



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
Suite 3160
McKinney, Texas 75071
www.collincountytx.gov

ADDENDUM No. One (1)

Image Network Attached Storage Solution RFP No. 2016-332

Effective: September 19, 2016

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

Delete:

Specifications

Replace with:

Specifications (Revised) (Changes made in red)

Update Activity Tab:

Pre-Proposal Meeting changed from Tuesday, October 4, 2016 at 2:00p.m. CST to Wednesday, October 5, 2016 at 1:30p.m. CST.

Change in Location:

From 2300 Bloomdale Rd, Third Floor, IT Conference Room, McKinney, TX 75071 to 2300 Bloomdale Rd, Third Floor, Purchasing Conference Room, McKinney, TX 75071.

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.

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. Offerors may, at the discretion of the County, be contacted to submit clarifications or additional information within two business days.

LEVEL 1 – CONFORMANCE WITH MANDATORY REQUIREMENTS

- 4.1.1 Conformance with RFP guidelines and submittal requirements. The following documents shall be submitted as part of the proposal. Failure to provide these documents shall deem vendor as non-responsive.
- 4.1.1.1 Authorized NetApp Implementation Partner (Provide documentation per Section 6.2.5)
 - 4.1.1.2 Response to Section 6.0

LEVEL 2 – DETAILED PROPOSAL ASSESSMENT

- 4.1.2 The Evaluation Committee will conduct a detailed assessment of all proposals elevated to this Level. Criteria evaluated in Level 2:
- 4.1.2.1 Cost – 25% (Section 6.6)
 - 4.1.2.2 Strength of Implementation Proposal – 45%
 - 4.1.2.2.1 Completeness of implementation plan (Section 6.4)
 - 4.1.2.2.2 Completeness of hardware requirements (Section 6.4)
 - 4.1.2.2.3 Resumes of installation personnel and relevant technical Certifications (Section 6.3)
 - 4.1.2.2.4 Documentation (Section 6.4)
 - 4.1.2.2.5 Proposal Formatting (Section 6.0)
 - 4.1.2.3 References and Prior Project Experience – 30% (Section 6.2 and 6.5)

It is anticipated that no more than three contractors will advance to Level 3 but Collin County reserves the right to adjust the number as necessary.

LEVEL 3 –BEST AND FINAL OFFER

Offerors elevated to Level 3 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. Offerors will re-evaluate proposals based upon the Criteria in level 2.

Based on the information collected in this phase, 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.

5.0 SPECIAL CONDITIONS AND SPECIFICATIONS

- 5.1 Authorization: By order of the Commissioners' Court of Collin County, Texas, sealed proposals will be received for RFP No. 2016-332, Image Network Attached Storage Solution.
- 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 an Image Network Attached Storage Solution for Collin County.
- 5.3 Term: Provide for a term contract commencing on the date of the award and continuing through project completion and enter into annual maintenance agreement for the period of three (3) years with the option of (2) additional one (1) year renewals.
- 5.4 Pre-Proposal Conference: A pre-proposal conference will be conducted by Collin County on ~~Tuesday, October 4, 2016~~ ~~Wednesday, October 5, 2016~~ at 1:30p.m. ~~2:00 p.m.~~ at 2300 Bloomdale Road, McKinney, TX 75071 in the ~~I.T. Purchasing~~ Conference Room. This is to provide an opportunity for all interested vendors to ask questions. All prospective offerors are requested to have a representative present. It is the offeror's responsibility to review documents to gain a full understanding of the requirements of the RFP. There will be a telephone conference available for the pre-proposal conference, interested vendors may begin calling on ~~10/04/2016~~ 10/05/2016 at ~~2:00 p.m.~~ 1:30p.m. CST, by dialing (972) 547-1833.
- 5.5 Point of Contact: Information regarding the procurement 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 offeror's net prices to its customers for the same product(s) and/or services shall be reduced below the contracted price, it is understood and agreed that the County shall receive such price reduction.

- 5.8 Completion/Response Time: Offeror shall place product(s) and/or complete services at the County's designated location 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. The equipment will be delivered to the address identified on the purchase order document.

The equipment will be installed at the Collin County Courthouse, 2100 Bloomdale Rd., McKinney TX 75071

- 5.10 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.
- 5.11 Testing: Testing may be performed at the request of Collin County, by an agent so designated by the County, without expense to Collin County.
- 5.12 Samples/Demos: When requested, samples/demos shall be furnished to the County at no expense.
- 5.13 Approximate Value: The estimated value of this contract is \$380,000. Approximate value does not constitute an order.
- 5.14 Background Check: 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.

5.15 **PROPOSAL SCHEDULE**

RFP released:	September 13, 2016
Pre-Proposal Conference:	October 4, 2016 at 2:00pm CST October 5, 2016 at 1:30pm CST
Deadline for submission of contractor questions:	October 7, 2016 at 5:00pm CST
Proposals due:	October 20, 2016 at 2:00pm CST
Award of Contract:	December 2016
Effective date of contract:	Upon award

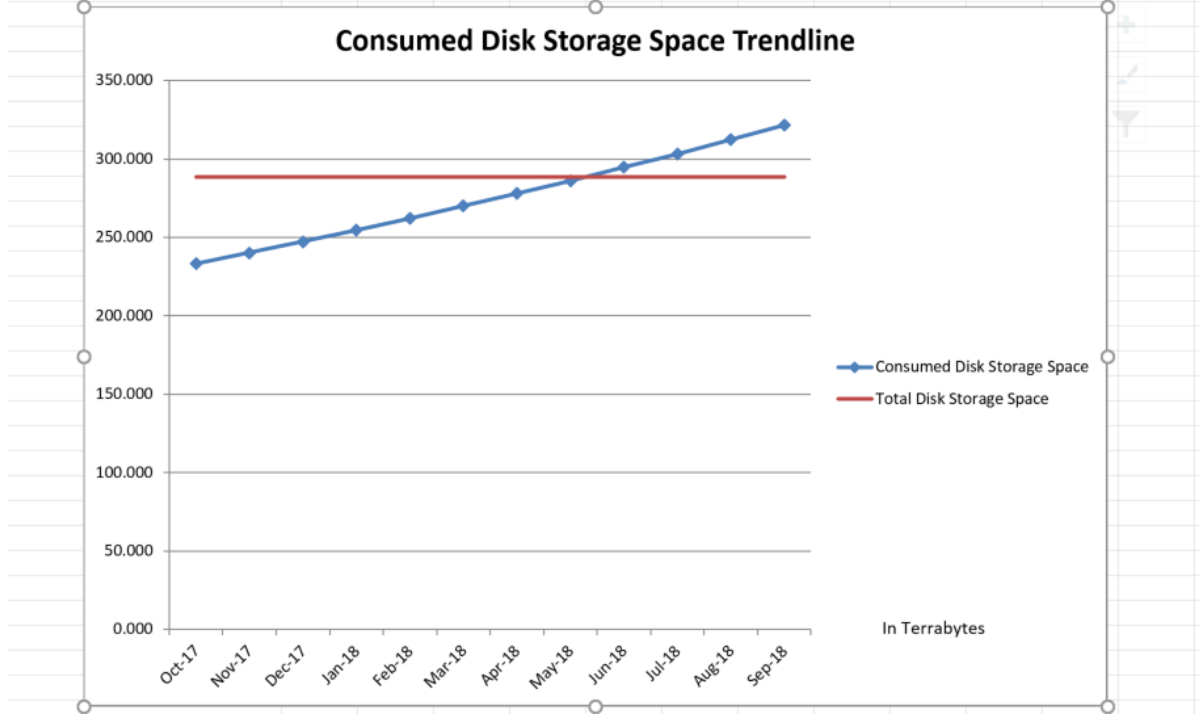
Collin County reserves the right to change the schedule of events as it deems necessary.

5.16 **Basis for Action:**

The County currently uses an IBM N-Series N6250 which serves as our primary data storage system and houses both image and non-image based data. The IBM N-Series N6250 was deployed in early 2014, uses the Data OnTap operating system and is managed via the OnCommand System Manager. In 2016, an Image Archive solution, based on a NetApp FAS8020 system, was deployed as an image archival solution using SnapVault

software as a backup repository for image data. Current storage allocations used by image data have exceeded projections and additional projects undertaken within the last year have further exacerbated the issue. Projections, shown in the table below, now indicate that the county will be out of space on the N6250 around mid-2018.

amounts in TBs	FY2018											
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Allocated Storage Space	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470
Consumed Disk Storage Space	233.210	240.149	247.285	254.626	262.177	269.945	277.935	286.156	294.612	303.312	312.262	321.470
Available Disk Storage Space	55.260	48.321	41.185	33.844	26.293	18.525	10.535	2.314	-6.142	-14.842	-23.792	-33.000
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Consumed Disk Storage Space	233.210	240.149	247.285	254.626	262.177	269.945	277.935	286.156	294.612	303.312	312.262	321.470
Available Disk Storage Space	55.260	48.321	41.185	33.844	26.293	18.525	10.535	2.314	-6.142	-14.842	-23.792	-33.000
Total Disk Storage Space	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470	288.470
Allocation Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Consumption Percentage	80.84%	83.25%	85.72%	88.27%	90.89%	93.58%	96.35%	99.20%	102.13%	105.14%	108.25%	111.44%
Growth Over Previous Month								Out of Space				



The County seeks proposals for procurement, installation, configuration, testing, and delivery of a solution to serve as an Image Network Attached Storage system. The Image NAS will become the primary data store for images within the county's storage environment. The Image NAS will need to be compatible with the existing Image Archive NAS so that a common software platform will be able to support the required SnapMirror and SnapVault functionality. The applications which currently save images to the IBM N6250 will be redirected to the new NetApp Image NAS when it comes on line.

Reclaimed storage space from the IBM N6250 will allow for future data growth of our traditional data storage needs and will also position the county so that we can continue to grow our image utilization independent of other data storage.

- 5.17 **PROJECT SCOPE:** The County seeks the following services to be provided:
 - 5.17.1 The proposal shall include procurement, delivery, installation, and configuration of the NetApp solution identified in the attached bill of materials found in Attachment A.

- 5.17.1.1 There are TWO (2) separate configurations included in Attachment A. The NetApp INAS Configuration 110TB tab is a configuration which provides the county with required storage to support a separate image storage system. The NetApp INAS Config2 516TB tab is a larger alternate system configuration which could completely replace the existing IBM N6250 storage system.
- 5.17.1.2 Proposals shall be based on the configuration provided in the worksheet tab titled NetApp INAS Configuration 110TB.
- 5.17.1.3 The County requests that proposals include pricing for an *alternate configuration* based on the bill of materials in the worksheet tab titled NetApp INAS Config2 516TB.
- 5.17.1.4 The Image NAS will be deployed in the datacenter located at the Collin County Courthouse.
- 5.17.1.5 The Image NAS will be installed in an existing Chatsworth server cabinet with external dimensions of 23 ½” W x 39” D x 84” H.
 - 5.17.1.5.1 The vendor shall be responsible for procuring the correct rail kits necessary to mount the solution in existing cabinets.
- 5.17.2 Professional services shall include:
 - 5.17.2.1 Installing the new Image NAS at the county datacenter running current Clustered Data OnTap (CDOT) release.
 - 5.17.2.1.1 The specific version of CDOT is to be confirmed with Collin County prior to beginning the project.
 - 5.17.2.1.1.1 The County intends that the version of CDOT deployed have a full service pack release with the objective that the service pack will resolve any known performance issues.
 - 5.17.2.2 Migrating existing workload from the current Image Archive to the new Image NAS in preparation for an operating system update on the current Image Archive.
 - 5.17.2.2.1 There is an existing SnapVault process, used to move data from the IBM N6250 to the Image Archive, which will have to be suspended prior to beginning the data migration.
 - 5.17.2.3 Updating the current Image Archive operating system to the same version of CDOT installed on the Image NAS (refer to item 5.17.2.1.1).
 - 5.17.2.4 Migrating the image archive data from the Image NAS back to the Image Archive after the update has been completed.
 - 5.17.2.5 Provide assistance to County application and storage administrators with changing the application image storage locations, as determined by the County.
 - 5.17.2.6 Re-create or restore the SnapVault jobs from the new Image NAS to the existing Image Archive.
 - 5.17.2.6.1 Ensure that the SnapVault and/or SnapMirror functions are correctly mapped to send images from the Image NAS to the Image Archive.
 - 5.17.2.6.2 In conjunction with Collin County administrators, verify that new images are being correctly copied to the Image Archive and are being kept in accordance with the county backup policy.
 - 5.17.2.6.3 Multiple iterations of a file within the archive solution will be kept for the duration of the county data backup policy, currently set for a rolling thirty (30) day period.

- 5.17.3 The offeror shall provide an electronic copy of an MS Visio file showing how the architected solution which will be installed at the county.
 - 5.17.3.1 The diagram shall show, in detail, the network connections and communication path(s) within the county data center and administration building and how the data is transferred as part of the County network storage solution.
 - 5.17.3.2 The selected offeror shall provide a complete documentation set of all configuration notes, MS Visio diagrams and other installation material.
- 5.17.4 The proposed solution components shall be complete and accurate to support the deployment at the County Courthouse without any additional cost incurred to the County.
- 5.17.5 Connectivity
 - 5.17.5.1 The proposed solution shall connect to a pair of Cisco Nexus 7000 switches at 10Gb.
 - 5.17.5.2 The proposal shall include the necessary 10Gb multi-mode Cisco SFP+ modules to connect the proposed system to the existing backend network within the county data center.
 - 5.17.5.2.1 A total of eight (8) 10Gb SFP+ multi-mode adapters will be required for the necessary connections.
 - 5.17.5.3 The existing Image Archive solution is deployed at the County Administration Building. As part of this project, County personnel will change the existing network connection to use single mode fiber.
 - 5.17.5.3.1 The proposal shall include the necessary four (4) 10Gb single mode Cisco SFP+ modules to connect the proposed system to the existing image archive.
 - 5.17.5.4 Vendor shall verify and supply the correct fiber patch cable lengths, types, and quantities necessary to make the required network connections.
- 5.18 **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 timeline shall include the steps and time required to install the new Image NAS, stop the current SnapVault process, swing existing data from the Image Archive to the Image NAS, update the Image Archive, swing data back to the Image Archive, change application storage locations to the new Image NAS, re-create or restore the SnapVault process from the new Image NAS to the Image Archive, and test/verify the correct SnapVault functions. 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.
- 5.19 **PLANNING AND DISCOVERY:** The offeror shall conduct necessary planning and discovery sessions with Collin County storage, application, and backup administrators to understand the current storage structure and plan.
- 5.20 **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.
- 5.21 **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%.

5.21.1 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.

5.21.2 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.

5.21.3 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.

5.21.4 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 and through an Image Archive using SnapVault software to retain duplicate image copies.

6.0 PROPOSAL FORMAT

In accordance with the directions below, offeror shall provide a response for each item in Section 5.17 and Sections 6.2-6.7 in order and include item numbers in response. 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”, offeror shall state that and refer to Section 7.0 Exceptions, with explanation.

Offeror shall adhere to the instructions in this request for proposals on preparing and submitting the proposal. If offeror does not follow instructions regarding proposal format, points will be deducted during the evaluation process.

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 services(s)?

6.2.5 **The successful implementation offeror SHALL be an authorized NetApp 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:

6.4.1.1 Offeror shall propose 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 will 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 Education and Training
- 6.4.1.1.6 Impact on current system
- 6.4.1.1.7 Warranty
- 6.4.1.1.8 Maintenance
- 6.4.1.1.9 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 provide a response for each of the items in Section 5.17 in order and include item numbers in response. Offeror shall follow format outlined in Section 6.0 when submitting responses.

6.5 REFERENCES

6.5.1 Provide a minimum of three (3) projects with details of implementation with similar environments as this project for Collin County. Preference will be given to offerors who provide references with other local government entities. Provide name, email and phone number of contact person for each project noted. Collin County should not be provided as a reference.

6.6 PRICING/FEES

6.6.1 Offeror shall complete Attachment A for hardware, software, services and maintenance. Price will be evaluated based on The NetApp INAS Configuration 110TB tab. The alternate NetApp INAS Configuration 2 516TB may be considered during best and final offer. Offeror shall provide itemized cost for installation, configuration, documentation, warranties, and education/knowledge transfer.

6.6.2 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.

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 in Section 7.0 it is understood that the offeror has agreed to all RFP requirements, the response will be considered as confirmed even if it is listed elsewhere as an exception.

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