



**COLLIN COUNTY**

Office of the Purchasing Agent  
2300 Bloomdale Road  
Suite 3160  
McKinney, Texas 75071  
[www.collincountytx.gov](http://www.collincountytx.gov)

---

**ADDENDUM No. THREE (3)**

**Data Backup Expansion  
RFP No. 2016-186**

Effective: April 14, 2016

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

**Extend Bid End Date to: Thursday, April 21, 2016 at 2:00p.m.**

**Delete:                    Specifications**

**Replace with:            Specifications-Revised**

Please note all other terms, conditions, specifications drawings, etc. remain unchanged.

Sincerely,  
Michalyn Rains CPPO, CPPB  
Purchasing Agent

**4.0 EVALUATION CRITERIA AND FACTORS**

4.1 The award of the contract shall be made to the responsible offeror, whose proposal is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other factors set forth in the Request For Proposals in accordance with Vernon’s Texas Code Annotated, Local Government 262.030.

The Evaluation Committee will review all proposals received by the Opening date and time as part of a documented evaluation process. For each decision point in the process, the County will evaluate contractors according to specific criteria and will elevate a certain number of contractors to compete against each other. The proposals will be evaluated on the following criteria.

The County will use a competitive process based upon “selection levels.” The County recognizes that if a contractor fails to meet expectations during any part of the process, it reserves the right to proceed with the remaining contractors or to elevate a contractor that was not elevated before. The selection levels are described in the following sections.

**Level 1 - Procurement Requirements Assessment**

Criteria assessed during Level 1:

- Conformance with RFP guidelines and submittal requirements.
- Authorized EMC implementation partner

The first part of the elevation process is to validate the completeness of the proposal and ensure that all the RFP guidelines and submittal requirements are met. Those contractors who do not meet all the requirements for the RFP may, at the discretion of the County, be contacted to submit the missing information within two business days. Incomplete or noncompliant RFPs may be disqualified.

**Level 2 – Detailed Proposal Assessment**

The Evaluation Committee will conduct a detailed assessment of all proposals elevated to this Level. Criteria evaluated in Level 2:

Points	Evaluation Criteria
10	Overall proposal with respect to stated needs and objectives (Proposal Format Item 6.1; 6.2; 6.3; 6.4)
60	General fit to the County business needs and technical direction (Proposal Format Item 6.4; 6.7)
30	References and Prior Project Experience (Proposal Format Item 6.5)

It is anticipated that Collin County will elevate proposals scoring at least 70 points (70%) to Level 3.

**Level 3 – Cost (Maximum 25 Points)**

Offerors who are elevated to level 3 will have their points combined from level 2 for a maximum 125 points total.

Points	Evaluation Criteria
25	Cost (Proposal Format Item 6.6)

**Level 4 –Best and Final Offer**

Offerors who are susceptible of receiving award will be elevated to Level 4 for Best and Final Offer. Offeror will be asked to respond in writing to issues and questions raised by the County as well as any other cost and implementation planning considerations in the proposal, and may be invited to present their responses on-site. Proposals will be re-evaluated based upon Criteria in level 2 and 3.

Based on the result of the Best and Final Offer evaluation, a single offeror will be identified as the finalist for contract negotiations. If a contract cannot be reached after a period of time deemed reasonable by the County, it reserves the right to contact any of the other contractors that have submitted bids and enter into negotiations with them.

<b>5.0 SPECIAL CONDITIONS AND SPECIFICATIONS</b>
--

- 5.1 Authorization: By order of the Commissioners’ Court of Collin County, Texas, sealed proposals will be received for **Data Backup Expansion**.
- 5.2 Intent of Request for Proposal: Collin County’s intent of this Request for Proposal (RFP) and resulting contract is to provide offerors with sufficient information to prepare a proposal for Data Backup Expansion.
- 5.3 Term: Provide for a term contract commencing on the date of the award and continuing through project completion and enter into an annual maintenance agreement for the period of one (1) year or three (3) years.
- 5.4 Pre-Proposal Conference: An optional pre-proposal conference will be conducted by Collin County on Tuesday April 5, 2016 at 2:00p.m. at the Jack Hatchell Administration Building, Third Floor, IT Conference Room, 2300 Bloomdale Road, McKinney, TX 75071. It is the offeror’s responsibility to review the site and documents to gain a full understanding of the requirements of the RFP. All contractors desiring to submit a proposal are encouraged to have a representative at the pre-proposal conference.

- 5.5 Point of Contact: Information regarding the purchasing process and the contents of this RFP may be obtained from the Collin County Purchasing Department or email cwilkerson@co.collin.tx.us, Courtney Wilkerson, Senior Buyer.
- 5.6 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that may arise past the end of the current Collin County fiscal year shall be subject to budget approval.
- 5.7 Price Reduction: If during the life of the contract, the vendor's net prices to other customers under the same terms and conditions for items/services awarded herein are reduced below the contracted price, it is understood and agreed that the benefits of such reduction shall be extended to Collin County.
- 5.8 Completion/Response Time: Contractor shall place product(s) and/or complete services at the County's designated location within the number of calendar days according to the schedule proposed by offeror in section 6.4.
- 5.9 Delivery/Setup/Installation Location: Locations for delivery and installation will be stated on the Collin County Purchase Order(s). Delivery shall include assembly, setup and installation and shall be included in proposal. Freight/Delivery charges shall be included in the submitted pricing. No additional fees for delivery/freight/fuel surcharge or other fees shall be invoiced or paid by Collin County.

The equipment will be installed at the Collin County Jack Hatchell Administration Building, 2300 Bloomdale Rd., McKinney TX 75071

- 5.10 Testing: Testing may be performed at the request of Collin County, by an agent so designated, without expense to Collin County.
- 5.11 Samples/Demos: All Contractor employees that will be working on site or by VPN shall pass a criminal background check performed by Collin County before any work may be performed. The selected offeror shall be provided the required documents to submit required information for background checks.

**5.12 PROPOSAL SCHEDULE**

RFP released:	March 22, 2016
Pre-Proposal Conference:	April 5, 2016 at 2:00p.m.
Deadline for submission of contractor questions:	April 8, 2016 at 5:00p.m.
Proposals due:	<del>April 14, 2016 at 2:00p.m.</del> <b>April 21, 2016 at 2:00p.m.</b>

Award of Contract: July 2016

Effective date of contract: Upon award

Collin County reserves the right to change the schedule of events as it deems necessary.

### 5.13 **PURPOSE/SCOPE OF WORK**

The County currently has an existing EMC Avamar/Data Domain backup solution, deployed in 2013, which is used to provide data backup and recovery functions. The Avamar/Data Domain provides backup services for servers, user data and other non-image data within the County.

The County is seeking proposals to revise the existing Avamar/Data Domain solution. The County intends that the Avamar/Data Domain solution will be revised to take advantage of recent enhancements in the Avamar software. The revised solution will reduce the number of Avamar nodes and replace an existing Data Domain DD620 with a larger and expandable Data Domain DD2500. Bill of Materials for the EMC solution is provided as part of this proposal document (Refer to Attachment A).

The County seeks proposals which will provide for the procurement, delivery, installation, configuration and migration of data to the revised backup solution. The County is seeking a single provider, qualified to sell and implement EMC solutions for these services.

### 5.14 **GENERAL REQUIREMENTS FOR PROPOSED SOLUTION**

The County seeks the following services to be provided:

- 5.14.1 The proposal shall provide procurement, delivery, installation, configuration and data workload migration of a revised EMC Avamar/Data Domain implementation.
  - 5.14.1.1 Refer to Attachment A – Avamar DD Configuration for the required bill of materials
  - 5.14.1.2 The EMC equipment shall be deployed at the Collin County Administration Building as part of the existing data backup and recovery system
  - 5.14.1.3 The vendor shall de-commission, power down and un-rack unused components of the existing Avamar/Data Domain system
  - 5.14.1.4 The vendor shall install the new equipment and transfer the backup workload to the new system
  - 5.14.1.5 The proposal response shall provide a detailed plan for the installation of the additional tray
    - 5.14.1.5.1 The proposal response shall describe the procedure and process to configure the new tray and present the available storage for existing or new storage aggregates

- 5.14.1.5.2 The proposal response shall address the roles and responsibilities for both vendor and County resources
  - 5.14.1.6 The vendor shall provide a report to the County which verifies that all backup jobs have been successfully migrated to the new solution
  - 5.14.1.7 The vendor shall provide recommendation about which Avamar software version would best suit this project and whether or not the County should upgrade the software prior to commencing the project
    - 5.14.1.7.1 The County currently is using Avamar version 7.1.145
    - 5.14.1.7.2 The vendor shall provide direction to the County about upgrading to the most current version 7.2 SP1
  - 5.14.1.8 The vendor shall propose an implementation plan for the installation of the revised solution
    - 5.14.1.8.1 The proposal response shall identify methods to minimize system outages while at the same time being cognizant of limited rack space available within the County administration building
    - 5.14.1.8.2 The proposal response shall address the roles and responsibilities for both vendor and County resources
    - 5.14.1.9 The proposal shall include a basic one year warranty
    - 5.14.1.10 The proposal shall include an optional three year warranty
  - 5.14.2 The selected offeror shall provide a complete documentation set of all configuration notes, MS Visio diagrams and other installation material
  - 5.14.3 The selected offeror shall return the Avamar components which will be removed from the backup solution to the County
- 5.15 **KICKOFF MEETING:** The selected offeror shall conduct a kickoff meeting where they shall propose a project timeline which may be followed during the implementation of the project. The offeror shall coordinate the implementation timeline with the appointed county team lead. The project timeline will need to be reviewed and approved by the county team lead. The timeline shall also identify the required skill sets (i.e. network specialist, server specialist, storage specialist, etc.) for each project task.
- 5.16 **PLANNING AND DISCOVERY:** The offeror shall conduct necessary planning and discovery sessions with Collin County storage and backup administrators to understand the current storage structure and to plan for the creation of aggregates, volumes and storage pools to serve as the storage target(s).
- 5.17 **PRODUCTION SUPPORT SERVICES:** If the proposed solution introduces new management tools or file/block copy software, the offeror proposal shall include an optional line item for one year of remote support and assistance which will allow the County storage administrators to address questions and issues with the delivered solution, as configured and installed by the offeror.
- 5.18 **PROJECT DOCUMENTATION:** The selected offeror shall be required to provide a complete documentation set of all configuration notes, MS Visio diagrams and other

installation materials in an editable electronic format using common business productivity applications.

5.19 **TECHNICAL INFRASTRUCTURE OVERVIEW:** The Collin County architecture is a highly virtualized environment running Windows 2008 Server R2 and Windows 2012 R2 on VMware Vsphere ESXi 5.5 (for the virtualized servers). The servers are connected to a backend N6040 storage area network, currently being migrated to the N6250. The virtual structures are augmented by physical servers implemented for specific solutions. The current physical to virtual ratio within the county is approximately 80%.

5.19.1 **EXTERNAL FACING COMPONENTS:** Sitting between Collin County and world at large are a pair of Cisco 5540 Adaptive Security Appliances. The ASAs deliver high-performance, high-density security services with Active/Active high availability and Gigabit Ethernet connectivity to the DMZ environment. Internet connectivity to and from the county is provided via a primary 100MB Opti-Man Internet connection with a secondary 20MB Opti-Man connection for high availability purposes.

5.19.2 **DMZ ENVIRONMENT:** Situated between the Cisco ASA systems and the county internal network is the county DMZ environment. The DMZ environment houses all Internet facing county applications. A traffic to and from these servers will be routed through the ASA firewalls. Following existing county standards, any Internet facing system will reside within the DMZ Virtual Infrastructure comprised of IBM HS21 Blades installed within an IBM H Chassis Blade Center. DMZ storage requirements are accommodated through an IBM DS3300 with approximately 3.5TB of disk space.

5.19.3 **INTERNAL NETWORK:** The County internal network is built upon a layer three routed network utilizing dual Nexus 7000 switches to deliver a core network layer. Dual Cisco 6509E switches provide a distribution layer within the main MDF and provide connectivity to both physical and virtual servers. Virtual servers are deployed on IBM H Chassis Blade Centers running HS23 blades (HS22 blades are used in the DMZ). Cisco Nexus 4000 switches, installed within the Blade Centers, provide both 1GB and 10GB connections between the servers and the storage network. The blade centers are attached to both the IBM N6040 and N6250 storage area network. CIF and iSCSI shares and NFS storage types are used within the county.

An enterprise Microsoft SQL Server implementation is deployed as a physical implementation with locally attached DS3300 and EXP3524 disk trays and hosts the transactional databases in the county. Installed databases run within a default instance with each application being allocated separate table space controlled through service accounts assigned within Microsoft Active Directory. No offerors are allowed system administrator access to the database servers. Additionally, database instances are not created for individual applications.

5.19.4 **DATA BACKUPS:** Data backups are currently managed through the County's implementation of the EMC Avamar/Data Domain with an optional tape-out to an LT03 or LT04 tape library.

5.20 **TECHNOLOGY ARCHITECTURE:** See attached diagram. (Attachment B)

## **6.0 PROPOSAL FORMAT**

6.1 **PROPOSAL DOCUMENTS:** To achieve a uniform review process and to obtain a maximum degree of comparability, the proposal shall, at a minimum include a Table of Contents detailing sections and corresponding page numbers.

6.1.1 Proposals may be submitted online via <http://collincountytx.ionwave.net> or submitted via CD-ROM or Flash Drive. Electronic submissions are preferred.

6.1.2 If submitting manually, proposal shall be submitted in a sealed envelope or box with RFP name, number, and name of firm printed on the outside of the envelope or box. Manual submittals shall be sent/delivered to the following address and shall be received prior to the date/time for opening:

Collin County Purchasing  
2300 Bloomdale, Suite 3160  
McKinney, TX 75071

Paper copies shall be printed on letter size (8 ½ x 11) paper and assembled using spiral type bindings, staples, or binder clips. Do not use metal-ring hard cover binders. Manual submittals shall include an electronic copy in a searchable format.

It shall be the responsibility of the offeror to insure that their proposal reaches Collin County Purchasing prior to the date/time for the opening no matter which submission method is used.

Proposal shall include but not be limited to information on each of the following:

### **6.2 FIRM OVERVIEW**

Offeror shall define the overall structure of the Firm to include the following:

6.2.1 A descriptive background of your company's history.

6.2.2 State your principal business location and any other service locations.

6.2.3 What is your primary line of business?

6.2.4 How long have you been selling product(s) and/or providing service(s)?

6.2.5 **The successful implementation offeror SHALL be an authorized EMC implementation partner and must provide documentation of authorization.**

### **6.3 PROPOSED PROJECT TEAM/STAFF QUALIFICATIONS/EXPERIENCE/CREDENTIALS**

- 6.3.1 Resumes and/or consultant profiles shall be provided for each of the project team members proposed to work on the project. Offeror shall provide qualifications, as well as experience information on Offeror's key personnel that will be assigned to this project. This shall include any technical certifications required to complete this project.
- 6.3.2 Offeror shall provide Project organization chart showing both the County and Offeror staff.

#### 6.4 DOCUMENTATION

- 6.4.1 Offeror shall provide a detailed plan for implementation and installation of the proposed system. This information SHALL include the following:
  - 6.4.1.1 A project timeline which may be followed during the implementation of the project. The offeror, along with the County team lead, shall coordinate, review and approve the project timeline.
  - 6.4.1.2 Detailed methodology and plan for implementation. This plan shall include the following elements: the estimated implementation timeframe; an overview of project phases and major milestones; a matrix of proposed roles/responsibilities for County staff and the Offeror; and all project assumptions. The timeline shall also identify the required skill sets (i.e., network specialist, server specialist, storage specialist, etc.) for each project task.
    - 6.4.1.1.1 Installation
    - 6.4.1.1.2 Configuration
    - 6.4.1.1.3 Testing and Support
    - 6.4.1.1.4 Documentation
    - 6.4.1.1.5 Impact on current system
    - 6.4.1.1.6 Warranty
    - 6.4.1.1.7 Maintenance
    - 6.4.1.1.8 Migration
  - 6.4.1.3 Hardware Requirements – Respond to Attachment A entering cost for each line item noted. Be sure to include documentation on proposal hardware, diagrams/workflow relating to hardware and technical roadmap remap (i.e., any end of life on proposed hardware).
    - 6.4.1.3.1 Offerors shall identify all hardware and/or software required to complete the installation prior to beginning the project.
    - 6.4.1.3.2 Offerors shall be responsible for providing the additional necessary hardware, cables, SFPs, etc.

required to connect the proposed solution to the county networks.

6.4.1.3.3 Offeror shall stipulate that their response includes a fully configured turn-key proposal including the required equipment (including required controllers, software, disk drives, cables, etc.), delivery, installation, configuration, initial data migration of selected image date volumes and training about the new solution.

6.4.1.3.4 Offeror shall stipulate whether there are any additional items that the County has not specified which are required for the project. Offeror shall be responsible for including cost of such items in their proposal.

6.4.2 Offeror shall respond/confirm each of the items in Section 5.14.

## 6.5 REFERENCES

6.4.1 Provide a minimum of three (3) projects with details of implementation with similar environments as this project for Collin County. Provide name, email and phone number of contact person for each project noted. Preference will be given to offerors with other local government entities willing to serve as reference clients.

## 6.6 PRICING/FEES

6.6.1 Offeror shall complete Attachment A for hardware and hardware maintenance. Offeror shall provide itemized cost for installation, configuration, documentation, warranties, and education/knowledge transfer.

6.6.2 Proposal shall include an optional line item for one year of remote support and assistance which will allow the County storage administrators to address questions and issues with the delivered solution, as configured and installed by the offeror.

## 6.7 GENERAL REQUIREMENTS

6.7.1 Offeror shall provide a response for each of the requirements in sections 5.14

Provide a response for each item. Answer all questions fully, clearly, and concisely, giving complete information. Do not skip items. Do not refer to other parts of your proposal for the answers. You may not modify either the order or language of the question. Responses shall include a statement of “agree”, “confirmed”, “will provide”, “not applicable”, or “exception taken” along with any additional information. If an item is “not applicable” or “exception taken”, so state and give the reason. Responses of “not applicable” or “exception taken” must be detailed in section 7, labeled Exceptions. If a response of “not applicable” or “exception taken” is not detailed in section 7,

Exceptions, the response will be considered as confirmed even if it is listed elsewhere as an exception.

Include industry analyst evaluations of the products, either hardware or software, proposed within this solution.

## 7.0 EXCEPTIONS

Instructions for completing section:

The exception table should be completed for any exception from requirements identified in this RFP. Please complete the following worksheet listing any and all exceptions from the information requested in the Request for Proposal. Attach additional pages as needed. If no exceptions are listed it is understood that the offeror has agreed to all RFP requirements, even if a notation is referenced in an individual section.

Section Number/ Question Number	Required Service You are Unable to Perform	Steps Taken to Meet Requirement