



CITY OF URBANA

REQUEST FOR PROPOSALS # 2122-08

Proposals for the following item(s) or service are sought:

Server Virtualization Consulting & Implementation

Requesting Department: Executive

Department Contact:

Sanford Hess
400 S. Vine Street
Urbana, IL 61801
(217) 384-2354

Date of Request:

August 23, 2021

The original electronic file (PDF) of your proposal(s) MUST be submitted to the Requesting Department Contact at or before the date and time specified below to receive full consideration:

PROPOSAL DUE DATE: September 10, 2021

PROPOSAL DUE TIME: 05:00 PM CT PREVAILING TIME

All proposals submitted in response to this Request shall be irrevocable for a period of One Hundred Twenty (120) days after the proposal due date and may not be withdrawn by the Vendor during this period. After such time has elapsed, the Vendor may withdraw the proposal if it has not been selected prior to the request to withdraw. Such withdrawal shall be requested in writing.

The City reserves the right to waive technicalities or to accept or reject any proposal or combination of proposals based upon the City's determination of its best interest.

SECTION 1. GENERAL PROVISIONS

1.1 Vendor Questions

ALL questions pertaining to this Request (RFP or RFQ) must be submitted in writing at least five (5) business days prior to the deadline for submission to:

Sanford Hess
IT Director
City of Urbana
400 S Vine St
Urbana, IL 61801
Email: sfhess@urbanailinois.us

Vendors are prohibited from contacting staff of the City of Urbana regarding this Request except as specifically set forth herein. Failure to comply with this provision may result in rejection of any or all proposals.

There will be a Vendor Conference on Tuesday, August 31, 2021 at 1 PM CT. All registered vendors will be sent a link to attend. Vendors may register at this URL:
<https://urbanailinois.us/RFP2122-08>

1.2 Proposal Content and Format

Your proposal(s) must include the following information:

Section 1 Vendor Information:

- (a) Name, address, phone number and website of the Vendor;
- (b) Name of the contact person for the Vendor;
- (c) Document the availability of all persons assigned to the project and whether the Vendor has sufficient resources to complete the project within the City's time constraints.
- (d) A Statement of Qualifications, including a narrative or other statement by the firm of its qualifications for the proposed project.
- (e) A completed copy of the City's Vendor Representations and Additional Duties Form (VRAD): This City form is accessible here:
<https://www.urbanailinois.us/Purchasing-Forms>

Section 2 Acknowledgments:

Acknowledgment of any response to questions or addenda sent by the City. The City's Addenda Acknowledgement Form may be found here:
<https://www.urbanailinois.us/Purchasing-Forms>

Section 3 Proposal Information:

The proposal shall contain at a minimum the following:

- (a) General information about the items or services proposed;
- (b) Detailed technical response to each and every requirement listed in the Specifications;
- (c) Detailed costs and charges;

- (d) If a Proposal Form is provided, any additional information required by the City in the Proposal Form.

Section 4 Attachments:

- (a) A copy of all standard Vendor or manufacturer warranties must be included or will NOT be considered part of this contract.
- (b) The Vendor must submit completed contract documents along with the proposal to receive full consideration unless otherwise stated in the Specifications.
- (c) Any other documents required by the Specifications.

Section 5 References:

List of three (3) references that may be contacted. Include the name, address, phone number, website and a contact person for each reference.

1.3 Evaluation Criteria

The City will conduct an evaluation of the proposal(s) submitted. The evaluation will be based on criteria set forth in the Specifications.

1.4 Rights to Submitted Materials

All proposals, responses, inquiries, or correspondence relating to or in reference to this Request, and all reports, charts, displays, and other documentation submitted by the Vendor shall become the property of the City when received and shall not be returned to the Vendor. The City reserves the right to use the material or any ideas submitted in this proposal in response to the Request whether amended or not. Selection or rejection of any proposal does not affect this right.

1.5 Proprietary Information

Any restrictions on the use of information contained within a proposal shall be clearly stated as such within the proposal. The City will only be able to comply with a request for confidentiality to the extent allowed by law.

1.6 Cost of the Vendor to Respond

The City is not responsible for any cost incurred by a Vendor in the process of responding to this Request or for any pre-contract costs incurred by any Vendor participating in the selection process.

1.7 Public Advertising

The Vendor is specifically denied the right to use the name of the City of Urbana for public advertising or reference in any form or medium without the express written permission of the City.

1.8 Termination

The City reserves the right to terminate the selection process at any time, to reject any or all proposals and to award a contract in the best interest of the City of Urbana.

SECTION 2. SPECIFICATIONS

Description of the Server Virtualization Project

The City has 16 “bare metal” Microsoft Windows servers. (“bare metal” server = a physical server that is dedicated to a single tenant.) The City wants to virtualize these servers, create a process for snapshot backups, and implement (and test) a strategy for disaster recovery.

The City wants to make this change strategically, with a minimal amount of additional hardware & software purchases. The City is not seeking a Managed Services Provider or a long-term commitment. This project is seen as a one-time surge of effort to quickly move to a virtualized server infrastructure.

The Server Virtualization project will consist of two phases.

- Phase one will be an analysis of the current server infrastructure that should result in a strategy, a list of necessary purchases, and a fixed-price proposal for the work.
- Phase two will be the virtualization effort. Due to security requirements, all server work must be made by City staff with guidance by the Vendor through online meetings with a screen share.

This RFP seeks proposals for a Vendor who will partner with the City for an analysis (phase one) and then use the analysis to propose a fixed-price implementation (phase two).

It is the intent of the City that the successful Vendor for this RFP will perform both phases. **However, the City reserves the right to initiate a separate RFP for phase two or to decline to proceed.**

The project’s two phases will have different pricing mechanisms:

- The work for phase one will be paid on a time & materials cost basis.
- Phase two’s implementation of the strategy will be performed at the fixed price proposed by the successful Vendor from phase one - or by the successful Vendor of a new RFP for phase two.

Goals for the City

1. Our top priority is the ability to quickly restore virtualized servers. The implementation will focus on virtualizing each of our servers “as is” and scheduling an automated snapshot and recovery process.
2. Our secondary priority is analyzing the workloads of servers and seeking to consolidate functions into virtualized servers. Some of this consolidation may occur during phase two, although it could be an ongoing effort performed by City staff after phase two.
3. Our third priority is to create and test a plan for running servers from an alternate location if the City’s server room becomes unusable. This could be a cloud option or it could use physical servers that are freed up by consolidation - or a mix of both.
4. Minimizing downtime is important, although some amount of pre-scheduled downtime is acceptable. The City’s users include Fire, Police, and other 24/7 operations.
5. Minimizing costs is an overarching goal of this effort.
 - a. We are a Microsoft Windows Server shop, giving us a bias towards Hyper-V. Suggestions on tools will be judged based on cost/benefit.

- b. Some of our physical servers are still useful. We would prefer to use (or upgrade) existing servers when possible instead of buying new ones.

Information on the Current Network

Details about the City's network architecture will be shared with Vendors once they register (see section 1.1). Vendors will receive a spreadsheet listing the servers, their specs, and an overview of their duties/applications – although City server information will be anonymized.

At the Vendors' Conference (see section 1.1), Vendors will have a chance to ask questions of the City. Some questions may require additional details, which will be sent to all registered Vendors. The Conference will be recorded and shared with all registered Vendors.

Specifications to Address in the Proposal

The proposal is only for the first phase of the two phases described on the previous page. To re-emphasize: during the phase one, Vendors will collaborate with the City and will then propose a fixed-price implementation for phase two.

The following Specifications must be addressed in your Proposal:

Qualifications:	Describe your qualification to help the City meet the project goals described earlier in this section.
Timeline:	<p>Estimate the duration you expect phase one to take from start to finish. (An estimate of effort should be in the Pricing section, below.)</p> <p>Confirm the earliest starting date after September 22, 2021 that your company could start phase one.</p> <p>Confirm your availability to perform phase two as an immediate effort after phase one. If your company is not willing to perform phase two, state that here. (Vendors not willing to perform phase two will be considered for this RFP, but will this will be scored against them during evaluation.)</p>
Methodology:	<p>Describe how you conduct the phase one analysis. Answer these questions, and tell us any other information you think is important:</p> <ul style="list-style-type: none"> • Would phase one be conducted online, in person, or both? • What tools would you use for phase one? (Programs that gather server information you would want us to install?) • What inputs you do expect from the City?
Platform Preference:	As mentioned in Goal #5, above, the City has a bias towards Microsoft tools. However, there are other tools and platforms for Virtualization. If you have a preference on platforms, describe what solutions you think are best – and explain why. We are open-minded about approaches, as long as price is one of the factors in the decisions.

Pricing:	<p>For phase one, you are making a “Time & Materials” bid that will include an hourly rate and travel costs (if any).</p> <p>List the roles of people who will work on the project and their billing rates.</p> <p>Provide an estimate of effort to be spent on phase one by role, and provide a summary of expected costs.</p> <p>Describe what time is considered billable in phase one - and what work will not be billed. (For example, is time spent creating your phase two proposal billable?) Be specific about billable vs. unbilled time.</p> <p>If travel is proposed, estimate anticipated travel costs and explain your travel cost policies.</p>
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Evaluation Criteria

The City will evaluate responses on the totality of the specifications. The successful response will be the proposal that best meets the City’s needs for the most reasonable price.

The City reserves the right to waive technicalities or to accept or reject any proposal or combination of proposals based upon the City’s determination of its best interest.

The City will use the following criteria to evaluate the proposals:

Pricing:	The hourly cost, estimated total hours, and breakdown of billable and non-billable work during phase one will all be included in this analysis.
Qualifications:	From the Vendor’s description of qualifications and feedback from references.
Timeline:	The City wants to move ahead with phase one and phase two on an aggressive schedule. The ability to start phase one quickly is a positive, while a Vendor’s unwillingness to perform phase two (requiring a separate RFP for that work) is a negative.
Platform Preference:	Vendor’s description of the platform they use, and the justification for using it.
Methodology:	Vendor’s description of their methodology, as compared to City expectations.
Quality of the Proposal:	The proposal’s conciseness, attention to detail, and overall quality.