



LEGAL NOTICE

TOWN OF VERNON

CONTRACT 1007

05/31/12

Request For Proposals

Unified Network Project

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1. General Provisions, Terms, Conditions

a) Scope

The Town of Vernon and the Board of Education are accepting proposals to design and implement a turnkey, unified network that will be interconnected through existing and future 10 GB fiber connections. As part of the RFP process, vendors will submit support, hardware, software and design/implantation plans which will best help the Town of Vernon and the Board of Education achieve the performance, efficiency and security that is needed in the 21st Century.

b) Background

The Town of Vernon and the Board of Education currently work as separate networking environments. The primary goal of this project is to combine and standardize our network hardware/software. We believe that through a unified network we will create greater efficiency and lower overall costs.

The Town of Vernon and the Board of Education believe that we can best achieve our networking goals by designing a multi-site failover network. Our proposed design calls for the Town Data Center, the Police Department and the Rockville High School to house various elements of our new combined network. All 3 sites are currently interconnected via 10 GB fiber and have designated/secure server rooms.

Two of the three sites will each need to house (3) ESX hosts and a fast, secure and expandable SAN array. Through the use of VMware vSphere 5.0, the network must have no single points of failure, be capable of site-to-site replication and failover and be VDI capable. Our production servers will need to be balanced across the 2 data centers and be capable of running a minimum of 80 virtual servers each.

Our plans call for future sites to be integrated into our network via 10 GB fiber. As these sites are connected they will need to be integrated into the network, however, this future integration is not part of this RFP.

In order to maintain the most flexible and cost efficient data services, the Town and the Board of Education have decided to move to a four year lease, all submitted bids must incorporate a lease with no option to buy. At mid-year of the fourth year of the lease, we want to commence planning for the next leasing cycle including alternatives of both equipment refreshes

and extensions. This planning must be completed prior to the end of the forth year.

c) Qualifications of Vendors

The Town of Vernon and the School Board are seeking well qualified and experienced Vendors for this project. As part of your RFP proposal please include the following:

1. Please provide 3 current or former client references where your company has completed projects of this scope.
2. List how many full-time / part-time employees are currently employed by your company.
3. List the names, years of experience, anticipated role and any network certifications that are held by the employees who will be responsible for this install.
4. Provide a company profile, length of time in business and core competencies.
5. Briefly describe your firm's project management process.
6. Please discuss any hardware/software partnerships.
7. Please discuss your testing and support plan.
8. Please describe any relevant insurance your company holds for installs of this scope.
- 9.

d) Proposals

The Town and the Board request five (5) hard copies and one (1) digital copy (on CD-R disk) of the vendor's proposal. Vendors are encouraged to submit design multiple design options with their proposals (See details in Price section) All proposal material is to be submitted to the third floor of the Town Hall by 12:00 PM on Thursday, May 31, 2012. All questions about the proposals should be directed to Rich Maselek, Interim Data Processing Director by email at rmaselek@vernon-ct.gov; no later than 5:00 PM on May 25, 2012. Answers to all so received questions will be posted on the Town's website under the bid section at <http://www.vernon-ct.gov/legal-notices> with the **Contract # 1007** by May 28, 2012. All proposals must include the signature of a duly authorized officer or agent of the company submitting the proposal. All packages must be marked "SEALED PROPOSALS".

e) Proprietary Information

The Town and the Board recognize that in responding to this request for proposal, vendors may submit proprietary information. To the extent submitted by law, The Town and the Board, will keep confidential such proprietary information provided that the conditions as described in the following paragraph are met.

Proprietary information is submitted separately and must be clearly identified as containing proprietary information. Reference to the proprietary information must be clearly made in the detailed response, and conversely the section in the proprietary information packet shall be clearly labeled as to the location in the detailed response it references. Labeling a complete proposal proprietary, that is general in nature may cause for rejection of the proposal.

f) Warranties

Complete warranties applying to any system purchased, as a result of this RFP must be clearly specified. The location or agent responsible for servicing this account must be clearly stated. The vendor's policy on software upgrades, enhancements, and on-going software support shall also be addressed. Warranty and maintenance terms and cost will be taken into consideration in the award.

g) Taxes

We are tax exempt and will provide appropriate documentation if needed.

h) Additional Information, Pricing, and Negotiation

Pricing submitted with this RFP must encompass all design, implementation, support and hardware/software acquisitions necessary for development and implementation of the network. If your price excludes certain fees/charges, either recurring or nonrecurring, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

In the event that information or pricing submitted by the vendor is unclear, the Town or the Board may request further explanation and/or pricing breakdowns from the vendor for the purpose of evaluation and decisions. The vendor shall answer requests for additional information or clarification in writing, and these responses will become part of the vendor's proposal. Vendors failing to provide adequate information on any issue in a timely manner to allow a comprehensive evaluation by the Town and the Board shall be considered unresponsive, and their proposal may be subject to rejection.

i) Presentations

After the proposals have been received and studied, one or more potential vendors may be requested to make a formal presentation to the Town and the Board. The vendor will be responsible for all cost incurred for making such a presentation.

j) Award

The Unified Network Project award will be based on a best value solution approach. We will be evaluating both quality of the solution and its cost. Additional information found in section 3.

2. Mandatory Requirements

The proposed network design must be capable of all the items listed in this section. Failure to respond to any of the mandatory items will eliminate your proposal from any further consideration.

a) Onsite Survey

All vendors who are interested in submitting a bid on this project will be **required** to attend a site survey to be held on Thursday, May 24, 2012. The onsite survey will tour the Town Data Center, the Police Data Center and the Rockville High School Data center starting at the Town Data Center at 8 Park Place, Vernon at 3:00 pm. Vendors may ask questions during the site visits about the scope/detail of this project.

b) System Basics & Minimum Specifications

1. The network proposal must centralize network servers and SAN arrays at 2 site locations with the capability of a 3-site failover integration in the future. (Specific locations will be given at mandatory site tour)
2. Network must be capable of site-to-site replication and failover. Vendors will supply 2 options with regards to latency:
Option 1 – Automatic failover from primary site to secondary site.
Option 2 – Option 2 - Manual failover initiated by IT Department.
3. Network must be designed to function in a 10 GB fiber network with the capability to move to 100 GB in the future.
4. Each server must be capable of efficiently running 80 virtual servers and have the ability to expand if the need arises.
5. Servers and SAN arrays proposed must be compatible with VMware 5, Sight Recover Manager (SRM) and Virtual Desktop Infrastructure (VDI).
6. Servers must be capable of dynamic load balancing. (HA/DRS)
7. The proposed design must be able to integrate with our existing i365 backup solution.

Minimum Hardware Specifications:

Servers

- (6) Servers optimized for VMware vSphere 5.0
- Processing—2x8 core processors per server, 3.0+ GHz, Intel chipset
- Memory – 196 GB per server (upgradable)
- Redundant power supplies
- Minimum of 6 NIC ports per server
- (1) Optical Drive per server
- VDI capable

SAN

- (2) SAN Arrays
- Capable of each running 80+ virtual servers and be upwardly scalable
- 30 TB HD (Useable), upwardly scalable (please list component drive architecture in your proposal)
- Tiered data storage utilizing 7.5K/15K and SSD Drives
- RAID 6 / 10 or a combination of both using best practices.
- Must be capable of either iSCSI or Fibre Channel, or both
- Phone home support, monitoring, remote troubleshooting
- VMware and SRM capable with High Availability
- Local and site-to-site replication capabilities
- Must be able to support/scale to run an anticipated 50 client VDI solution and be upwardly scalable.
- Redundant power supplies

Minimum Software Specifications:

- VMware/vSphere 5.0
 - o Upgrade vSphere 4.1 to vSphere 5.0 / Enterprise + with a 12 Processor License.
- Virtual Servers running Server 2008 R2
 - o Convert/migrate ~ 40 Town servers from vSphere 4.1 to vSphere 5.0
 - o Convert/migrate ~ 45 School servers from Hyper-V to vSphere 5.0
- SRM running between sites

c) System and Integration

The use of sub-contractors for this project will be considered unacceptable. The Town of Vernon and the Board of Education place a high degree of importance on vendors being able to design, install and support all aspects of their proposal in house.

Services required for this project include, but are not limited to:

1. Procurement/integration of all hardware needed to accomplish this project.
2. Procurement of licensing/integration of all required software to accomplish this project.
3. Procurement of (2) network racks for all hardware at Town Data Center.
4. Physical rack, stack and wiring of all servers, storage and network equipment.
5. Installation/integration of (6) ESX hosts using best practices
 - a. Servers configured for (HA/DRS)
6. Installation/integration of (2) SAN Arrays using best practices
 - a. Configure storage for either RAID 6/10 or both with best practices for replication
7. Establish all routing between core switches at the Town Annex, Police Department and Rockville High School.

8. Provide any required networking services to implement your proposed design.
9. Upgrade from vSphere 4.1 to VMware Vsphere 5
 - a. Upgrade vSphere 4.1 to vSphere 5.0 / Enterprise + with a 12 Processor License.
10. Transfer all Virtual Servers off existing Town/School networks to new SAN Arrays.
 - i. Convert/migrate ~ 40 Town servers from vSphere 4.1 to vSphere 5.0
 - ii. Convert/migrate ~ 45 School servers from Hyper-V to vSphere 5.0
 - iii. Test all virtual servers
11. Installation/integration of Sight Recovery Manager (SRM) across 2 sites using best practices.
12. Implementation of best security practices across all sites utilizing proposed/existing hardware/software to prevent unauthorized access.
13. Integration of (2) existing H3C s5800 switches for the Town Hall Core using best practices.
14. Integration of (1) existing H3C s5800 switch for the Police Department using best practices.
15. Integration of (1) existing 5412zl chassis for the Rockville High School using best practices.
16. Test new equipment and software and provide training to Vernon IT Department. All work to be completed on-site at designated locations within the Town of Vernon.
17. Once the integration of the new network is completed to expectations, provide a final QC check to ensure all required elements are complete, accurate, and adaptable to the present and future needs of Town of Vernon.

d) Data Integrity

Upon the installation of all required hardware and software the vendor will assist in the integration our existing i365 backup strategy utilizing best practices. Following the integration of i365 vendor will conduct simulated failover and recovery of data to insure the network is performing according to the required specification.

e) Security

All RFP proposals must insure that proper security features have been installed and are functioning with new and existing equipment. It will be of critical importance that our network is secure from unauthorized access both internally and externally. In addition all network proposals must include a solution to address, viruses, malware and spyware.

f) Training & Documentation

The implementation of the network must include training/documentation for all aspects of installed network. All proposals should indicate the training areas covered and the length of time each training session will last. Training should include, but not be limited to:

1. Server training
2. SAN training
3. Basic VMware vSphere 5.0 training
4. Basic Configuration of network training

g) Support

For the duration of the lease the vendor will provide warranty support for all hardware and software. Vendor support after the sale will be a major factor in the deliberation and awarding of this contract. Vendors should outline, in detail, the service options they will provide. Support must include, as a minimum, the following:

1. Vendor must be able to provide telephone & onsite support.
2. Vendor must be able to provide hardware/software support 24/7/365 by 4 or 6 hour onsite support.
3. Vendor must have a dedicated support hotline that does not constantly go to voicemail, close for multiple days (excluding weekends and major holidays), or have a complex phone menu to reach a support representative.
4. Vendor must be accessible after normal business hours to work with the Town and/or the Board in response to emergency situations, which can include nights or weekends.
5. Vendor must provide 24/7 monitoring and reporting services for all hardware.
6. Vendor proposals should clearly state any additional hourly or monthly support costs.
7. Vendors will be required to provide technical support (either onsite or remotely) at no additional cost, for networking problems that occur due to design/implementation issues for a period of 30 days after the completion date of this project.

h) Price

The price of your quote should be inclusive. If your price excludes certain fees/charges, either recurring or nonrecurring, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees. Vendors may submit, at their discretion, alternate design options with accompanying prices. Alternate designs will give the Town and Board the opportunity to consider the best solution for our needs and compare those options with budget considerations.

The Town of Vernon and Board are interested in a 4-year lease with no option to buy for all hardware required for this project. Please include lease terms, monthly payment and any other relevant information for consideration.

i) Anticipated Timeline

Vendor must provide implementation plan/timeline as part of the RFP.

- Phase I - Initial hardware/software install: Project must be completed and delivered by July 20, 2012
 - Phase II - Testing and Training: The project must be completed and delivered by July 27, 2012
1. Project Start Date (Town) June 11, 2012
 2. School Integration On or about June 27, 2012
 3. Hardware and software install completed July 20, 2012
 4. Testing of network/final QA of core project completed July 27, 2012

3. Evaluation Criteria

In making its selection, the Town and the Board will consider costs and the proposal with the best combination of attributes that provides the best system. However, the Town and BOE may choose to award portions of this RFP to multiple vendors based on price, experience, and desired specification.

Proposals that meet the mandatory requirements will be evaluated with the following criteria:

1. Suitability of the Proposal – the proposed solution meets the needs and criteria set forth in the RFP.
2. Vendor Technical Description
3. Platform and Licensing
4. Vendor Experience – Candidate has successfully completed similar projects and has the qualifications necessary to undertake this project.
5. Added value by vendor (consulting, development, support)
6. Vendor References – References provided by the vendor confirm successful experience with projects of this scope.
7. Value/Pricing Structure and Price Levels – The price is commensurate with the value offered by the vendor.
8. Depth and Breadth of Staff – The candidate firm has the experience and appropriate staff to complete a project of this scope.
9. Proposal Presentation – The information is presented in a clear, logical manner and is well organized.
10. Demonstrated ability to provide required support as detailed under Support Section (G).
11. Hardware/Software Selection – The hardware and software proposed for this project meet the needs of this project and offer the best solution for our needs.
12. Virtualization Experience – The vendor demonstrates a high level of competency in supporting networks that utilize VMware and Hyper-V.
13. Timeframe – The vendor is able to meet the timeframe for the completion of this project.
14. Other Considerations

All Proposals must be submitted in sealed envelopes marked “RFP Proposal Unified Network Project Contract # 1007 May 31, 2012 and submitted to the Office of the Town Administrator, 14 Park Place, Vernon, CT 06066 care of John D. Ward, Town Administrator no later than 12 noon on Thursday, May 31, 2012 at which time proposals will be opened and read aloud publically. All bids should be marked – Sealed Proposals. Proposals are to contain a completed Declarations Form (See Attached Appendix I).

The selected firm must meet all municipal, state and federal AA and EEO practices and requirements. MBEs/WBEs/SBEs are encouraged to apply. Proposals will be evaluated based on what is deemed to be in the best interests of the Town, including such factors as the bidder’s experience and expertise, recommendations of entities for which the bidder has previously provided services; and the total estimated cost to the Town. The cost shall not be the sole factor in evaluating bids. The Town reserves the right to request additional and/or clarifying information from Companies.

The Town reserves the right to reject any or all proposals in whole or part, to award any one service or group of services or all services, to award any item, group of items, or total bid and to waive any informality or technical defects, if it is deemed to be in the best interest of the Town of Vernon to negotiate with any or all companies submitting proposals, and to enter into an agreement with any company for any services mentioned in this RFP; if it is deemed to be in the best interest of the Town.

No Bidder may withdraw their proposal within ninety (90) days after the actual date of the opening thereof.

APPENDIX I – DECLARATIONS FORM

THE UNDERSIGNED HEREBY DECLARES that:

1. No person or persons other than those named herein are interested in this Proposal or in the Contract proposed to be taken; that it is made without any connection with any other person or persons making any proposal for the same work, and is in all respects fair and without collusion or fraud; that no person acting for or employed by the Town of Vernon (the Town) is now or will hereafter be directly or indirectly interested therein, or in any portion of the profits thereof in any manner which is unethical or contrary to law;

2. He has read the information contained herein relating to the work;

3. That in the event a Contract, as contemplated by this Proposal, is awarded to him, he will enter into a written Contract with the Town, and agrees that in case he fails to do so, the Town may determine that the bidder has abandoned the Contract, and thereupon the acceptance of this Proposal and the award shall be null and void, and that the proposal guarantee may be forfeited in whole or in part to the Town as the Town may determine, and he will, by such Contract, agree to furnish all materials herein required, within the time stipulated by the Town, will perform all services and will assume all liabilities and obligations connected therewith, all in accordance with the Contract, Specifications, and Instructions to Bidders, all of which are made a part hereof, and will accept in full payment therefore the following sums, to wit:

4. The undersigned declares that the signer of this proposal is:

(a) An INDIVIDUAL doing business as _____

(b) A PARTNERSHIP doing business as _____

(c) A CORPORATION entitled _____

organized under the laws of the State of _____ and having its
principal offices at _____

***The names of all partners of a partnership or the principal officers of
a corporation will be submitted upon request.***

Signature of Authorized Representative

Print Name and Title

Print Firm Name

_____ Print
Street Address

_____ Print
City, State and Zip Code

_____ Contact
Name

Area Code and Telephone Number

I, _____, hereby certify that I do not hold any
executive or appointive office in the government of the Town of Vernon;
furthermore, I do not anticipate holding or seeking office in the Town of Vernon
for the duration of this contract or bid process. I further certify that the firm,
which I represent, as named above, is an Equal Opportunity Employer.

Date Signature