



## 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 the central location at City Hall complex. Proposals need to contain costs for all the hardware and software necessary for implementation of solution. The term will be for 36 months with option to renew for an additional 12 months.

Proposals will be received at City Hall until **Thursday, 2:30 p.m., December 27, 2018** 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 No proposal may be withdrawn for thirty (30) days.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 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 all liability, loss or damage the City may suffer as a result of claims, demands, costs, or judgments against it arising from 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. We are currently using Barracuda Archival, which is an online system with unlimited space for 250 users. Gatlinburg reserves the right to continue with the current provider if deemed more appropriate.

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:**

We need an Onsite/Cloud solution. Currently we are using a combination of Barracuda Networks with 8 TBs and 3 Synology BU units with about 52 TBs of Data between the 3 units. City has option to remain with current vendors if deemed needed. (FYI: With hardware refresh Barracuda will be going to 12 TB unit)

### **City Hall Complex:**

Internet Speeds: 100/100 Fiber from Charter and a 100/100 Fiber from AT&T.

Computers: 45

Servers: 6

- 1 used for a few small applications with very small databases
- 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.

BU Units: Barracuda with 8 TBs (Mostly Used)

Synology with 30 TBs used.

## **Other 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 also have 2 additional Synology 1817+'s with about 30 TB each. Currently we are using Synology's Active Backup for Business to backup each client computer.

## **BREAKDOWN BY LOCATION:**

### **Convention Center: 234 Historic Nature Trail**

Internet Speeds: Has 2 100/100 Fiber Connections

Computers: 10

Servers: 1 – File Server

Synology Unit for Client BU's with 12 TB's used. Some of the other location's backup here. 12 TB's includes BU's from Below.

### **Water Admin/Shilling Center – 405 Reagan Drive**

Internet Speeds: Has 50/50 Fiber and 60/4 Cable Modem

Computers: 9

Synology Unit for Client BU's with 10 TB's Used. Some of the other location's backup here. 12 TB's includes BU's from Below.

### **Water Plant: 916 River Road**

Internet Speeds: Has 20/20 Fiber and 60/4 Cable Modem

Computers: 2

BU's to Water Admin's Synology

### **Fire Hall #3 – 1310 Ski Mountain Road**

Internet Speeds: Has 10/10 Fiber and 60/4 Cable Modem

Computers: 1

BU's to Water Admin's Synology

### **Fire Hall #2 – 309 Reagan Drive**

Internet Speeds: Has 10/10 Fiber and 60/4 Cable Modem

Computers: 3

BU's to Water Admin's Synology

### **Golf Course – 520 Dollywood Lane, Pigeon Forge**

Internet Speeds: Has 20/20 Fiber and 60/4 Cable Modem

Computers: 3

BU's to Water Admin's Synology

### **Sanitation – 1039 Banner Road**

Internet Speeds: Has 60/4 Cable Modem

Laptop: 1

Not currently Backed UP

**Service Center – 948 Newman Court**

Internet Speeds: Has 20/20 Fiber and 60/4 Cable Modem  
Computers: 8  
BU's to Convention Center's Synology

**Community Center – 156 Proffitt Road**

Internet Speeds: Has 20/20 Fiber and 60/4 Cable Modem  
Computers: 6  
BU's to Water Admin's Synology

**Trolley/Parking HQ – 88 River Road**

Internet Speeds: Has 20/20 Fiber and 60/4 Cable Modem  
Computers: 9  
BU's to Water Admin's Synology

**Trout Farm – Holt Park**

Internet Speeds: Has ATT Hot Spot (Unlimited)  
Computers: 1  
Not Backed up (Did not need)

Backup options we will consider:

- 1) Barracuda is used only for **City Hall**. This unit either needs to stay or be replaced with new product. We can either move all backups to the new unit or continue using the Synology for the client backups and then moving backups to cloud storage. A new product may include an all-in-one solution for the entire city.
- 2) **Other locations** – Either need to continue with the Synology's and then transfer to cloud storage.

Backup Solution must include:

- 1) Ability to track and test backups.
- 2) Reporting options
- 3) Email when something fails.
- 4) Ability of users to go in and restore a file if needed.
- 5) Ability to restore computer image.
- 6) 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.

Each Bidder may bid multiple solutions/Ideas. Please itemize as much as possible and separate totals for each solution.

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](mailto:mikeh@gatlinburgtn.gov) or 865-659-9597 cell. His office number is 865-436-1120.

Delea Patterson, Purchasing  
City of Gatlinburg  
1230 Parkway East, 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





## VENDORS LIST

(Vendors do not have to be on this list to participate in proposal)

Jennifer Sierra  
eSecurity Solutions  
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Flat Earth Networking, Inc.  
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