REQUEST FOR INFORMATION (RFI)

R20-145MZ

Date issued: September 30, 2020

STORAGE AND VIRTUALIZATION ADMINISTRATION RFI

THE CITY OF COLORADO SPRINGS

Request for Information (RFI) – Storage and Virtualization

Date Issued: September 30, 2020
Project #: R20-145MZ

RESPONSES DUE: October 28, 2020 2:00PM

Responses are due via email to: michael.zeller@coloradosprings.gov by 2:00PM October 28, 2020. Respondents must provide a response in accordance with the Statement of Work. The Statement of Work lists all information requested. Respondents may submit responses in their own format with no page or format limitations.

    CONTACT:

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    COLORADO SPRINGS, CO 80903

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    EMAIL ADDRESS: michael.zeller@coloradosprings.gov

    DUE: October 28, 2020 2:00PM (VIA EMAIL)

R20-145MZ Storage and Virtualization RFI

1.1 PURPOSE

The City of Colorado Springs (City) is soliciting information from the vendor community for a potential future solicitation. The City currently has a very limited manpower and is in need of a managed service provider (MSP) to fulfill specific IT administrative tasks. It is the City's intent in issuing this Request for Information (RFI) to determine whether there are a sufficient number of interested and qualified MSP vendors that can provide these level of service, and to determine a budgetary estimate to provide this information.

1.2 REQUESTS FOR INFORMATION DEFINITION

Responses to this RFI are considered non-binding and are only used to gather information to be used for budgetary and specification preparation purposes. It will also be used to determine the number of companies that exist in the industry for a possible future competitive procurement and/or to determine the possible existence of potential piggyback opportunities if other government contracts exist.

It is not the intent of the City to award a contract as a result of this RFI. However, in the event that the responses indicate little or no interest, the City reserves the right to pursue a competitive negotiation process or to consider an unsolicited proposal or piggyback opportunity without issuing a formal RFP if it is in the best interest of the City. If this RFI determines that there are sufficient interested and qualified vendors/contractors and favorable monetary estimates, the City may issue a formal RFP (Request for Proposal) for these services. If an RFP is issued then all firms that responded to this RFI will be added to our source list and will be formally invited to propose.

1.3 BACKGROUND AND SCOPE OF WORK

The City desires to identify vendors that have the capacity to fulfill requirements as described in the attached Statement of Work (Exhibit 1) and to assist the City in refining its specifications by completing the Functional Requirements document (Exhibit 3). In addition, lastly, the City seeks budgetary estimates for the services described.

1.4 PROCEDURAL INFORMATION

Questions must be submitted via email by 1:00PM October 7, 2020.

Amendments to this RFI may be issued at any time prior to the time set for receipt of submittals. The City will post all addenda on the City's solicitation web-site www.bidnetdirect.com . It is the respondent's responsibility to check the web-site for posted addenda.

1.5 RESPONSE SUBMISSION

Responses should be prepared simply and economically while still providing pertinent details of the vendor's ability to meet the requirements specified in this document (or portions thereof) and as stated below. At a minimum they should include the following information:

1. Company name, address, phone number and e-mail address of the contact person.

2. Short biography of company.

3. Description of how the company would approach this project. In the description of approach, please be sure to include:

    a. What data the City would need to provide to provide this service

    b. Ability to perform the Statement of Work (SOW) Objectives, Exhibit 1 and Requirements / Scope of Work, Exhibit 3.

    c. Suggested revisions to Statement and Scopes of Work

    d. Description of proposed services solution

4. Budgetary estimate for services and any associated costs (i.e. on and off-site personnel, etc).

5. References: provide the names and locations of at least three (3) references at which your company has conducted similar services and requirements. Indicate if your company has been awarded other contracts from a federal, state or local government entity.

Responses will be accepted by the Procurement Services Division through: October 28, 2020 by 2:00 PM M.S.T.

Responses must be submitted electronically to michael.zeller@coloradosprings.gov Please call or email to confirm receipt if you do not receive acknowledgement or receipt.

Responses must include the following information:

R20-145MZ Storage and Virtualization RFI
Company Name

1.6 COST OF RESPONSES

The City of Colorado Springs is not liable for any cost incurred by vendors in preparing their response. Respondents may be asked to clarify or expand upon information provided.

1.7 PROPRIETARY INFORMATION

If a response contains information that the respondent does not want disclosed to the public, or used for any purpose other than the evaluation of this response, all such information must be indicated with the following or similar statement: "*The information contained on pages _____, _____, and _____ shall not be duplicated or used in whole or in part for any purpose other than to evaluate the response provided. If a contract is awarded to this firm as a result of the submission of such information, the City of Colorado Springs shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the City of Colorado Springs' right to use the information herein if obtained from another source.*"

All such nondisclosure items specified in the response shall be subject to disclosure as provided in the Colorado Open Records Act (CORA) or as otherwise provided by law.

1.8 RESPONSE MATERIAL OWNERSHIP

All material submitted in response to this RFI becomes the property of the City of Colorado Springs except for software products that are made available for demonstration purposes and proprietary material.

EXHIBIT 1   STATEMENT OF WORK

5.0   BACKGROUND

The City of Colorado Springs (CS) Information Technology Department (CIT) is seeking a partner to support the City's server virtualization, storage and backup Operations, Administration, and Management (OA&M) support, including any associated equipment and equipment support, for the management and monitoring of the CIT enterprise.

Services focus on building, documenting, operating, maintaining, and sustaining enterprise, physical and virtual servers supporting mission and business applications and systems as well as the underlying shared application and infrastructure services. Services also include providing support for planning, execution and management of enterprise data backups. Verifying enterprise data backup and executing recurring enterprise data backup, and reporting process improvements.

The City seeks to transition administrative services to a managed services provider. The City currently owns the following technologies and are included within this request.

- Dell/EMC 450F and 400H
- Dell/EMC Isilon A2000
- Cisco UCS 240 and S3260
- Cisco UCS B200M4 and B200M5
- Cisco UCS 6296 Fabric Interconnect
- VMware ESXI, vSphere and VxRail
- CommVault V11

5.1   OBJECTIVES

While outlined within Exhibit 3, the list below summarizes the expectations:

- Support the administration, provisioning of storage services across all virtual and physical environments, to include but not limited to, administration, and management support, backup, disaster recovery and COOP

- Perform data and file storage administration and related functions including provisioning and monitoring backups and restorations

- Plan and respond to service outages and other problems

- Analyze and resolve common problems related to servers and storage

- Monitor, allocate, and recommend system storage usage

- Manage system resources and optimize system performance

- Assist in the coordination of system downtime planned for maintenance, system patches, upgrades, or new releases

- Perform system backups and restores

5.2   REQUIREMENTS

The following are also required:

- Examples of services provided equivalent to an environment of this size

- A project schedule detailing how support would be provided

- Resumes of key Subject Matter Experts (SME) that will support this engagement

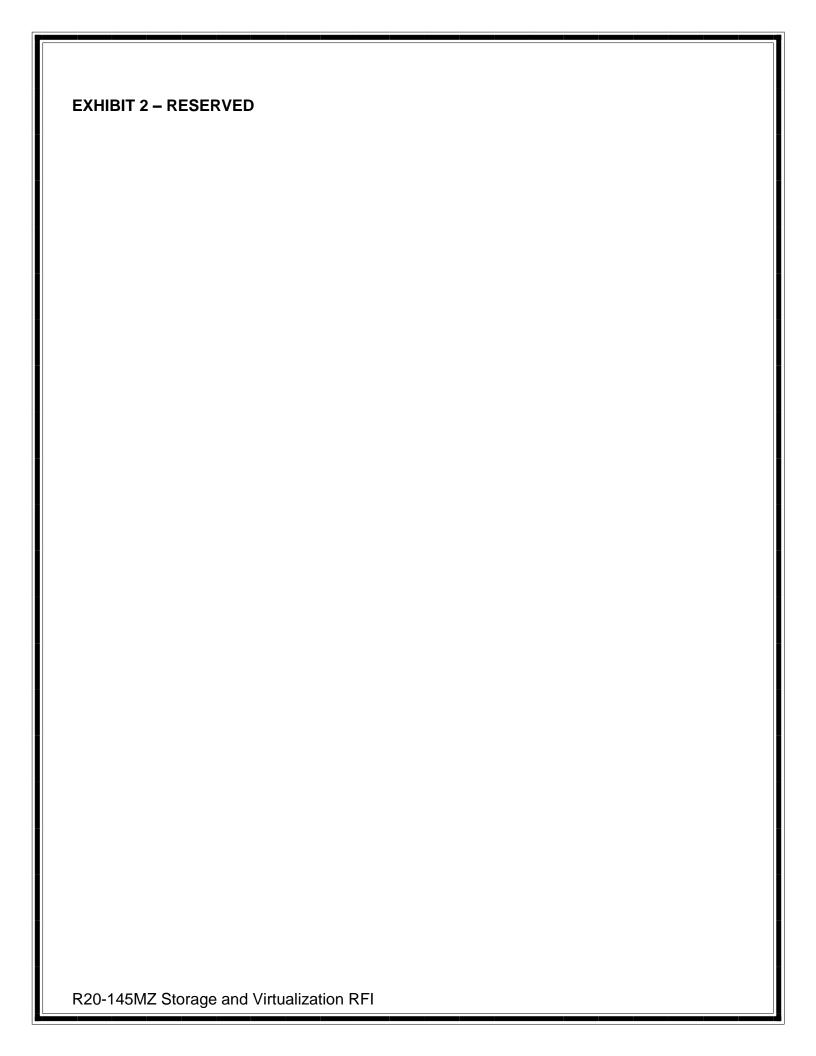- List of any vendor certifications or qualifications

EXHIBIT 2 – RESERVED

EXHIBIT 3 – REQUIREMENTS

REQUIREMENTS / SCOPE OF WORK

The features and requirements listed below will be submitted within a formal Request for Proposal (RFP) and responses will be used to score against all other proposals to determine the selected vendor solution. Specific services requested include, but are not limited, to the following functional requirements:

3.1 Definitions

Separate Page: In the Functional Requirements, "Separate Page" refers to separate documentation that City IT supplies as additional information.

Vendor: The vendor in the context of the requirements is referencing a vendor submitting a proposal for this RFP.
City IT: The internal IT support team of the City of Colorado Springs.

User Group: On the Separate Page, "User Groups and Station Features," the different types of phone users (employees, airlines, concessionaires, etc…) are listed with a brief description of expected functionality.

3.2 Virtualization Solution Functional Requirements

Req #	Functional Requirements	Priority	Vendor Response	Additional Costs
A	**Server Baseline Creation, Standardization and Deployment**			
A.1	Establish server baselines for standard Microsoft (MS) server configurations	Must Have		
A.2	Recommend and apply approved applicable patches and upgrades to baselines	Must have		
A.3	Provide access to new baseline releases	Must have		
A.4	Use automated tools or manual methods to push builds and patches to remote servers	Must have		
A.5	Monitor server baseline configurations for compliance	Must have		
A.6	Adhere to strict configuration, change, and release management procedures	Must have		
A.7	Resolve server baseline incidents and problems	Must have		
A.8	Assist support technicians with server baseline load, performance or patching issues	Must have		
B	**Server Administration and Management**			
B.1	Provide server administration and management for virtual and physical servers	Must have		
B.2	Install, configure, and maintain servers and other computer systems supporting the virtual and physical server environments	Must have		
B.3	Document computer hardware, system support, and/or diagnostic software, and configuration settings for the full life cycle of the delivered capability	Must have		
B.4	Plan for and respond to service outages and other problems	Must have		

B.5	Recommend and apply approved applicable patches and upgrades to baselines	Must have		
B.6	Manage system resources and optimize system performance	Must have		
B.7	Performing system startup, shutdown, diagnostics, file management, user and group setups	Must have		
B.8	Assist in the coordination of system downtime planned for maintenance, system patches, upgrades, or new releases	Must have		
B.9	Perform data and file storage administration and related functions including provisioning and monitoring backups and restorations	Must have		
B.10	Consult on server problems beyond the knowledge of the customer and technical support staff	Must have		
C	**Storage Administration, and Management**			
C.1	Perform administration and management support, backup, disaster recovery	Must have		
C.2	Monitor, allocate, and recommend system storage usage in accordance with appropriate directives	Must have		
C.3	As storage services are required, apply, maintain, and troubleshoot any storage-related issues regardless of the environment	Must have		
C.4	Document all instances of storage within the enterprise construct in compliance with government regulations and guidelines	Must have		
C.5	Provide data protection and management solutions and ensure continuity of operations and efficient use of storage across the enterprise; this includes both the management of storage as well as back-up and recovery functions	Must have		
C.6	Provide support for operating server and storage appliances	Must have		
C.7	Analyze and resolve common problems related to servers and storage	Must have		
C.8	Recommend and apply approved applicable patches and upgrades to baselines	Must have		
C.9	Manage server and storage processing strategies	Must have		
C.10	Recover data when required	Must have		
C.11	Install and configure server and storage devices as required	Must have		
D	**Enterprise Operations, Event Monitoring and Management, Performance Monitoring, and Analysis**			
D.1	Provide services to establish Enterprise operations, event monitoring and management, performance monitoring, and analysis services	Must have		
D.2	Provide centralized operations, monitoring, management and analysis of enterprise applications, systems, and core services as well as infrastructure assets to include virtual and physical servers, and storage from all enterprise service providers 365 days a year, 24 hours per day, 7 days per week	Must have		
D.3	Services include, but are not limited to, monitoring established thresholds, responding to warning and alert messages from the monitoring systems, coordinating corrective action once thresholds are reached to prevent issues from re-occurring, and providing initial troubleshooting to restore services as quickly as possible.	Must have		
D.4	Respond to escalated incidents and outages (e.g., from the service desk), taking corrective actions to resolve the issue, escalating issues that cannot be resolved within the operations center, and maintaining/upgrading the supporting infrastructure and services	Must have		
D.5	Support installed hardware and software maintained to the availability levels defined in the individual task orders	Must have		
D.6	Deliver remote support services for customers that include, but are not limited to, remote assistance to resolve customer incidents; systems account and access management issues	Must have		
D.7	Accomplish all support services necessary to ensure all equipment accountable to this contract meets Original Equipment Manufacturer (OEM) standards, government specific technical requirements, and established operational functions necessary to support the user	Must have		

E	General Requirements			
E.1	Vendor must demonstrate project success for projects of similar scope and size in the past for at least three (3) projects.	Must have		
E.2	The vendor shall adhere to all documented City IT Policy's and Standards	Must have		
E.3	All artifacts must be in an editable format	Must have		

ADDITIONAL PROPOSAL REQUIREMENTS

In addition to indicating that the system does provide or will provide the requirements and specifications in the table above, the vendor will provide the following:

A. A project schedule to indicate how long it will take after contract award to be operational.

B. Additional pages of information (indicated as "Separate Page" in the Functional Specifications above).

C. Lead time required for implementation schedule.