REQUEST FOR PROPOSAL

FOR

DATA STORAGE AREA NETWORK

COMPANY
INTRODUCTION
The City of Yorkton must replace its existing Data Storage Area Network (SAN) with a new one that has more speed, more features, and greater capacity.

PROPOSAL SYNOPSIS
The City of Yorkton must replace its existing SAN with a new one that has more speed, more features, and greater capacity. Within three years the City is planning to complete a Disaster Recovery (DR) site and may eventually want to include a compatible storage array there as well. This RFP is for the purchase of a SAN for the existing primary server room only. The City of Yorkton will also be considering the option to acquire appropriately sized compatible switching hardware, as well as consider the installation of the switching equipment or SAN by the service provider.

DEFINITIONS
1. 
   
   Service provider - It is a provider of parts or services, and is otherwise known as a “contractor” or “vendor”.

2. 
   
   “Must” and “Shall” - Indicate the state of being mandatory and not optional. In this document all requirements that “must” or “shall” exist or take place are required in order for a proposal to be considered.

3. 
   
   “Should” – Indicates a preference for something. Proposals with stated preferences included will be scored higher than those without.

4. 
   
   “Can”, “May” and “Could” – Indicate an option for which there is no preference for or against. Such options are stated to provide suggestions/guidance to the service provider.

5. 
   
   Working Days – The five (5) consecutive days of the week starting on Monday and ending on Friday inclusive.

6. 
   
   Regular hours – The working day hours from 8:00am to 5:00pm.

7. 
   
   “Usable Capacity” and “Usable Storage Capacity” – This is the amount of data storage space left for use by the City after the SAN is fully installed and configured for production use, including the setup of the RAID volumes, and including after the SAN software is loaded onto the array, if applicable.

INSTRUCTIONS TO BIDDERS
1) 

   Date and Place
   Proposals can be emailed to santender@yorkton.ca and must be received before Thursday, March 12, 2015 at 4:00 p.m. local time. To verify receipt, an auto reply will be sent.

   Proposals will not be accepted after the time and date of closure.
2) **Submitting Proposals**

The submitted proposal must be valid for a period of thirty (30) days from the closing date. Proposal submissions must include:

(a) A complete copy of this document with the company name filled in on the title page

(b) Signed statement (provided herein) from authorized signatory of service provider indicating their agreement to stand behind the proposal submission and its quotes

(c) A proposal which includes all mandatory requirements and all information asked for within the Proposal Details section below, as well as details of any Optional Components described by the Proposal Details

(d) Supporting documentation about the service provider detailing its experience and its abilities to perform the included scope of work proficiently and within the guidelines of this RFP

(e) Minimum three (3) valid references for relevant work performed, only if installation or configuration services are included in proposal

(f) Indicate if any training is included or required (including costs) to properly install and operate the equipment

(g) Estimated dates of deliverables if expected to be outside of preferred dates below

3) **Acceptability**

a) If proposals are incomplete, unsigned, conditional, illegal, obscure, illegible, or contain conditions not called for, reservations, erasures, alterations, or irregularities of any kind, they may be rejected. Late proposals will be rejected.

b) If service provider is unable to sign and comply with the terms of the contract (attached as a reference) then proposal will be rejected. See below for contract applicability.

c) **Dates for deliverables:** The City reserves the right to reject a proposal if estimated dates of equipment delivery or estimated date to perform installation and configuration, if applicable, are deemed unreasonably distant in the future.

(a) Delivery of equipment is preferred to be within 30 calendar days of proposal being awarded.

(b) Installation and configuration, if included as an optional component of the proposal, is preferred to be completed within 45 calendar days of contract (included as a reference) being signed.

4) **Contract for Optional Installation and Configuration**

Attached contract is applicable only for those bidders whose proposed optional installation and configuration is decided by the City to be included as part of the winning proposal’s deliverables.

a) Contract must be signed within five (5) business days of proposal being awarded. Attached Contract is NOT to be completed as part of submitted proposal. The awarded Service Provider will be provided fully filled-in copies (with names and dates) of the contract to sign in duplicate after closing date. The attached contract is provided for reference.
5) **Costs**
a) The total cost of SAN solution, including optional components if provided, and travel and per diem if applicable, must cost less than $60,000 before taxes.
b) For proposals that include one or more of the stated optional components below, costs of all included optional components must be separated out from the rest of the proposal as well as from each other.
c) Travel and per diem, if applicable to proposal, must be included and separated out from the rest of the proposal.
d) All costs for the proposal must be included within proposal. Any and all other costs not specified must be absorbed by the service provider.

6) **General**
The City of Yorkton reserves the right to:
a) Reject any or all proposals. Lowest or any proposal not necessarily accepted.
b) Choose the proposal based on a lowest evaluated bid, which includes, but is not limited to, costs. Lowest evaluated bid is based on scoring on several factors below.
c) Withdraw or amend this RFP at any time. Amendments will be posted on the “Tenders Page” of the City’s web site (www.yorkton.ca/tenders).
d) Reject proposals from parties without reasonable acquaintance with the class of equipment or work specified.
e) Negotiate with the awarded service provider for adjustments in their proposal.
f) Accept or reject any combination of the optional components provided by the service provider as part of the proposal.
g) Ask service provider for clarifications on details of proposal.

7) **Scoring**
Scoring of the proposals is based on the following items:
a) Vendor Qualifications
   a) Stability, experience and abilities
   b) Maintenance/support capability
   c) References
b) Degree to which City’s criteria in this RFP are met
c) Quality of goods and services offered
d) Perceived value of features in solution
e) Scalability
f) Performance
g) Ease of implementation/management
h) Delivery Schedule
i) Costs

8) **Advertising**
Awarded service provider cannot advertise that any work, products or services were provided to the City without first obtaining the express written permission from the City. The City of Yorkton will provide express written permission upon satisfactory and complete implementation of winning proposal, if requested.
9) **Implementation Incompatibility**

Awarded service provider must acknowledge that if the proposed solution cannot be successfully installed in the City’s environment due to hardware or software incompatibilities that cannot be resolved by the service provider, then the solution will be returned to the supplier at no cost to the City.

**PROPOSAL DETAILS**

**Mandatory Requirements. The SAN Must:**

- Be in a new factory condition with full warranty
- Have at least 15TB of Usable Capacity (see above definitions)
- Include storage using solid state technology (it does not have to be the only form of storage in proposal)
- Be rack mountable in a standard 4 pedestal rack
- Have redundant 10GB iSCSI RJ45 interfaces for data
- Include thin provisioning for LUNs
- Include automatic sub-LUN tiering, if more than one tier of storage is in proposal
- Include snapshot features (addendum March 3, 2015)
- Include deduplication features (addendum March 3, 2015)
- Include compression features (addendum March 3, 2015)
- Include at least a three (3) year parts and labour warranty
- Include software support for at least three (3) years
- Be certified to operate with a VMware vSphere Standard 5.x environment
- Run on at least two fully redundant 110V AC power supplies

**Addendum March 3, 2015: Preferred Features. It is Preferred that the SAN:**

- Include snapshot features
- Include deduplication features
- Include compression features

**The Proposal Must Specify:**

- The amount of Usable Storage Capacity of the SAN (see above definitions)
- The amount of Raw Storage Capacity of the SAN
- The number and size (2.5” or 3.5”) of empty drive slots that are available/remaining (if any) in the proposed configuration
- The number, capacities, and speeds of the drives included
- The RAID levels supported
- Rated IOPS and MB/s throughput specifications
- The amount the SAN storage capacity that can be expanded to in the future without the need for additional licenses or keys. In other words, what is the storage capacity limit from a licensing perspective
- The costs of additional drives
- The amount of vertical space the SAN solution takes up (excluding switches) in a standard 19” wide four pedestal rack (answer measured in 1.75” U’s)
- The number and types of storage tiers in proposal
- The number of storage tiers that the automatic sub-LUN tiering supports
- The block/chunk sizes that the automatic sub-LUN tiering supports
- The auto sub-LUN tiering schedule options
• Whether the auto sub-LUN tiering is autotuned, or whether it has to be configured or adjusted by the City over time
• How many network interfaces are included, specifying how many are reserved for iSCSI versus for management if applicable
• Hardware and Software Support features that are included, such as details about warranty for parts or labour, travel costs, on-site/phone/email support, etc
  o What times within the term are there coverage (i.e. 24x7, 8x5)
• VMware features that SAN solution is capable of supporting
• Whether the SSD storage in the solution is configured as a cache or as actual storage, and whether the SSD storage can be configured in the alternate way if the City so chooses
• What support options exist or can be obtained after year three
  o What times within the term are there coverage (i.e. 24x7, 8x5)
• What entity provides each of the included kinds of support (the vendor or the manufacturer)
• Whether deduplication acts immediately or on a schedule
• Whether compression acts immediately or on a schedule
• What the snapshot limits are (i.e. snapshots per volume, etc)
• What licensing is included in proposal, and what other licensing options exist
• If replication is included
• What kinds of mounts or railings are included to mount the SAN within a rack
• If the solution is customer installable
• If there are any components that are NOT hot swappable

**Optional Components:**
The service provider at its own discretion may include any combination of the following optional components in the proposal:

• The option for service provider to include two appropriately sized and classed 10Gbit switches in the proposal (must specify makes and models)
• Installation and configuration of the entire SAN proposal
  o Must specify whether this is on-site or remote
  o Must indicate approximate time required to perform
• Licensing and other components to allow the ability for data replication to a remote site. Provide details of the replication option(s). The City would prefer to see solutions that:
  o Allows data changes or snapshots to be copied to another SAN at a Disaster Recovery (DR) site, assuming connectivity speeds are adequate
  o Allows “bidirectional replication” can be configured to work such that both the primary site and DR site may have their own data in production (unique data to each site), and will be able to replicate their respective data in production to the other site/SAN (they’re not sharing and updating the data of the same LUNs, but instead would store a copy of their own unique LUNs at their alternate site)
  o Indicates whether replication is synchronous or asynchronous, or if both is supported
• Add two additional years of both hardware and software technical support and updates, to bring the total support coverage to five (5) years
CERTIFICATION

I hereby certify, on behalf of the Company I represent, that the information and prices supplied as part of this proposal are accurate, and that the costs for any errors contained herein will be borne solely by the Company I represent.

Further to the above, I hereby certify that this proposal is submitted without any connection, knowledge, comparison of figures, or arrangements with any other company, firm or person submitting a proposal for the same.

_________________________________
Name of Company

_________________________________
Signed by Company Official

_________________________________
Witness

Date: __________________________
CONTRACT

This agreement made in duplicate this _____ day of ____, A.D. 20____.

BETWEEN:

THE CITY OF YORKTON,
a municipal corporation
in the Province of Saskatchewan
hereinafter called the “CITY”

- and -

_____  
<name of Company/Individual>

_____  
_____  
<mailing address & postal code of Company/Individual>

hereinafter called the “CONTRACTOR”

Wherein the Contractor agrees when called upon to perform the installation and configuration of the Data Storage Area Network as specified by their winning proposal and under the terms and guidelines as set forth and in strict accordance with the Request for Proposal entitled “DATA STORAGE AREA NETWORK”, and also agrees to the following clauses:

Employee Clause
The City has not, by virtue of this agreement, appointed the Contractor or any employee thereof, as an agent for, servant of or employee of the City.

Occupational Health & Safety Clause
1. The Contractor shall, at all times, conduct his work to ensure the least possible obstruction to traffic and inconvenience to the general public and the residents in the vicinity of the work and to ensure the protection of persons and property.

2. a) The Contractor shall comply with The Occupational Health and Safety Act, 1993, S.S.c. 0-1.1 and the Regulations passed pursuant to the said Act, as both may be amended from time to time, throughout the term of the within Agreement.

   b) The Contractor shall co-operate with any Occupational Health and Safety Committee or any Occupational Health and Safety Representative appointed by the City.

   c) The Contractor shall, at all times, ensure protection of persons and property and provide such equipment and medical facilities as are necessary to supply first aid services to anyone who may be injured in connection with the work.

   d) The Contractor shall give all required notices, hold all required meetings and comply with all laws, ordinances, rules, regulations, codes, guidelines, directives and permits of all authorities having jurisdiction relating to the work or workers, which are or become in force during the term of this Agreement to ensure preservation of the public health and safety.
e) Every Contractor shall, for himself, his heirs, executors, administrators, successors and assigns, from
time to time and at all times save harmless and keep indemnified the City, its successors and assigns,
from and against all claims and demands upon or in respect of compliance with the above paragraph and
the provisions of *The Occupational Health and Safety Act*, as amended, and the *Regulations* passed
pursuant to the said *Act*, as amended, and also from and against all actions, suits and other proceedings
whatsoever which at any time or times hereafter shall or may be brought or prosecuted against the City,
its successors and assigns, upon or in respect of compliance with the said paragraph and the said *Act* and
*Regulations*, and also from and against all costs, damages, interest and expense, which the City may bear
or incur for or by reason of any such claim as aforesaid being made upon or in respect of compliance by
the Contractor with the said paragraph and the said *Act* and said *Regulations*.

3. In the event of any accident caused by or related to the work being carried out under this Contract, the
Contractor shall, in addition to compliance with Provincial Regulations, submit to the City on City supplied
Incident/Accident Report forms, within twenty-four (24) hours of its occurrence, a full and complete written
report of the accident, including names of persons involved, nature and character of injury and property
damage.

4. All hazardous chemicals shall be stored safely in accordance with the OHS Act and Regulations and as stated
in the MSDS, and the City shall be provided with a copy of the MSDS listing.

**Termination Clause**

1. The City and the Contractor agree that this agreement/contract may be terminated by either party at any time
during the duration of this agreement/contract by giving five (5) days written notice of such termination to
the other party. Notice to be given hereunder shall be in writing and either delivered personally, sent by
prepaid first class mail, or faxed to the parties at the following addresses:

   To the City: 
   City of Yorkton
   Kelly Kaban
   Computer / Network Systems Manager
   P.O. Box 400
   Yorkton, Saskatchewan
   S3N 2W3
   Facsimile: (306) 786-6880

   To the other party: 
   
   </Insert complete mailing address and facsimile here>

2. Such notice shall be deemed to have been served on the expiration of twenty-four (24) hours after it is
posted, if the notice is mailed; or such notice shall be deemed to have been served on the day of actual
delivery, if the notice is served personally; or such notice shall be deemed to have been served on the
business day following the transmission, if given by facsimile.

3. The City and the Contractor agree that termination of this agreement/contract will cancel the installation and
configuration services without penalty to either party, but will not cancel the purchase of the Data Storage
Area Network equipment unless said installation and configuration are specified as mandatory by the
contractor in the winning proposal. If the installation and configuration was specified as mandatory by the
contractor in the winning proposal, then termination of this agreement/contract would cancel the installation
and configuration services as well as the purchase of the Data Storage Area Network equipment, all without
penalty to either party.
Two Million Dollar Liability Insurance:
THE CONTRACTOR shall provide and maintain throughout the contract term, either by way of a separate policy, or by endorsement to their existing policy, Comprehensive General Liability insurance acceptable to the City and subject to limits of not less than Two Million Dollars ($2,000,000) inclusive per occurrence for bodily injury, death and/or damage to property including loss or use thereof. THE CONTRACTOR shall hold the City free and harmless from any liability claim and the contractor shall further supply the City with a Certificate of Insurance.

RCMP Security Clearance:
The Contractor shall obtain RCMP security clearance prior to the employing of any person and provide copy of same to the City.

Legal Requirement:
The Contractor shall pay all Worker’s Compensation, holiday pay, employment insurance, income tax, Canada Pension Plan, or any other Provinical or Federal Assessments arising out of this agreement and payable in respect of any employee hired by the Contractor and shall fulfill all legal requirements as an employer, as required by the Province of Saskatchewan.

Non-Assignable Contract:
This Contract is non-assignable and as such, the Contractor shall not have the right to assign this Contract in whole or in part to any person, firm or corporation. If the Contractor assigns such rights in whole or part, then upon happening of such event, this contract shall terminate forthwith.

Business License Required:
The Contractor will obtain and maintain a valid City of Yorkton Business License as required by City of Yorkton Business License bylaw.

Contract is Binding:
That this agreement shall be binding upon and be for the benefit of the parties hereto, and their respective heirs, executors, administrators, successors and assigns.

Term Of Agreement:
The parties to this Agreement agree that the term of this agreement shall be from the date of signing of this agreement by both parties, and shall end when the installation and configuration services as defined by the contractor’s winning proposal in accordance with the terms of this agreement/contract, are deemed complete by both parties. Either party to this Agreement may terminate this Agreement by giving to the other party at least five (5) days written notice of termination.

Laws & Regulatory Bodies:
  a) This Agreement and the rights and obligations of the parties hereunder are subject to all present and future laws, rules, regulations and orders of any legislative body or duly constituted authority now or hereafter having jurisdiction.
  
b) This Agreement shall be interpreted and construed in accordance with the laws of Saskatchewan, and the parties agree to accept the jurisdiction of the courts of Saskatchewan and all Courts of Appeal therefrom for purposes of the interpretation, construction and enforcement of this Agreement.
**Witness:**
IN WITNESS WHEREOF THE CITY OF YORKTON has hereunto affixed its Corporate Seal attested by the proper signing officers in its behalf this _____ day of _____ A.D., 20____.

CITY OF YORKTON

____________________________________
MAYOR

____________________________________
CITY CLERK

Use the following section for **incorporated companies with a seal:**

IN WITNESS WHEREOF THE _____
<name of Company/Individual>
has hereunto affixed its Corporate Seal attested by its proper signing officers on its behalf

this _____ day of _____ A.D., 20____.

<name of Company/Individual>

PER: _________________________________

PER: _________________________________

Use the following section for **individuals who require a witness:**

IN WITNESS WHEREOF the said _____ has hereunto affixed his signature the day and year above first written.

<name of individual>

Signed and Delivered in the presence of:

Witness: ___________________________  Per: ___________________________
<name of individual>

Per: _______________________________