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City of Lynwood

REQUEST FOR PROPOSALS

FOR

SERVERS, STORAGE AREA NETWORK, EQUIPMENT AND SOFTWARE

City Clerk's Office
Attn: City Clerk
11330 Bullis Road
Lynwood, CA 90262

Due Date for Proposals: September 28, 2017 by 5:00 p.m.

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CITY OF LYNWOOD
NOTICE REQUESTING PROPOSALS FOR SERVERS,
STORAGE AREA NETWORK, EQUIPMENT,
AND SOFTWARE

The City of Lynwood is seeking bids for technology, equipment, and software to replace existing technology. Please submit an original and four copies of your proposal marked 'RFP for Servers, Storage Area Network, Equipment, and Software' in a sealed envelope to the name shown below no later than 5:00 p.m. on September 28, 2017. Proposals received after said time will not be considered.

> City Clerk's Office
> Attn: City Clerk
> 11330 Bullis Road
> Lynwood, CA 90262

The RFP will be released and published on the City's website on September 6, 2017 and published in a local newspaper on September 14, 2017. You may direct all questions to Peter Han via email at phan@lynwood.ca.us until 5 p.m., September 21, 2017.

A. GENERAL CITY INFORMATION

The City of Lynwood was incorporated on July 16, 1921, under the general laws of the State of California. The City operates under a Council-Manager form of government that provides the following services to the community: general administration, public works, development services, recreation and community services, and public safety (fire and police services are provided by Los Angeles County).

The City operates in a 4.8 square mile area with a population of ~70,000. It has five Council Members, an elected City Clerk, elected City Treasurer, and an appointed City Manager. It has approximately 250 active employees working for the following departments:

- City Manager
- City Clerk
- City Treasurer
- Development Services
- Finance & Administration
- Human Resources
- Public Works
- Recreation & Community Services
- Technology and Media Services

B. CONFIGURATION OF TECHNOLOGY

The City of Lynwood is currently using VMWare ESXi Essentials Plus version 6.0 as its hypervisor in a three server host environment. Three Dell PowerEdge servers with dual Intel Xeon hexacore processors and 128GB of RAM are used to run 24 Windows 2008 R2 servers. Each server host has 8 1Gb NIC ports for redundant connections to the LAN, iSCSI, Management Network, and DMZ. All virtual machines reside on a Dell Equalogic PS4000 and is being replicated daily to a Dell Equalogic PS4100. The iSCSI network is run on redundant Dell PowerConnect 6224 with 1GB ports. The current technology used is over 6 years old. The data center is currently located in City Hall North. The new equipment will be setup in a new facility, the City Hall Annex, currently under construction. The expected completion date of the new facility is November 25, 2017.

The 24 virtual machines handle Email, Active Directory, file services, DHCP, DNS, financial management applications that use SQL databases, web servers for utility billing transactions, Laserfiche document Imaging, Internet Information web servers, VCenter server, and Remote Desktop Services, among others.

The City uses Veeam Backup and Replication version 9.5 to backup all virtual machines to a Network Area Storage (NAS) device. Veeam jobs are saved to tape and stored off-site monthly.

Network Infrastructure:

iSCSI Management Network
   2 x 24 Port Dell PowerConnect 6224 with cable for redundancy

City Hall North:
   MIS Office:
      Cisco 3560 48 Port PoE Switch - Fiber optic backbone to City clerk
      Cisco 3560 48 Port PoE Switch – City Hall North connections
      Sonicwall 3500 Network security appliance

City Hall:
   City Hall Network Closet:
      Cisco 3560 1gb Network Switch - Fiber optic backbone to MIS Office
      HP Procurve - 48 port PoE
      HP Procurve – 24 port PoE
      Ciena AT&T managed router for 50 x 50 Mbps connection to Public Works

Senior Center:
      Cisco 3560 24 port 1gb Network switch to City Hall – Fiber optic backbone to City Hall
Annex:
      Cisco 3560 1gb Network switch to City Hall – Fiber optic backbone to City Hall

Recreation:
> HP Procurve 48 port PoE - 1gb network switch to City Hall – Fiber optic backbone to City Hall

Public Works Yard:
> HP Procurve 48 port PoE – 1gb network switch
> Ciena AT&T managed router for 50 x 50 Mbps connection to City Hall

Workstation, mobile devices, software, and telephony:

The City currently supports 160 personal computers, 15 laptops, and 30 mobile and tablet devices with access to Exchange email, calendar, and contact information. 120 computers use Windows 7 and 40 computers are using Windows 10. The City plans to upgrade a majority of computers to Windows 10 by the end of 2017 and is considering a virtualized desktop infrastructure in the near future. All computers will be using Microsoft Office 2010 and higher by the end of 2017.

C. PROJECT DESCRIPTION

The City of Lynwood is seeking a highly qualified consulting firm (preferably Microsoft Gold or Silver partners) with expertise in municipal enterprise computer systems to complete the following objectives:

1. Provide three Dell R630 or similar server hosts. Each server shall have dual Intel Xeon Processors E5-2650 v4 12-core processor or better, 192GB RAM, dual internal SD support for VM Ware hypervisor, a minimum of 8 10GbE NIC ports or similar to work with SAN and network, and redundant power supplies.
2. Configure hosts to run VMWare Essentials Plus and run virtual machines in a three host environment with fail-over and high availability to ensure that virtual machines will remain operational in the event that one host fails.
3. Provide two options for SAN: 1. All flash array and 2. Hybrid flash plus spinning disk array. Storage Area Network Server shall have 10-12 Terra bytes of usable space after RAID configuration with a minimum of one hot spare to store all virtual machines. The SAN will have redundant controllers each with dual 10GbE or similar to work with server hosts and respective network. The City understands that there are a wide variety of solutions in this space. The City would like to implement an all flash array to take advantage of performance and is considering VDI in the near future. However, pricing will play a factor in the City's final decision. Therefore, an option for a hybrid array with spinning disk with SSD cache or similar is required. Ultimately, the City needs a strong performing and reliable SAN that will be the main production unit for the next 5-6 years. Phone home features for proactive monitoring of the SAN is required.
4. Configure backup and replication using Veeam Backup and Replication Version 9 to a Synology RS3617xs+ with 10GbE ports and replication to existing Equalogic PS4100.

5. Provide two 24 port 10GbE network switches for iSCSI or similar to work with server hosts and SAN. Switches shall be configured for redundancy.
6. Setup Microsoft Windows Server 2016 as the Primary Domain and Secondary Domain controller on a virtual machines using VMWare and Microsoft best practices.
7. Migration from Microsoft Exchange 2010 to Microsoft Exchange 2016 for 160 users.
8. Provide one Eaton 9PX Uninterruptible Power Supply with 11KVA and Eaton 38U PDU for server rack.
9. Procure Cisco Catalyst 3650-48PS-S 48-Port Gigabit Ethernet Switch for workstations and backbone switch to City Hall
10. Minimum of one year maintenance and warranty on all equipment. The City would like an optional three year maintenance and warranty only for servers and SAN.

The City's goal is to ensure a fully operational, robust, scalable, reliable, secure, and accessible computing environment that is user friendly and capable of supporting the evolving needs of the City for the next five to six years. In addition, the City would like to implement the following features:

D. SCOPE OF WORK

The City requests proposals to include for the following services related to the implementation of this project:

- Configure and setup fully operational server/SAN/iSCSI network using 10GbE or similar with City's VMWare Essentials Plus License in a three host environment with failover and high availability, migrate existing virtual machines, and upgrade/migrate software listed below.
- Provide itemized costs for hardware, software, and consulting service fees to accomplish objectives in the Project Description.
- Develop a detailed plan for the implementation / migration process.
- Migrate 160 users from Microsoft Exchange 2010 to Microsoft Exchange 2016 in a virtualized environment.
- Migration from Microsoft Server 2008R2 Active Directory to Microsoft Server 2016 Active Directory using VMWare and Microsoft best practices.
- Migration of Microsoft Server 2008R2 File server to Microsoft Server 2016.
- Enable Windows Software Update Services (WSUS) for all existing servers and virtual servers.
- Setup 10Gb iSCSI Network using two 24 port 10Gb switches in a redundant configuration.
- Setup Eaton 9PX Uninterruptible Power Supply with 11KVA and Eaton 38U PDU for server rack.
- One year warranty must be included for all hardware. The City would like an option to purchase maintenance and warranty for three years only for the servers and SAN.
- Configure backup and replication to Synology RS3617xs+ and existing Dell Equalogic PS4100.

The successful vendor will be expected to provide detailed project documentation that captures the steps and change process from the City's existing structure to the desired outcome.

E. <u>SUBMISSION OF PROPOSAL REQUREMENTS</u>

Please submit documentation for the following requirements:

1. A statement regarding capabilities and understanding of the work to be done;
2. A summary of the firm's methodology /approach of the work to be done;
3. A statement of commitment to perform the work within the project time period;
4. Identification of the person or persons who will be responsible for the Plan development, including a list of their recent work done in this area and related experience;
5. A minimum of two (2) references from other sites where the firm has performed similar services within the last three years, i.e., names, addresses, phone numbers of persons to contact;
6. An itemized cost summary for the proposed hardware, software, and professional service fees, including an hourly rate schedule for all person(s) associated with the project.

Other Submittal Conditions:

1. The deadline for the proposals is at **5:00 p.m. on Thursday, September 28, 2017.**

2. The proposal must be mailed or delivered to the attention of:

   City of Lynwood
   City Clerk's Office
   Attn: SERVERS, STORAGE AREA NETWORK, EQUIPMENT, AND SOFTWARE
   11330 Bullis Road
   Lynwood, CA 90262

3. Submit one original and four copies of the proposal and one electronic copy in Microsoft Word or Adobe Acrobat on any media. Preferably a memory stick or CD-ROM.

4. The City of Lynwood reserves the right to reject any or all proposals, to compare the relative merits of the respective proposals, and to choose the proposal or components of those proposals which, in the opinion of the City, will best serve the interests of the City. At the City's sole discretion, the City may choose to award in full or partiality. The City may also select multiple vendors for hardware and professional services if it is in the City's best interest and agreed to by vendor.

5. Proposals shall be considered good for sixty (60) days from the submittal deadline. Each proposal prepared in response to this RFP shall be done at the sole cost and

expense of each proposing firm and with the express understanding that no claims against the City for reimbursement will be accepted.

F. SCHEDULE OF EVENTS

The following outlines the desired timetable for this project. The City reserves the right to modify this schedule to fit its needs.

Item:	Date:
Council Approval to Issue RFP	September 5, 2017
RFP Published (on website)	September 6, 2017
RFP Published (newspaper)	September 14, 2017
Deadline to submit questions	September 21, 2017
Proposals Due by 5p.m.	**September 28, 2017**
Proposals Evaluated by Staff	October 5, 2017
City Manager Recommendation to City Council	October 17, 2017
Anticipated Contract Start Date	October 23, 2017

G. EVALUATION AND SELECTION PROCESS

Each Consultant responding to the request for Proposal will be evaluated on each element of the Scope of Services and general information described above, in the following order:

A. Submittal Review: Each submittal will be reviewed by the Selection Panel to determine if it meets the "Submission of Proposal" requirements outlined in section "E" above. Failure to meet these requirements may become the cause for eliminating the firm from further consideration.

B. Submittal Evaluation: The Selection Panel will review and evaluate those submittals complying with the requirements indicated above. Each qualifying proposal will be evaluated using the scoring "checklist" provided in Attachment B.

C. Selection: Based on the Selection Panel's evaluation of each firm's written proposal, reference check, and (if deemed appropriate) follow up communication with the responding vendors, a finalist will be selected and recommended to the City Manager and presented to City Council at the Council meeting on October 23, 2017.

H. AWARD OF CONTRACT

Acceptance of Proposal Content

The City of Lynwood reserves the right to reject any or all proposals, to waive any technicalities, informalities, and irregularities, and award to multiple vendors in part or whole as deemed in the best interest of the City. Furthermore, the City will be the sole judge of the suitability of the proposals offered. Upon acceptance of the Proposal by City, the successful

Proposal or Proposals, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. The City will have the option to further negotiate terms and request additional services if desired. Vendors not willing to accept this obligation may result in the selection of another offer or rejection of the submitted Proposal. Evaluation of the proposals will be made by a panel of appropriate management and City staff. The eventual recommendation will be made by the City Manager, and the contract will be reviewed and approved by the City Council.

Vendors shall clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendors further understand that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to City. The City will not be liable in any way nor pay any costs incurred by responding Agencies relating to the preparation of proposals or the making of presentations.

I. INQUIRIES

Questions related to this request for proposal shall be emailed, and directed to:

> Peter Han
> Director of Technology and Media Services
> 11330 Bullis Road
> Lynwood, CA 90262
> 310-603-0220 x294
> phan@lynwood.ca.us

The deadline to submit questions regarding this proposal is September 21.

ATTACHMENT A: ITEMIZED HARDWARE LIST

1. Quantity of 3 – Dell PowerEdge R630 or Similar. Each server shall have dual Intel Xeon Processors E5-2650 v4 12-core processor or better, 192GB RAM, dual internal SD support for VMWare ESXi 6 hypervisor, a minimum of 8 10GbE NIC ports or similar to work with SAN and respective network, and redundant power supplies.

2. Provide two options for SAN: 1. All flash array and 2. Flash plus spinning disk array. Storage Area Network Server shall have a minimum of 10-12 Terrabytes of usable space after RAID configuration with a minimum of one hot spare to store all virtual machines. Redundant controllers with 10GbE or similar to work with server hosts and network.

3. Software:
   - Microsoft Server 2016 Standard Edition with 8 - 2 core packs   Qty. 3
   - Microsoft Windows 2016 Server Standard Media Kit   Qty. 1
   - Microsoft Windows 2016 Server User CAL   Qty. 160
   - Microsoft Exchange 2016 Server Standard Edition   Qty.1
   - Microsoft Exchange 2016 Server Media Kit   Qty.1
   - Microsoft Exchange 2016 Server Standard CAL   Qty.160
   - Microsoft Server 2016 Remote Desktop Services CAL   Qty.15

4. Quantity of 2: 24 port 10Gbe Ethernet Switch for iSCSI Management Network

5. Quantity of 1: Cisco Catalyst 3650-48PS-S 48-Port Gigabit Ethernet Switch

6. Quantity of 20: Dell or similar Small form factor tower computer with latest generation Intel i5 processor with 8GB RAM, Windows 10 Professional, minimum of 128GB SSD, Keyboard, Optical mouse, Output Display Port or HDMI with 3 year warranty

7. Quantity of 20: Dell P2217H or similar 22 inch monitor with HDMI and Display Port Input with 3 year warranty

8. Quantity of 1: Eaton 9PX with 11kVA Power module and Eaton 38U PDU

9. Quantity of 2: American Power Conversion AR3150 NetShelter SX 42U Enclosure – Black

ATTACHMENT B: CHECKLIST AND RATING SCALE FOR EVALUATING PROPOSAL

Evaluation Form:
SERVERS, STORAGE AREA NETWORK, EQUIPMENT, AND SOFTWARE

PANELIST NAME: _____

COMPANYEVALUATED: _____

Criterion	Weight	Score Choose from 1 (worst) to 10 (best)	Weighted Score
Understanding and adherence to Scope of Work and Project Goals. Specifications and quality of proposal	0.25	..……….	0.25 x ……. =………….
Overall cost and cost justification	0.25	..……….	0.25 x ……. =………….
Consultant methodology and approach to the required work	0.20	..……….	0.20 x ……. =………….
Responsiveness to meet or exceed the City's stated needs	0.15	..……….	0.15 x ……. =………….
Ability to communicate plans in an organized, clear and convincing matter	0.15	..……….	0.15 x …….=………….

_____   _____
TOTAL: 1.00   ==========

PANELIST'S COMMENTS:

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