, please return this sheet marked "No Bid" and give an explanation of why you did not submit a bid so that we can update your listing in our records. Failure to submit a bid or a "No Bid" response after three (3) bid invitations shall be reason to discontinue future bid notice. City reserves the right to award this bid on all or none basis, or item by item basis, to waive any informality in bids, and also the right to reject any or all bids. Bids may be awarded based on delivery date as well as cost.

I/We agree to furnish the above at the prices shown and guarantee that each item offered will meet or exceed all specifications, conditions and requirements listed for same. Terms of Payment: _____.

In order to comply with the requirements of the Beason-Hammon Alabama Taxpayer and Citizen Protection Act, Act No. 2011-535, and Act 2012-491, bidders must comply with Section 31-13-9, *Code of Alabama, 1975*, as Amended.

If your company employs persons in the State of Alabama, you must provide the City of Prattville with documentation that your company is enrolled in the E-Verify program along with submission of bid. Should your company be awarded this particular bid, the award of the contract is conditioned on your company not knowingly employing, hiring for employment or continuing to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damage resulting therefrom.

If State Code requires bidder to have a certification/license to complete the bid requirements by either type of work or dollar amount, the bidder shall include a copy of the certification/license with the bid and include the certification/license number on the outside of the sealed bid envelope.

Each sealed bid package must include three (3) complete physical copies and one USB flash drive with a PDF copy of all specifications and pricing sheet, along with the bid invitation form, completed, signed, and notarized. Sealed proposal must arrive before the deadline in a package clearly marked "RFQ No. 20-003 -Data Backup and Recovery Solution" and show the company's name and address. Enclose a signed and completed W-9 Request for Taxpayer Identification Number & Certification with bid response.

I hereby affirm I have not been in any agreement or collusion among bidders or prospective bidders in restraint of freedom of competition, by agreement to bid at a fixed price, or to refrain from bidding otherwise. [Bid must be notarized.]

Firm: _____ By: _____ Date: _____

Mailing Address: _____

Phone: _____ Fax: _____ Email: _____

Sworn to and subscribed before me this ____ day of _____, 20____

Notary Public

Notary Expires: _____

**CITY OF PRATTVILLE
REQUEST FOR PROPOSAL
for
DATA BACKUP AND RECOVER SOLUTION**

It is the intention of these specifications and requirements to obtain proposals for **Data Backup and Recovery Solution** for the City of Prattville, and to obtain bids that may not be easily and completely evaluated on an equal and competitive basis. The proposed Backup Solution(s) should be viable and usable for the City for a minimum period of three (3) years. It is understood that after consultation with the Vendor, that the Backup Solution proposed may not be optimal or even preferred, but represents a common frame of reference to assist City personnel in evaluating the proposal responses. While physical/standalone servers remain a part of the infrastructure, it must be stressed that the goal is to move to a completely virtual and cloud-based environment. In addition, the current backup methodology is antiquated and may require revision as newer technology and capabilities are made available as part of the new Backup Solution.

Bidders are required to submit three (3) complete physical copies and one USB flash drive with a PDF copy of all specifications and pricing sheet, along with the bid invitation form, completed, signed, and notarized. Submissions must arrive before the deadline in a package clearly marked "RFQ No. 20-003-Data Backup and Recovery Solution" and show the company's name and address. All required information shall be included in the bid. Bidders are cautioned that failure to submit proposal in the format specified shall be grounds to reject the proposal and remove bid from consideration.

PROPOSAL SPECIFICATIONS:

I. Current Backup Statistics:

The I.T. Department needs to back up 18TB of data. Data type breakdown: ~ 60% Files, ~ 40% Database.

Estimated Annual data growth rate: ~ 30%. Backup frequency: Daily.

II. Current Servers, Platforms, and Applications

Quantity: 3, Dell Poweredge R540 hosts, 2 CPU-20 Core

Quantity:1, Dell Powervault NX3230 host, 1 CPU-8 Core

Quantity: 1, Dell Poweredge R530 host, 2 CPU-18 Core

Quantity: 29 Virtual Servers (Vmware 6.7 U2, and Hyper-V 2012/2019)

Exchange 2016

Windows Server 2012, 2016,2019

SQL 2008, 2012, 2014, 2016,2017,2019 Management

Ubuntu 18.06 and newer

CentOS 7 and newer

III. General Requirements:

1. Offsite Hosting Location
2. Backup-to-Cloud Technology
3. Ability to host servers both full time and in the case of emergency
4. Compatible with Current Hardware/Equipment
5. Virtual Server Backup
6. Database Backup
7. Replication
8. Recovery Time Objective (RTO)
9. Recovery Point Objective (RPO)
10. Regional Support Representative(s)
11. Expandability to include any future addition of servers/data stores.

IV. Specific Requirements:

1. Hosting facility must be located, at minimum, three hundred (300) miles north of the Gulf.
2. Hosting facility must be manned 24 hours/day, 7 days/week, with a maximum one-hour service-down response time.
3. Hosting facility must be a hardened, Tier 4 rated (or higher) facility.
4. Hosting facility must maintain redundant Internet and Power connections at all times.
5. System must include a minimum, dedicated 20 mbps connection; as well as secure, dedicated firewall or vfirewall for backup-to-cloud technology.
6. Connection between the City and the offsite hosting location and/or the cloud service provider should be accessed via a secure tunnel.
7. Vendor must provide VPN connectivity to current City network, as well as SSL VPN connectivity in the event the City network is unusable.
8. System must be able to function in correlation with our current hardware/equipment. No extra/additional hardware or equipment should be required in order to perform backup or recovery of data other than the proposed solution.
9. Vendor must be able to implement a "phased" or "tiered" recovery solution for critical servers in the case of emergency or disaster recovery situation. The design plan will be four tiers that go from the most important (tier 1) to the least important (tier 4).
 - a. **Level One: Up and running within 1 hour.**
Will include the most critical servers. One or more server(s) must be operational within 1 hour, with a minimum of 1.0 TB usable space available at all times. These will be the servers that are needed to be running in order for emergency personnel to operate properly and will include: Each team's most critical servers such as all AD/DC/DHCP/DNS, Outage Management/IVR Servers, & Avaya (phone system).
 - b. **Level Two: Up and running within 4 hours.** Will include any additional active directory and data servers and vpn management/SSL server and data, email servers, ArcGIS Maps server & GIS image data server. One or more server(s) must be fully operational within four (4) hours, with a minimum of 4.20 TB usable space available.

- c. **Level Three: Up and running within 24 hours.** Will include document management, business intelligence, reporting servers, server-based client user interface server, and document imaging system servers. One or more server(s) must be fully operational within **twenty-four (24) hours** with a minimum of 4.50 TB of usable space available.
 - d. **Level Four:** Any additional servers not already running will become fully operational as needed by the City for continuity of operations. This tier should provide a minimum of 10.05 TB of usable space.
10. Vendor must work in cooperation with City IT staff to perform a “Disaster Recovery Test” annually, which should cause minimal interruption to the normal daily operations of all City departments.
 11. Vendor must have a regional presence in Alabama.

V. Virtual Server Backup

The City of Prattville currently has a mixture of VMware and Hyper-V platforms.

VI. Centralized Operations Management

1. Single platform/application to manage/monitor operations.
2. Notification options for success or failure of operations.
3. Report generation on operations, status, history, etc.

VII. Replication

1. Support for replicating backup data offsite.
2. Replication site must be able to run as primary site, if necessary.
3. Data must be replicated to a hosted facility.

VIII. RTO and RPO

1. Ability to recover a virtual machine within given timeframes, if required.
2. Database Backup

IX. Database Backup

1. Ability to natively backup and restore Microsoft SQL versions 2008 and newer

PROPOSAL REQUIREMENTS:

The items listed below shall be submitted in the order shown and shall be clearly labeled. Submissions should be contained in a ring binder, bound together in a booklet, or by some other professional means.

Submit three (3) complete physical copies and one (1) USB flash drive with a PDF copy of all specifications and pricing sheet, along with the bid invitation form, completed, signed, and notarized, to the address at the end of this document. Submissions must arrive before the deadline in a package clearly marked "RFQ No. 20-003-Data Backup and Recovery Solution" and show the company's name and address.

Section A: Vendor Information

Vendors shall complete and return the RFP Invitation Page 1, return a complete copy of RFP complete package bid with all forms signed: Bidder Invitation (which included contact information, Alabama Immigration, Addendum Acknowledgements, agreement to terms & conditions of RFP, Acknowledge of compliance with the Code of Alabama, certification of understanding the instructions and affirmation of law abiding and no boycott agreement.

Section B: Technical and Backup Solution Detail

This section is to contain a complete list of all elements that comprise the proposed Backup Solution(s) including hardware, software, features, training, maintenance, "overview" literature, a brief written technical response describing and supporting the proposal(s) submitted, and other supporting documentation considered critical by the Vendor to articulate the proposal's merits.

For each piece of hardware, software, hardware feature, and software feature the Vendor should clearly indicate the following:

- SKU (Part Number / Model Number)
- Description
- Unit Cost
- Quantity
- Total Price

Training, installation, maintenance, and service do not have to be quoted by SKU, but pricing information must clearly distinguish between training, installation services, and ongoing maintenance. For ongoing maintenance, each proposal must describe the level of service being offered to include response time, hours of availability, and any limitations on the availability of phone support or on-site engineers.

Warranties shall be provided in writing and shall specify any and all exclusions, including parts and labor. If such warranties are provided at additional cost, the incremental cost must be so specified. The procedure necessary to notify such warranty must be specified. Any additional charges relating to utilization of the warranty provided must be specified.

Section C: Experience and References

This section is to summarize two (2) of the Vendor's past projects which were similar to this project in terms of size and scope. The summary is to include a brief description of the project, the name of the client, the address of the client, and the name, title, and telephone for a contact person.

Section D: Vendor's Role

This section is to include an explanation of the work that the Vendor will do on this project and the work that the Vendor will expect the City to do. It is understood that the work of the Vendor will be finalized at the time an Agreement is developed. The purpose of this section is to obtain a general idea of how the Vendor will approach this project based on the information presented in this RFP. Identify estimated time frame for project completion, including a beginning date.

Section E: Special Considerations

Please describe any special features, advantages, or characteristics of your proposal not addressed above that make it particularly advantageous for the City to select your Backup Solution. For example, this may include features of particular equipment proposed or business practices of the manufacturer that set it apart from competitors.

Section F: Required Pricing Sheet

This section is to contain the completed "Required Pricing Sheet" included in this packet. This form is intended as a quick reference for the City to evaluate the cost for the entirety of the proposed Backup Solution. The Pricing Sheet must be submitted in the form provided in this RFP with no changes.

More detailed pricing information and other aspects of pricing such as unit costs, discounts, etc. should be included in Section B as indicated. Additional costs required by the Vendor, but not covered specifically in this RFP, must be included on this Pricing Sheet, and also articulated in the detail pricing information submitted.

CITY OF PRATTVILLE RFP REQUIRED PRICING SHEETS FOR ENTIRE SOLUTION:	
RFP Submission Deadline: _____	RFP # 020-003
Department: Information Technology	
Description: Data Backup & Recovery Solution	
Initial Cost of Proposed Backup Solution	\$
Provide Maintenance Period included in Initial Cost (Warranty)for proposed Back Up Solution in Years	
Total One-Time Cost for the Entire Backup Solution Proposed for this RFP	\$
Provide On-going Annual Maintenance Cost including Software & Hardware Updates	\$
Number of Years Maintenance Cost is Guaranteed at Stated Pricing	
Provide Terabytes for each Storage Appliance & Number of Appliances Required	
Estimated Number of Days Project will take	
Estimated Beginning Project Date	
*Total 1st Year Costs:	\$
*Total Year 2 Costs:	\$
*Total Year 3 Costs:	\$
Initial cost of Proposed Backup Solution is to include all costs, including but, not limited to: installation, training, implementation, project management services, initial disaster recovery testing, setup of reporting/alerting, costs of hardware, travel, including meals and lodging, and training services. Travel cost shall be included as an amount not to be exceeded. No sales taxes shall be included. The City of Prattville is exempt from sales taxes by law. In addition to this required RFP form, a detailed breakdown of initial cost of the proposed solution must be submitted with your proposal.	

SPECIAL TERMS & CONDITIONS:

Coordination:

All work must be coordinated with and authorized by the City of Prattville.

Information Technology Contacts:

- Wayne McCaskill, Systems Administrator, (334) 595-0777, wayne.mccaskill@prattvilleal.gov
- Neil Hanks, Systems Administrator (334) 595-0776, neil.hanks@prattvilleal.gov
- José Figueroa, Information Technology Department Head (334) 595-0771, jose.figueroa@prattvilleal.gov

Selection Criteria:

The City of Prattville IT Department will evaluate the proposals based on the following criteria:

- Purchase costs
- Equipment proposed
- Vendor solution
- Solution performance
- Vendor experience
- Vendor's ability for implementation
- Service and support
- Vendor's willingness to work with the City
- RFP "responsiveness"
- Interviews where appropriate, as determined by the City
- Responses from references
- Solution Flexibility

Selection Process:

Each proposal received will be reviewed in accordance with the criteria stated above. One or more proposals (finalists) will be selected for further consideration. Those selected as finalists may be interviewed and allowed to present detailed information regarding the submitted proposal(s). No interview is guaranteed. Upon completion of the interviews, the successful Proposer will be selected. City of Prattville City Council will award project.

Miscellaneous:

- Any existing or potential conflicts of interests should be disclosed.
- The City will not be responsible for any costs incurred by anyone in the preparation or submittal of qualifications or information.
- This request is not to be construed as a contract or commitment of any kind.
- All information submitted is public information.
- All materials submitted in response to this RFQ shall become the property of the City and will not be returned.
- The City reserves the right to:
 - Waive any informalities or irregularities
 - Reject any or all responses without explanation

- Withdraw RFQ at any time and not continue with project

Final Submission:

- Submit three (3) complete physical copies and one USB flash drive with a PDF copy of all specifications and pricing sheet, along with the bid invitation form, completed, signed, and notarized.
- Submissions must arrive in the City Clerk's Office before the deadline in a package clearly marked "RFQ No. 20-003-Data Backup and Recovery Solution" and show the company's name and address.
- Submission must be received on or before **4:00 p.m. on Monday, February 10, 2020.**
- Submit to:

**City of Prattville
Attn: City Clerk (RFQ-Data Backup & Recovery Solution)
101 W. Main Street
Prattville, AL 36067**

RFP Submission includes all required documents:

Bid Invitation Form, Completed, Signed, & Notarized	YES
Section A: Vendor Information	YES
Section B: Technical and Backup Solution Detail	YES
Section C: Experience & References	YES
Section D: Vendor's Role	YES
Section E: Special Considerations	YES
Section F: Required Pricing Sheet	YES
E-Verify Documentation	YES
W-9 Request for Taxpayer Identification Number & Certification	YES

Signature