

Request for Proposal

for

District Disk Storage Solution

Raytown Quality Schools

Raytown, Missouri

October 29, 2018

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Information

Currently the District has the following allocation of provisioned storage:

- 125 TB that support our production VMWare environment on EMC VNX5200
- 750TB of security video camera storage that holds 30 days of camera video from approximately 752 cameras with a 3MB- 4K always-on data stream on EMC Isilon NL400/410
- 95 TB of data for near line backups holding 10 days of user and server data EMC VNX5100

Raytown Quality Schools is seeking sealed proposals for a storage environment that will provide a solution that meets the needs stated above.

Project Includes:

- Purchase of Storage Solution
- Configuration and Installation of new hardware
- Staff training
- Assistance in planning of migration from our current environment

Sealed proposal should be submitted in the form of two-sealed copies with title District Storage Solution – (1) marked “Original”, (1) marked “Copy”. All submissions must be received at the address below by the date and time listed. Attendance at proposal opening is not required.

All documents will be considered the property of Raytown Quality Schools. The request for proposal does not commit the District to any specific course of action.

School District:

Raytown Quality Schools
6608 Raytown Road
Raytown, Missouri 64133

District Contact:

Michele Reed, Systems Administrator
Raytown Quality Schools
10750 E. 350 Highway
Raytown, Missouri 64138
816-268-7137
michele.reed@raytownqualityschools.org

Submit Sealed Proposal:

November 19, 2018 – 1:00 PM

Melissa Tebbenkamp, Director of Instructional Technology
Raytown Quality Schools
10750 E. 350 Highway
Raytown, Missouri 64138

***A formal opening will take place at this time. Attendance is NOT required.**

Overview

Raytown Quality Schools ("District, RQS") requests sealed proposals from interested vendors ("Provider", "Contractor", "Vendor") for the purpose of acting as an authorized/certified reseller /installer for the proposed Storage Environment.

Proposal Due Date and Time

In order to be considered, two (2) sealed copies (8 ½ x 11" paper 3-hole punched, tab separated by section in a 3-ring binder) of the proposal, one marked as "Original", one marked as "Copy", must be received by Raytown Quality Schools at the address stated by the following date and time:

November 19, 2018 – 1:00 PM

District Terms

Vendor Requirements

1. Vendor proposals shall conform to the requirements listed in this RFP.
2. The selected vendor shall have the responsibility to ensure that the products that are delivered to the District match the proposal and the specifications listed on the Purchase Order.
3. The vendor shall have responsibility for any damage incurred during transit.
4. The selected vendor shall not increase the pricing listed in this RFP through June 30, 2019. If vendor sources reduce pricing, it is expected that this price reduction be passed on to the District.
5. The vendor shall deliver the products to desired locations determined by District.
6. The District shall be allowed 60 days after implementation, to receive full credit for the system if it is not working according to expectations set forth by the product manufacturer and the vendor.
7. The installed system shall carry a full warranty on all parts, labor and shipping.
8. Vendors must be an authorized reseller/installer to bid the proposed solution, no exceptions will be made.

Vendors may withdraw their proposals at any time prior to the closing for receipt of the proposals. If withdrawing, notify Melissa Tebbenkamp, in writing (or email), as soon as possible. New proposals received after the closing date shall not be considered.

Delivery

1. All materials and equipment quoted shall be delivered as agreed upon and directed by the Raytown Quality Schools Technology Support Services department.
2. All services provided shall be conducted as agreed upon and directed by the Raytown Quality Schools Technology Support Services department. No service shall be conducted prior to authorization.
3. The selected provider shall have the responsibility to ensure that the products that are delivered to the District match the proposal and the specifications listed on the Purchase Order.
4. During the time between delivery and acceptance, Raytown Quality Schools cannot be held liable for any damages to or theft of any components. It will, therefore, be the responsibility of the provider to obtain insurance against loss, theft and damage.

5. The provider shall deliver the products directly to the building(s) specified. District shall notify the chosen provider as to the location.
6. Raytown Quality Schools does not allow smoking or the use of any tobacco products within its facilities or any Raytown Quality Schools grounds. This applies to contractors and sub-contractors and their employees as well as Raytown Quality Schools personnel.

District's Responsibilities Regarding Service Requirements

Provider must identify the exact tasks and/or equipment requirements that Raytown Quality Schools must satisfy and/or be responsible for in regards to service and delivery of equipment.

Service Calls & Performance Reporting

District requires the ability to receive, from the successful Provider, progress reporting and ticket history/information for any requests entered for service, scheduled maintenance, or repairs.

Penalties for Missed Deadlines

1. Raytown Quality Schools will reserve the right to impose penalties in the amount of \$500 per day, for Provider failure to meet prescribed deadlines. Final deadlines and provisions for work performance will be agreed upon between District and Provider during contract negotiations.
2. Penalties will not be imposed whereby conditions under the District's control have precluded work to be performed by the Provider.

Subcontractors

Subcontracting of any services requested under this RFP must be disclosed in the proposal response and agreed to by the District in advance of service initiation and start of work.

Proposal Requirements

1. Purchasing and payments shall be in accordance with Board policy DJF as outlined in administrative procedure DJF-AP1. This procedure can be found on the District website.
2. Proposals will be date and time stamped upon receipt by the Raytown Quality Schools.
3. The District will select the lowest or best proposal. The District reserves the right to design the evaluation criteria to be used in selecting the best proposal, including, but not limited to: price, value, quality of product, history of performance, recommendations and other qualities important to the district.
4. The District reserves the right to waive minor technical defects in a proposal, reject any and all proposals, reject any part of a proposal, advertise for new proposals, or make the purchase on the open market if the product or service can be obtained at a better price.
5. The District reserves the right to provide the final contract for mutual consideration and agreement.
6. If the scope of the purchase changes substantially, the district will rebid the product or service unless otherwise provided in this procedure.
7. The Raytown School District reserves the right to separate, accept, or eliminate any item(s) listed under the Request for Proposal that it deems necessary to accommodate budgetary and/or operational requirements.
8. The District also reserves the right to not select any vendor or purchase any goods and services resulting from this Request for Proposal.

9. If the District elects to reduce or increase the number of items from your original proposal, please state your pricing conditions. Also it is expected that prices quoted in the response to this RFB not increase if additional product is purchased through June 30, 2019.
10. Any proposal may be withdrawn prior to the scheduled time for the opening of proposals. Any proposal received after the time and date specified shall not be considered.
11. Contractor proposals shall conform to the requirements listed in this RFP, any amendments thereto, agreed upon documented exceptions and schedules, and the final contract.
12. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.
13. Should any differences arise as to the meaning or intent of specifications in this document and amendments thereto, the School District's decision shall be final and conclusive.
14. Federal and State laws, Local ordinances and Board policies apply to contracted services. No portion of any master service agreement or contract may defy these laws, ordinances, and policies. Any such portion of a master service agreement or contract that does defy these laws, ordinances, and polices will be considered null and void.

Payment and Retainage

The District is exempt from sales tax and use taxes. Taxes shall not be listed in a bid/proposal/quote or on invoices. A copy of the letter exempting the District from paying these taxes is available from the District upon request by the contractor/provider.

The District will retain 10% of final payment until the completion of a successful implementation and acceptance period. The Storage Environment shall undergo a 60 day acceptance period from the "go-live" date. All system components shall operate as specified for the full 60 days before any final payments shall be made to the contractor.

There shall be no hidden costs associated with this proposal. If the contractor/provider foresees any additional or unexpected costs or charges to be made, these charges need to be explained in the proposal.

Purchasing and payments shall be in accordance with Board policy DJF as outlined in administrative procedure DJF-AP1. This procedure can be found on the District website.

Selection Process and Minimum Requirements

Each company must meet the following minimum qualifications

- Contractor shall conform to the requirements listed in this request.
- Contractor must be an authorized vendor for the product proposed and must use certified engineers and installers for project completion.
- The selected contractor(s) shall assign a project manager/point of contact to this project. This person shall become the central contact person for the contractor once the project begins.
- Contractor personnel may be required to submit drug testing results. Contractor must use District approved provider.

- Contractor must provide the District Personnel Office with proof of a satisfactory FBI background check for each person working on school property (delivery and service calls) and/or working directly with district data.
- The selected contractor shall have the responsibility to ensure that the products that are delivered to District match the request and the specifications listed.
- The selected contractor shall not increase pricing through June 30, 2019. If the contractor source reduces pricing, it is expected that this price reduction be passed on to the School District.
- Contractor must provide seven (7) total references.

Required Proposal Format and Content

Two (2) sealed copies (8 ½ x 11" paper 3-hole punched, tab separated by section in a 3-ring binder) of the proposal, one marked as "Original", one marked as "Copy", must be received by Raytown Quality Schools by the specified date and time.

The proposal should contain the following sections in the order presented below. Proposals that do not include these sections may be considered non-responsive and as such may not be considered.

- Proposal Cover Sheet /Signature Page
- Proposal Acknowledgement and Exceptions
- Letter of Interest
- Profile and Experience
- Staff
- Project Budget
- Additional Requirements
- Litigation
- References

Section 1: Proposal Cover Sheet

Fill out completely the Proposal Cover Sheet which is the last page of this document. Place said cover sheet as the first page of the proposal that has been prepared for consideration.

Section 2: Proposal Acknowledgement and Exceptions

The Contractor shall acknowledge compliance with the requirements listed in this RFP and any amendments thereto. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.

Section 3: Letter of Interest

The proposal should be introduced with a letter of interest that includes a synopsis of the company's services and highlight the capacity to perform the work. The letter should be signed by the individual with contract signature authority for the company.

Section 4: Profile and Experience

Outline company history, scope of services offered, size of the vendor, and location. Give additional detail that the company feels may elaborate on profile and experience. List out in a matrix format experience.

Section 5: Staff

List the experience and qualifications of any staff that will be assigned to the project. Name the person who will fill the role of Project Manager/Sales Manager/Sales Engineer. Note any additional personnel that will be responsible for onsite activities once the project begins.

Section 6: Project Scope and Budget

- Complete in its entirety, the pricing table provided in this RFP (Specifications: Pricing Tables). Explain any blank areas. Submit the company's total project budget to fulfill the requirements of this proposal. The proposed budget response shall be listed in the same format and order as provided below.
- Vendor shall include a complete description of each product proposed including the capacity and process for storage increase as growth is expected.
- Vendors should complete the below service feature and pricing tables and also include information on how prices will be calculated for items not on the sheet in the **COMMENT** section below. The quantities are annual estimates and are based on historical data.
- Vendors should respond to all questions in the Scope section in addition to the service feature table.
- The unit price should reflect the price the district should expect to pay if a single unit is purchased. If a discount or price savings is offered for larger quantities in an order, describe the discount/savings and conditions in the **COMMENT** section below.
- Proposals must identify all costs as presented in the pricing table. Please provide pricing for software and hardware warranties reflected as an annual renewable cost (1-year cost for support/warranty). If a discount is provided for multiple year commitments, please provide that discount in the **COMMENT** section below.
- Pricing should be guaranteed through June 30, 2019. The below quantities represent the desired order, but, any minimum order or further quantity discount should be listed.
- The vendor must provide assurance that items ordered will be by agreed upon timeline. Please state expected delivery/configuration time in the **COMMENT** section below.
- Vendors should outline process for return, for instances where defective or "DOA" items have been received, giving details of how credits are made and what restrictions are placed on returns in the **COMMENT** section below.
- Please show applicable discounts separately, if any will be included.

Scope of Products and Services

The vendor proposal must meet the following scope and requirements. Agreement with the below requirements shall be noted in the **COMMENT** section below. Any variation from the below requirements must also be noted in the **COMMENT** section below.

- Disk storage environment for production servers; including a minimum of 125 TB of provision storage.

- Disk storage environment for 10 days of onsite backups including a minimum of 95 TB of space.
- Disk storage environment for 30 days of security video storage with a minimum of 750 TB and an option of 1 PB of provisioned disk space.
- All systems must allow for multi-user access and permissions.
- A single management and monitoring interface is preferred.
- Maintenance costs should be broken out in 1, 3 and 5 year increments.
- Security video storage must support the following camera specifications
 - 1000 Cameras
 - 30 FPS
 - 100% recording
 - 30 Days of recorded video
 - 2560 x 1440 resolution
 - h265/HEVC, H264 Compression
 - 90% Motion
 - 66Kbit/s to 6Mbit/s
 - Must be compatible with Genetec Security Video Software

COMMENT:

Pricing Table

Proposal budget should reflect cost to accommodate all products and services listed in the scope definition, as well as onsite installation support. The pricing table below allows for the maintenance costs to be broken out in 1, 3, and 5 year increments. If a maintenance option for greater than 5 years is available, please provide that information in the comment section. Include the anticipated end of life and end of support date for proposed system as well as the product life expectancy.

Item	Initial Purchase Cost	Maintenance Cost – 1 Year	Maintenance Cost – 3 Years	Maintenance Cost – 5 Years
Disk Storage Environment for Production Servers				
Disk Storage Environment for Security Video				
Disk Storage Environment for 10 day on site backups.				
Training of key staff				
Installation Support Costs				
Total Cost				

Anticipated End of Life Date:

Anticipated End of Support Date:

Product Life Expectancy:

Describe how maintenance is handled with storage expansion:

COMMENT:

Section 7: Additional Requirements

Provider must provide the following information:

- An implementation timeline proposal with a pilot beginning February 1, 2019 and all service fully implemented by June 1, 2019 (“go-live” date).
- The Service Level Agreement (SLA) for your proposal. This includes:
 - a. Customer expectations for support response.
 - b. Trouble reporting and escalation procedures.
 - c. Hours of operation for help or trouble reporting.
 - d. Describe maintenance and trouble notification procedures.
- Vendor Data Governance Policies and Procedures.
- Certification of Cybersecurity Insurance and Cyber Malpractice Insurance.
- Acknowledgement of District Data Governance policies and requirement. Due to individual vendor processes and procedures, data governance expectations will be discussed during contract refinement. At a minimum, the final contract shall include the following data governance expectations:

- a. The district owns all employee/district data that is shared, collected and/or generated through use of the system
- b. Access to and use of district data is limited only to those that need to have access to perform required support of the system
- c. District data cannot be used for marketing, advertising or data mining, or shared with 3rd parties unless allowed by law and authorized by the district
- d. Vendor must disclose where and how confidential or critical information will be stored and ensure that the information will only be stored on servers in the United States
- e. All data will be maintained in a secure manner and appropriate technical, physical and administrative safeguards are in place to protect the data
- f. Vendor must disclose how and when data will be destroyed
- g. In the event that the district and/or vendor terminates services, all data must be provided to the district in an agreed upon method and all data stored on vendor systems must be de-identified and/or deleted
- h. In the event of a data breach, vendor must assume liability of the breach and will immediately notify the district
- i. Vendor will ensure encrypted method of all data transactions with the district
- j. All employee data portals are secured through the use of verified digital certificates
- k. A data inventory and/or dictionary must be provided to the district Chief Information Officer

Section 8: Litigation History

Provider must state whether they have been involved in any litigation during the last five years, and if so, describe the litigation.

Section 9: References

Two financial references must be provided from either financial institutions or suppliers using the format below.

Reference	Contact Name	Phone Number
1.		
2.		

Five project references must be provided of which three must be entities where you have provided comparable projects (overlaps acceptable). These projects must have been engaged during the last two years. These references must be for services provided by the proposing company, not by individuals within the company who may have worked on projects while at another company. The Project Scope must include the quantity of product provided, level of service provided and if OEM or Remanufactured product is purchased. Use the format below. Reference contact information must be current and include working phone numbers.

Reference Organization	Contact Name	Phone Number	Project Scope:	Project Completion Date
1.				
2.				

3.				
4.				
5.				

Requests for Information

Any questions about the Request for Proposal process must be received in writing by **November 12, 2018**.

If you would like to receive email notification of any RFP amendments, questions and clarifications, notify the district via email your intent to bid.

Proposal Submission Authorization

Proposal Submitted By

Company Name

Authorized Name/Title (printed)

Authorized Signature

Contact Person for the Bid/Quote/Proposal process

Date

Telephone

Fax

Email