

CITY OF NORWICH
RFP 11-13
Request for Proposal

SERVER VIRTUALIZATION PROJECT
NORWICH PUBLIC SCHOOLS

Norwich Public Schools (hereinafter referred to as "NPS") is requesting proposals for the design, planning, and implementation of a VMware® Virtualization system to replace the 63 servers currently located throughout the district. Proposals should come from qualified manufacturer authorized vendors to provide a data center virtualization solution based on VMware vSphere 5.0 Advanced. The district is currently undergoing a capacity assessment and results of this assessment will be published at the mandatory bidders' conference.

Interested firms must return four (4) copies of their responses to: William Block, City Purchasing Agent, City Hall, Rm. 104, 100 Broadway, Norwich, CT 06360 no later than Friday, December 23, 2011 at 3:00 PM.

Complete copies of this RFP may be obtained at the Office of the Purchasing Agent at the address listed above or online at the State of Connecticut DAS Web Portal or at the City of Norwich web site www.norwichct.org by clicking on Public Bids/Proposals.

A walk-through of the facility with typical installation will be conducted on Monday, December 12, 2011 at 10:00 a.m. beginning at a district location. Appointments to participate in the walk-through must be made via email by contacting Karen Urgitis, Norwich Public Schools District's Technology Coordinator (kurgitis@norwichpublicschools.org). The District's network technician will conduct the walk-through and respond to questions at that time.

Questions regarding this proposal should be directed to Ms. Karen Urgitis at the email address above.

William Block

City Purchasing Agent

The City of Norwich is an affirmative action/equal opportunity employer

REQUEST FOR PROPOSALS

VMware® Virtualization Project

SPECIFICATION PACKAGE

For



**NORWICH PUBLIC SCHOOLS
Information Technology Department**

November 18, 2011

Introduction

Background

The Norwich Public School District is a public preK-12 school district in Norwich, Connecticut, that serves 4,000 students, the majority of whom are pre-kindergarten through grade 8. Seven elementary schools, two middle schools, one alternative high school, two special needs schools, and a regional adult education program along with our central office comprise the districts' schools.

The district has approximately 700 employees working in the 14 buildings. All teachers have lease-to-own desktop computers running Windows XP with 512MB of RAM and 3.2 ghz processors. They print to the shared classroom inkjet printer or networked office copier. Other staff have an assortment of Windows XP computers, XP and Windows 7 laptops, iMac or MacBook Pro, MacBook Air, iPhones, iPads and various iOS devices that print to local printers and/or networked copiers. Many support staff use schools' library computers set up in small (10) to large (30) lab configurations. Teachers and staff have user accounts and save their work to a networked drive. Passwords expire every 90 days and users are prompted to create new ones at that time.

Most computers that are available to students in classrooms (2 - 6 computers per classroom) operate on Windows 95 or 98 with 64 - 128 MB RAM and 266 mhz processors and print to one shared color inkjet printer. Windows 95 and 98 computers are slowly phased out as donations and new purchases are available. Some classrooms contain Windows XP computers that run specialized server-based software (ELLIS Essentials or READ 180) or web-based programs (ELLIS Essentials or Lexia). Libraries contain from 10-30 Windows XP computers, 2.0 ghz processors with 128 - 512 MB RAM and one laser printer. Several student apps are server-based (Type To Learn, Math Blaster, for example). All students use a generic login to the network and store their documents in a public shared drive. No security measures are in place for the students' individual folders within the public drive. The two middle schools as well as two elementary schools have mobile laptop labs each with 10-12 MacBooks OSX.6 connecting to the Internet via wireless access points (12 carts total). One middle school currently uses roaming profiles and binds the MacBooks to a Mac Server running OSX.6.8. There are approximately 40 iPads in use by students.

Dell hardware is used extensively but not exclusively in our district. The NPS data center currently consists of eight Windows 2003 and 2008 servers in a mix of tower and rack mount form factors in a Windows NT environment. Application servers include Oracle 8 for our student information system (SIS_Express by Century - uses 3 servers), SQL Server 2005 for our financial and human resources systems(PHOENIX), Library server through Follett, application servers, file servers, and email through Exchange Server 5.5. Backup procedures had been done through tape but are currently completed via a mix of removable hard drives and multiple backup applications by using RoboCopy. Off-site (though in district) backup is completed weekly, monthly, and yearly.

NPS recently completed a network infrastructure upgrade consisting of fiber switches that connected NPS to the city's municipal area network(MAN). The Connecticut Education Network's connects to NPS via the Central Office at 90 Town Street. Each of the 13 school sites connects via two dedicated dark pair of fibers that use unique paths to a common location capable to housing commercial grade electronics.

1.0 Objective

Norwich Public Schools (hereinafter referred to as "NPS") is requesting proposals for the design, planning, and implementation of a VMware® Virtualization system to replace the 63 servers currently located throughout the district. Proposals should come from qualified manufacturer authorized vendors to provide a data center virtualization solution based on VMware vSphere 5.0 Advanced. The district is currently undergoing a capacity assessment and results of this assessment will be published at the mandatory bidders' conference.

This project is to include:

1. Overall design plan to update our current network structure to a virtualized server environment
2. Replacement equipment and software to complete the new environment
3. Storage area network for backups and file management (backup solution)
4. Related hardware design and placement
5. Migration of software required in the new server environment
6. Professional support services and ongoing support and maintenance
7. Training of Information Technology staff, and
8. Overall project management.

Solutions should include email service options including hosting and archiving. This service may be transitioned to Google Apps but we would like to compare options regarding self-hosting, outsource hosting, and complimentary hosting.

The NPS Information Technology Department (IT) will manage the updated server environment. Prices quoted shall be all-inclusive and represent complete design, planning and implementation at the sites listed. The Vendor shall be responsible for all parts, labor, and all other associated apparatus necessary to completely install and configure, test, and turnover for acceptance the project detailed herein.

More detailed information is available upon request via emailing Karen Urgitis, kurgitis@norwichpublicschools.org, Coordinator of Instructional Technology.

1.1 Evaluation Methodology

Each proposal will be evaluated based on criteria and priorities defined by the Norwich Public Schools Board of Education. NPS will decide the best submissions that are in the best interest of the long-term technology plan, not necessarily the lowest price. Proposals will first be evaluated based upon the base requirements. The evaluation criteria include, but are not limited to, the following:

1. Vendors overall performance record based on available references. (20%)
2. Vendor's ability to meet all the requirements detailed in the RFP. All components must be national brand name. (10%)
3. Ability of Vendor to provide long-term services including:
 - On-site warranty support exclusive of manufactures warranty
 - Support & Training to End User (10%)
4. Best overall value and in the best interest of the Norwich Board of Education. (60%)

TERMS AND CONDITIONS OF REQUEST FOR PROPOSAL

2.0 Response Submission

Responses to this RFP must be submitted and delivered to the Norwich City Hall, Finance Office no later than 4 p.m. on Friday, December 23, 2011. The RFP must be submitted to:

William Block
City Purchasing Agent
City Hall, Rm. 105, 100 Broadway
Norwich, CT 06360

It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. The City reserves the right to reject all late arrivals. Envelopes containing RFP's shall be marked to be easily identified as containing RFP proposals.

Oral, telephone, emailed, or fax bids shall not be considered, nor will modifications of proposals by such communication be considered. The completed proposal form shall be without erasures or alterations. Delivery of the proposals will be considered authorized by The Vendor to make a contract, if awarded.

2.1 Costs Associated with Preparation of the Vendor's Response

NPS will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

2.2 Site Visit

This RFP with attached specifications constitutes complete application. A bidders' conference to address specific questions will be conducted on Monday, December 12, 2011 at 10:00 a.m. at a district location. Appointments to participate in the conference must be made via email by contacting Karen Urgitis, Norwich Public Schools District's Technology Coordinator (kurgitis@norwichpublicschools.org).

2.3 Subcontractors

Subcontractor work is not acceptable by the Norwich BOE for technology projects. We expect The Vendor to perform all service with in-house personnel. All employees must be insured. Borrowed certifications will result in bid rejection and proof of certification will be checked by the Norwich BOE.

2.4 Interpretation and Additional Information and Addenda

Any interpretation, correction, or change of the RFP will be made by ADDENDUM. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and The Vendors shall not rely upon such interpretations, corrections, or changes. Changes or corrections will be issued by the NPS.

2.5 Questions

Should The Vendor have questions or find discrepancies or ambiguities in, or omissions from this request for proposal document, or shall be in doubt as to their meaning; The Vendor shall at once notify The Customer via email indicating the occurrence. Questions regarding this RFP must be submitted in email 3 working days prior to the final submission date of the RFP. Answers to questions will not be distributed to The Vendors unless any answered questions would result in the need to issue an ADDENDUM.

2.6 Proposal Binding Period

Prices quoted in The Vendor's response for all labor and materials will remain in effect until work schedule will allow for installation of equipment. Proposals for this project will be publicly opened on December 23rd at Norwich City Hall. The award for this project will be made on Monday, January 2, 2012 with work commencing therein and completed signed off by June 30, 2012.

2.7 Omissions

Omissions in the proposal of any provision herein described shall not be construed as to relieve The Vendor of any responsibility or obligation to the complete and satisfactory delivery, operation, and support of any and all equipment or services.

2.8 Financing

After notification of award, The Vendor will receive purchase order(s) for the products and services for which The Vendor will be responsible as a result of the RFP. Purchase order(s) will show the amount that is the responsibility of the Customer. **The final payment of this project will be rendered only after an extensive final walk-through at the completion of the installation. The Customer will strictly enforce the bid guidelines and the quality of the installation.** Final testing will take place in the presence of a designated technology staff member. The Norwich BOE Technology Staff will have total discretion to request any needed changes to meet current industry and/or networking standards.

2.9 Warranty

The Vendor shall fully warrant with the manufacturer's warranty all items provided under this RFP against defects in material and workmanship. Warranty information should be on a per equipment basis on the RFP and detailed in the Proposal. The Vendor will also be expected to provide on-site service in addition to the manufacture warranty, so please list this service in detail. Should any defects in workmanship or material, excepting ordinary wear and tear, appear during the warranty period, the manufacturer and his representative shall repair or replace such items immediately upon receipt of a written notice.

All equipment is to be labeled with PO#, date of installation and date of end of warranty period.

2.10 Price Quotations

Price quotations are to include the furnishing of all materials, equipment, maintenance, shipping cost, delivery, installation, and the provision of all labor and services necessary or proper for the completion of the work except as may be otherwise expressly provided in the contract documents. NPS will not be liable for any costs beyond those proposed herein and awarded. Time and materials quotes will be unacceptable.

In case of discrepancy in computed proposal prices, the unit price shall govern and the total price shall be revised accordingly. The Norwich Board of Education, the Customer, is a governmental agency exempt from taxes.

Price quotations shall also include a payment schedule. Payment schedule must reflect value of work in place at time of invoicing.

2.11 Evaluation of Responses

The Owner may at its discretion and at no fee to NPS, invite any Vendor to appear for questioning during response evaluation for the purpose of clarifying statements in the response.

2.12 Right to Reject

NPS reserves the right to accept or reject all proposals or sections thereof and when the rejection is in the best interest of the Norwich School District. NPS reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable terms that The Vendor can propose.

NPS reserves the right to reject the proposal of a Vendor whom in the opinion of the Technology Department is not in a position to adequately perform the contract. Contracts will be awarded to the highest ranked Vendor where it is in the best interest of the Norwich School System.

2.13 Vendor Qualifications

The proposal shall identify the technical qualification of key staff proposed to provide professional services in accordance with this RFP. Capabilities of the proposed staff shall be illustrated with respect to the technologies and skill sets required to complete the scope of work defined in this RFP. Descriptions of the respondent's involvement in three similar projects, including reference contact information, shall be provided.

2.14 Work Hours

All work performed under this RFP shall be scheduled with the appropriate contact for each school a minimum of 24 hours in advance, except in an emergency. Contractors must be able to perform work after normal business hours (8AM to 5PM), if requested, to prevent interruption to critical network services.

3.0 Details Of Deliverable Items

The Owner solicits proposals on the following technology package of goods and services, which shall comprise the Norwich Public Schools Network Infrastructure.

STRUCTURED NETWORK SCOPE AND SEQUENCE OF PROJECTED WORK

TIMELINE:

The proposed time line for this project is:

- December 12, 2011 -bidder's conference/information session - appointments only
- December 23, 2011 - Deadline to submit proposals to city
- December 23, 2011 through December 30, 2011 - NPS will review the proposals, resolve any remaining issues or questions, and prepare vendor recommendation report for Board review and approval
- January 2, 2012 - Announcement of vendor selection
- January 2 through January 6, 2012 - Make any necessary modifications to the selected proposal and finalize the contract
- January 9 through February 29, 2012 - Completion of design and plan. Vendor project hardware and software acquisition.
- March 1 through June 30, 2012 - With direct assistance from entire Norwich Public Schools IT Department, equipment installed, configured, and tested.

Vendor will:

- Design, plan, install and implement a virtualized network to replace an existing school district's multiple server environment.
- Migrate applicable servers and programs as appropriate.
- Ensure functionality of new virtualized network
- Provide support and training

NOTATION: The Norwich Public Schools Information Technology Department shall make arrangements with existing software vendors to be available for assistance of migrating applications and data during these dates

Any requests for clarification or additional information regarding this Request for Proposal should be directed

to: Karen Urgitis, Coordinator of Instructional Technology and Learning Resources at kurgitis@norwichpublicschools.org

Equipment Maintenance:

The Vendor shall offer a support contract for all equipment provided under this RFP. The support contracts shall be offered with the following options for each component on an individual basis:

Option 1 - 24x7x4 Maintenance:

The Vendor shall provide a comprehensive maintenance contract providing a four-hour response time (24x7x4) from the time of notification for repairing hardware failures or replacing equipment. The Vendor must be available at all times for notification of network problems.

Option 2 - 8x5x4 Maintenance:

The Vendor shall provide a comprehensive maintenance contract providing a four-hour response time during normal business hours (Monday through Friday, 8AM to 5PM) for repairing failures or replacing equipment. The Vendor must be available at all times for notification of network problems.

Option 3 - Two-Day Advanced Replacement:

The Vendor shall offer equipment replacement contracts, to be delivered within two days of notification of hardware problems. The Vendor must be available for notification during normal business hours.

All equipment support contracts shall be made for a one-year period, and renewable at the discretion of the Customer. A price quote shall be provided for each option on an individual equipment component basis.

Additional Information

Information Technology Department - Support Services at Bishop School - 526 East Main Street, Norwich, CT 06360, Tel. 860-859-5015, ext.8.

APPENDIX

NORWICH PUBLIC SCHOOLS - 14 Buildings - 13 Locations

D. Tennant-Zinewicz School
30 Case Street
Norwich, CT 06360

Hickory Street School (connected with Norwich Regional Adult Education)
201 Hickory Street
Norwich, CT 06360

Samuel Huntington Elementary School
80 West Town Street
Norwich, CT 06360

Kelly Middle School
25 Mahan Drive
Norwich, CT 06360

Thomas W. Mahan Elementary School
94 Salem Turnpike
Norwich, CT 06360

John M. Moriarty Elementary School
20 Lawler Lane
Norwich, CT 06360

Norwich Regional Adult Education (connected with Hickory Street School)
191 Hickory Street
Norwich, CT 06360

Norwich Board of Education
90 Town Street
Norwich, CT 06360

John B. Stanton Elementary School
386 New London Turnpike
Norwich, CT 06360

Teachers' Memorial Middle School
15 Teachers Drive
Norwich, CT 06360

Thames River Academy at Bishop
526 East Main Street
Norwich, CT 06360

Uncas Elementary School
280 Elizabeth Street Extension
Norwich, CT 06360

Veterans Memorial Elementary School
80 Crouch Avenue
Norwich, CT 06360

Wequonnoc Elementary School
155 Providence Street
Taftville, CT 06360

The Consultant hereby agrees to maintain at its own expense comprehensive general liability, automobile liability, professional liability and workers' compensation insurance during the term of this Agreement in amounts determined to be sufficient by the City.

The commercial general liability insurance policies shall contain a minimum limit of liability of \$1,000,000 combined single limit per occurrence for bodily injury and property damage and shall name the City of Norwich and its officers, agents and employees as additional insureds. The general liability policy shall contain, but not be limited to, operations liability, contractual liability, which insures any indemnities contained in the Agreement, products liability and completed operations, which shall be maintained for a period of not less than three years following completion of the work under the Agreement, in addition to personal injury and advertising liability, and broad form property insurance.

The Consultant shall also maintain commercial automobile liability insurance, subject to a minimum limit of liability of \$1,000,000 per accident for bodily injury and property damage. This insurance shall include coverage for all owned, non-owned and leased / rented vehicles. The City of Norwich and its employees, agents, and officers shall be designated as additional insureds.

The Consultant shall maintain professional liability insurance, which covers the services to be provided pursuant to the contract between the City of Norwich and the "Consultant". The minimum limit of liability shall be \$1,000,000 per claim and \$1,000,000 in the aggregate. The aggregate shall apply separately to each project on which the Consultant is working.

The Consultant further agrees to maintain at its own expense workers' compensation and employer's liability insurance, which insure all employees of the Consultant. The workers' compensation insurance shall comply with all workers' compensation laws and regulations in the state of Connecticut. The employer's liability insurance shall contain limits of liability of not less than \$100,000 for each accident, disease each employee and disease policy limit.

All such insurance required hereunder shall contain provisions requiring the insurance company(s) to provide thirty (30) days prior written notice to the City of Norwich in the event of cancellation, termination or material change to any policy terms and conditions.

Any insurance required hereunder written on a "claims made" rather than on an occurrence basis shall contain a retroactive date no later than the earlier of the commencement date of the services under the Agreement or execution of the Agreement and shall provide that in the event of cancellation or non-renewal, the discovery period for insurance claims (Tail Coverage) shall be available for at least sixty (60) months following termination of the services under the Agreement or termination of the Agreement, whichever is later.

The Consultant agrees to waive any right of claim against the City of Norwich, and their employees, agents, and officers for any losses, damages and expenses arising out of the services in the Agreement between the City of Norwich and the Consultant. All insurance required hereunder shall contain waivers of subrogation in favor of the City of Norwich and its employees, agents and officers.

The insurance required hereunder shall be primary insurance, not excess or contributory, without any right of contribution by any insurance maintained by or on behalf of the City of Norwich.

The Consultant agrees to provide the City of Norwich with certified copies of all insurance policies of insurance required hereunder or certificates of insurance, whichever the City deems appropriate, prior to

commencement of services under this Agreement and throughout the full term of this Agreement upon expiration or termination or change in any insurance coverage required hereunder.

The insurance requirements of the Agreement are an integral part of the Agreement. Any defect in the insurance program required in the Agreement may result in termination of the Agreement, as stipulated in the Agreement. No employee or the entity can modify the terms of the Agreement without the prior approval of Corporation Counsel and the Chief Administrative Officer or his/her designee.

The insurance maintained by the Consultant shall not serve to limit in any way the liability of the Consultant arising out of the services to be provided under this Agreement.