



Request for Proposals

Village of Lincolnwood

SAN Upgrade

Village of Lincolnwood, Illinois

Issued: January 4, 2019
Due: February 4, 2019 at 3:00 p.m. CST

Please submit all responses to:

Charles Meyer
Assistant Village Manager
Village of Lincolnwood
6900 North Lincoln Avenue
Lincolnwood, IL 60712



Request for Proposals

Village of Lincolnwood

SAN Upgrade

This Request for Proposals (RFP) has been prepared by the Village of Lincolnwood (“Village”) in order to retain the services of a qualified firm to provide a Storage Area Network (SAN) to support the Village’s computer network.

The selected contractor will be invited to enter into an agreement with the Village, in a form to be provided by the Village (“Agreement”), to provide the Services in accordance with the Project Scope/Specifications section of this RFP. The Village Board has the ultimate authority to approve any proposal and to authorize execution of the negotiated Agreement. A template of the Agreement is attached.

Section I: Project Background

The Village of Lincolnwood is a thriving community of approximately 12,590 people. The Village lies approximately 10 miles northwest of downtown Chicago. The Village is a full-service municipality that provides police, fire, emergency medical, public works, and parks and recreation services for the safety and enjoyment of residents and visitors.

The Village’s current SAN has been in place for over eight years and is currently nearing its end of life. The appliance is no longer being supported by its vendor and is vulnerable to hardware failure. The appliance does not support high-performance servers.

The purpose of this RFP is to solicit proposals from contractors to provide a SAN solution and all hardware, software, licensing, maintenance and support for the SAN (collectively, the “Services”) in a manner that is compatible with the Village’s computer system.

Section II: Project Scope/Specifications

A. The Village’s Current Network Environment

The Village’s main storage server is a Dell PowerVault MD3200i with three hosts, 32 virtual machines, and eight datastores. Below are statistics on the existing arrays. The Village desires to replace the SAN and use the replacement as an opportunity to allocate appropriate resources to high-performance servers.



Existing SAN Hosts – RAM

Hosts Memory Usage	Total RAM (GB)	Used	Average Used/Host	Average Free/Host	Percent Free/Host
Local_array1	144	77	53%	66 GB	47%
Local_array2	128	63	49%	65 GB	51%
Local_array3	128	99	77%	29 GB	23%
Totals	400 GB	244 GB			

Existing SAN Hosts – CPU

Campus Location	Processors	Cores	Hosts	CPU	Used
Local_array1	2	6	1	30	3.34
Local_array2	2	6	1	30	2.9
Local_array3	2	6	1	30	5.96
Totals				90	12.2

Existing SAN Array - Storage

Campus Location	Total Storage (TB)	Allocated Storage	Available Storage
Local_array1	8.18	3.82	4.36
Local_array2	8.18	3.82	4.36
Local_array3	11.08	9.56	1.52
Totals	27.44	17.2	10.24

The Village desires to continue utilizing iSCSI for connectivity. The selected contractor should provide 10 GB iSCSI switches for SAN to host connectivity. The Village’s current core networking hardware consists of HP ProCurve 2824 for VMotion and Aruba 5400.

The Village uses VMware vCenter to manage this storage solution through a “single pane of glass”.

B. The Service Requirements

1. General Requirements

- a. All hardware must be new, unused, and delivered to the Village in its original, sealed package.
- b. All products shall be current production models as of the proposal due date.
- c. The solution proposed should be able to host and support Microsoft Exchange 2010 and above or later, SQL database, and files shares.
- d. The solution shall be certified to work with VMware 6.7 and above.



- e. The proposed systems will be internal to Village network and will not be used in the DMZ (Demilitarized Zone).
- f. The proposed system shall fully integrate with the Village's currently-used backup product (Veeam).
- g. System components shall not be nearing end-of-life, end-of-sale, or end of technology roadmap.

2. SAN Requirements

- a. The proposed SAN must meet the following minimum criteria:
 - i. It must handle more than 25,000 RW IOPS during peak time, with less than one millisecond latency;
 - ii. It must have at least 30TB of effective usable storage;
 - iii. It must Include dual controllers;
 - iv. It must support 10 GbE iSCSI system capacity;
 - v. It must provide fault tolerance capabilities to fully protect uptime against controller failures. There shall be data protection to allow a minimum of two drives to fail without losing the integrity of the drive;
 - vi. It must support RAID 10, RAID 6 and Raid 50;
 - vii. It must have the ability to notify users of component failures or prefailure conditions;
 - viii. It must have VMware 6.7 and above certified hardware;
 - ix. It must have the ability to shrink and grow drive sizes depending on current demands;
 - x. It must support priority data optimization and automatic data-tiering;
 - xi. It must support for "thick" and "thin" drive-space provisioning;
 - xii. Each component should be hot swappable, with no single points of failure;
 - xiii. All firmware should be able to be upgraded without down-time;
 - xiv. It must include snapshot and cloning capabilities;
 - xv. It must provide an enterprise level solution;
 - xvi. It must provide time-based reporting (daily, weekly, monthly and annually);



- xvii. It must use Microsoft Active Directory for authentication/credentials;
 - xviii. It must have migration tools for existing data sets;
 - xix. It must provide the ability to send alerts via multiple notification methods;
 - xx. It must be able to backup and restore all Microsoft Windows Server operating system versions from 2003 forward;
 - xxi. It must include a dashboard with real-time reporting that provides a health check view for all backups; and
 - xxii. It must be scalable.
- b. The contractor must provide all necessary cables between servers and the SAN.
 - c. The proposal must include five years of maintenance and support services (24x7x365, 4-hour response time) as part of the base pricing, which maintenance and support should include all software updates;
3. Installation Schedule
- a. The design and the complete installation of the SAN must be completed by April 30, 2019.
 - b. All downtime for the Village's network during the installation and migration to the SAN must be scheduled on weekends.
4. Training
- As part of the Services, the selected contractor must provide training to Village staff in the following areas:
- 1. How to create administrative accounts on the SAN;
 - 2. How to create LUN or Volume that can be used for data storage;
 - 3. How to setup alerts for system faults and hardware failures; and
 - 4. On best practices for using and maintaining the SAN.
5. Resilience Testing
- The contractor must conduct hardware and data resiliency testing. Village staff will participate in testing and validate that systems are restored.



6. Documentation

The contractor must provide documentation to the Village on how to troubleshoot basic issues and problems with the SAN. The contractor also must provide guides to the Village for ongoing management and maintenance of the SAN.

Section III: Submittal Requirements

All proposals must be signed by an authorized official of the proposer. Proposals that contain omissions, erasures, alterations, conditional quotes, or that contain irregularities of any kind may be rejected.

The proposal should contain, without limitation, the following information at a minimum:

A. Contact Information

1. Name of the proposer; and
2. The office address, main telephone and fax numbers, e-mail address, and website address.

B. List of Qualifications and Certifications, and Required Licensing. The proposer shall provide the following:

1. General information about the proposer, its history and services;
2. The resumes of the owners/supervisors of the proposer and the persons responsible for overseeing and completing the Services, including these individuals' certifications, degrees, and experience.

C. References.

The proposer shall provide a list of at least three references for customers that installed similar SAN systems. Preferably, the references should include any municipal and government customers with similar-sized environments and number of end-users. The proposal must include the contact information for these references.

D. Proposed Hardware, Software, Licenses, and Services to be Provided.

1. The proposer must describe all hardware, software, licenses, and other Services to be provided to the Village, which description should include, as applicable, the names of manufactures, software providers, model numbers, specifications, and catalogue numbers of each item or Service.
2. The proposer shall include any applicable literature from the manufacturer or software provider for hardware, software, licenses, and other Services to be provided the Village.
3. The proposer must provide a description of any maintenance and support services that apply to the proposed hardware, software and Services.



4. The proposer must provide a description of all proposer and manufacturers' warranties that apply to each piece of hardware, software, and any other Services. The proposer shall also include any extended warranty options available and price for each warranty option.

E. Proposed Fee Structure

1. The proposer must describe all the costs and fees associated with the provision of the Services, including an itemized list of the costs for all pieces of hardware, software, licenses, and support and maintenance services. The price for each category should be broken down by components.
2. The pricing shall inclusive of all costs and fees, including, without limitation, all shipping and delivery costs, taxes, licenses, and royalties.

F. Schedule

Proposers should include a proposed schedule for providing the Services. Such schedule shall account for design, installation, data migration, and testing so that the project is complete no later than April 30, 2019.

G. Letter

Each proposal shall include a letter indicating that all information in the proposal is true and complete and signed by the authorized owner, partner, officer of the corporation, or manager of the limited liability company submitting the proposal, with said signature duly notarized by a notary public.

Section IV: Evaluation of Proposals

A review and selection committee ("Selection Committee") consisting of representatives of the Village will review and evaluate all proposals. As part of the selection process, the Selection Committee may interview none, some, or all of the proposers for the Agreement. The Selection Committee will then make a recommendation to the Village Board as to which proposer should be awarded the Agreement.

The following criteria shall aid the Selection Committee in recommending which proposer should be awarded:

- A. The proposer's understanding of the project to be performed and a description of the technical approach to be taken to accomplish the project.
- B. The proposer's technical competencies as evidenced by the professional qualifications and related work experience of the firm. Specific professional qualifications, training, and experience of the assigned and committed personnel for the satisfactory performance of this work.
- C. The proposer's price offer for the Services.
- D. The proposer's proposed schedule for providing the Services.
- E. The proposer's references.



Section V: Submittal Procedures

A. Questions and Clarifications

All questions regarding this Request for Proposals should be directed in writing to:

Heather McFarland
Village of Lincolnwood
6900 N. Lincoln Avenue
Lincolnwood, IL 60712
HMcFarland@lwd.org

Questions will be accepted until **5:00 p.m. CST on January 14, 2019.**

All questions and responses will be compiled and submitted electronically in one general response memorandum on **January 18, 2019.** In order to enable the Village to equitably respond to requestor questions, the Village requests that prospective proposers register in advance with the Village via e-mail at HMcFarland@lwd.org.

B. RFP Submittals

Please deliver one digital copy of the proposal via flash drive and four printed copies to the Village at the following address:

Charles Meyer
Assistant Village Manager
Village of Lincolnwood
6900 N. Lincoln Avenue
Lincolnwood, IL 60712

All proposals must be submitted in a sealed envelope and clearly marked "2019 SAN Upgrade RFP."

Proposals must be received no later than **3:00 p.m. CST on February 4, 2019.** Proposals will not be opened publically. Proposals submitted after this time will not be opened. No oral, telephone, e-mail, or facsimile proposals will be considered.

C. Standard Terms and Conditions

Proposals submitted are offers only, and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the proposers submitting proposals. Issuance of this RFP does not obligate the Village to pay any costs incurred by a proposer in its submission of a proposal or making any necessary studies or designs for the preparation of that proposal, or for procuring or contracting for the services to be furnished under this RFP.

- A. A proposer may withdraw its proposal, either personally or by written request, at any time prior to the scheduled deadline for submittals. No proposal shall be withdrawn for 60 days after the date set for opening proposals. Proposals shall be subject to acceptance during this period.

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- B. The Village reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the Village and to the public; to reject the low price proposal; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the RFP process; provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Proposers should not rely upon, or anticipate, such waivers in submitting their proposal.

Section VI: Anticipated Project Timeline

Selection Process Step	Estimated Date(s)
Release of the <i>Request for Proposals</i> (RFP)	January 4, 2019
Final Date for Vendors to Submit Questions (5:00 PM)	January 14, 2019
Date for Publishing Answers to Vendor Questions	January 18, 2019
Proposals Due	February 4, 2019 at 3:00 PM
Possible Vendor Interviews	Week of February 11, 2019
Final Vendor Selection	February 1, 2019
Estimated Board Approval	March 5, 2019
Implementation Start (See Implementation Schedule Section for restrictions regarding on-site work)	March 19, 2019
Project Completion Date	April 30, 2019

Attached – Agreement Template

**VILLAGE OF LINCOLNWOOD
PROFESSIONAL SERVICES AGREEMENT**

This **AGREEMENT** is dated as of the ____ day of _____, 20__ (“**Agreement**”), and is by and between the **VILLAGE OF LINCOLNWOOD**, an Illinois home rule municipal corporation (“**Village**”), and **[NAME] [ADDRESS]** (“**Consultant**”).

IN CONSIDERATION OF the recitals and the mutual covenants and agreements set forth in the Agreement, and pursuant to the Village’s statutory and home rule powers, the parties agree as follows:

SECTION 1. SCOPE OF SERVICES. The Village retains the Consultant to perform, and the Consultant agrees to perform, all necessary services to perform the work in connection with the project identified below (“**Services**”), which Services the Consultant shall provide pursuant to the terms and conditions of this Agreement:

[INSERT DESCRIPTION OF THE PROFESSIONAL SERVICES BEING PROVIDED]

SECTION 2. TIME OF PERFORMANCE. The Consultant shall perform the Services on or before ***[INSERT DATE]*** (“**Time of Performance**”).

SECTION 3. COMPENSATION.

A. Agreement Amount. The total amount billed by the Consultant for the Services under this Agreement shall not exceed ***[INSERT NOT TO EXCEED PRICE]***, including reimbursable expenses, without the prior express written authorization of the Village Manager. The terms for payment to the Consultant shall be as follows:

[INSERT TERMS FOR PAYMENT]

B. Taxes, Benefits, and Royalties. Each payment by the Village to the Consultant includes all applicable federal, state, and Village taxes of every kind and nature applicable to the Services as well as all taxes, contributions, and premiums for unemployment insurance, old age or retirement benefits, pensions, annuities, or similar benefits and all costs, royalties, and fees arising from the use of, or the incorporation into, the Services, of patented or copyrighted equipment, materials, supplies, tools, appliances, devices, processes, or inventions. All claim or right to claim additional compensation by reason of the payment of any such tax, contribution, premium, costs, royalties, or fees is hereby waived and released by Consultant.

SECTION 4. REPRESENTATIONS OF CONSULTANT. The Consultant represents and certifies that the Services shall be performed in accordance with the standards of professional practice, care, and diligence practiced by recognized consultants in performing services of a similar nature in existence at the Time of Performance. The representations and certifications expressed shall be in addition to any other representations and certifications

expressed in this Agreement, or expressed or implied by law, which are hereby reserved unto the Village.

The Consultant further represents that it is financially solvent, has the necessary financial resources, and is sufficiently experienced and competent to perform and complete the Services in a manner consistent with the standards of professional practice by recognized consultants providing services of a similar nature. The Consultant shall provide all personnel necessary to complete the Services.

SECTION 5. INDEMNIFICATION; INSURANCE; LIABILITY.

A. Indemnification. The Consultant proposes and agrees that the Consultant shall indemnify, save harmless, and defend the Village against all damages, liability, claims, losses, and expenses (including attorneys' fee) that may arise, or be alleged to have arisen, out of or in connection with the Consultant’s performance of, or failure to perform, the Services or any part thereof, or any failure to meet the representations and certifications set forth in Section 4 of this Agreement.

B. Insurance. The Consultant acknowledges and agrees that the Consultant shall, and has a duty to, maintain adequate insurance, in an amount, and in a form and from companies, acceptable to the Village. The Consultant’s maintenance of adequate insurance shall not be construed in any way as a limitation on the Consultant’s liability for losses or damages under this Agreement.

C. No Personal Liability. No elected or appointed official, or employee of the Village shall be personally liable, in law or in contract, to the Consultant as the result of the execution of this Agreement.

SECTION 6. GENERAL PROVISIONS.

A. Relationship of the Parties. The Consultant shall act as an independent contractor in providing and performing the Services. Nothing in, nor done pursuant to, this Agreement shall be construed to (1) create the relationship of principal and agent, employer and employee, partners, or joint venturers between the Village and Consultant; or (2) to create any relationship between the Village and any subcontractor of the Contractor.

B. Conflicts of Interest. The Consultant represents and certifies that, to the best of its knowledge, (1) no Village employee or agent is interested in the business of the Consultant or this Agreement; (2) as of the date of this Agreement neither the Consultant nor any person employed or associated with the Consultant has any interest that would conflict in any manner or degree with the performance of the obligations under this Agreement; and (3) neither the Consultant nor any person employed by or associated with the Consultant shall at any time during the term of this Agreement obtain or acquire any interest that would conflict in any manner or degree with the performance of the obligations under this Agreement.

C. **No Collusion.** The Consultant represents and certifies that the Consultant is not barred from contracting with a unit of state or local government as a result of (1) a delinquency in the payment of any tax administered by the Illinois Department of Revenue unless the Consultant is contesting, in accordance with the procedures established by the appropriate revenue act, its liability for the tax or the amount of the tax, as set forth in Section 11-42.1-1 *et seq.* of the Illinois Municipal Code, 65 ILCS 5/11-42.1-1 *et seq.*; or (2) a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Criminal Code of 1961, 720 ILCS 5/33E-1 *et seq.* If at any time it shall be found that the Consultant has, in procuring this Agreement, colluded with any other person, firm, or corporation, then the Consultant shall be liable to the Village for all loss or damage that the Village may suffer, and this Agreement shall, at the Village's option, be null and void.

D. **Termination.** Notwithstanding any other provision hereof, the Village may terminate this Agreement at any time upon 15 days prior written notice to the Consultant. In the event that this Agreement is so terminated, the Consultant shall be paid for Services actually performed and reimbursable expenses actually incurred, if any, prior to termination, not exceeding the value of the Services completed.

E. **Compliance with Laws and Grants.** Consultant shall give all notices, pay all fees, and take all other action that may be necessary to ensure that the Services are provided, performed, and completed in accordance with all required governmental permits, licenses, or other approvals and authorizations that may be required in connection with providing, performing, and completing the Services, and with all applicable statutes, ordinances, rules, and regulations, including without limitation the Fair Labor Standards Act; any statutes regarding qualification to do business; any statutes prohibiting discrimination because of, or requiring affirmative action based on, race, creed, color, national origin, age, sex, or other prohibited classification, including, without limitation, the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 *et seq.*, and the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.* Consultant shall also comply with all conditions of any federal, state, or local grant received by the Village or Consultant with respect to this Contract or the Services. Consultant shall be solely liable for any fines or civil penalties that are imposed by any governmental or quasi-governmental agency or body that may arise, or be alleged to have arisen, out of or in connection with Consultant's, or its subcontractors, performance of, or failure to perform, the Services or any part thereof. Every provision of law required by law to be inserted into this Contract shall be deemed to be inserted herein.

F. **Default.** If it should appear at any time that the Consultant has failed or refused to prosecute, or has delayed in the prosecution of, the Services with diligence at a rate that assures completion of the Services in full compliance with the requirements of this Agreement, or has otherwise failed, refused, or delayed to perform or satisfy the Services or any other requirement of this Agreement ("*Event of*

Default"), and fails to cure any such Event of Default within ten business days after the Consultant's receipt of written notice of such Event of Default from the Village, then the Village shall have the right, without prejudice to any other remedies provided by law or equity, to (1) terminate this Agreement without liability for further payment; or (2) withhold from any payment or recover from the Consultant, any and all costs, including attorneys' fees and administrative expenses, incurred by the Village as the result of any Event of Default by the Consultant or as a result of actions taken by the Village in response to any Event of Default by the Consultant.

G. **Assignment.** This Agreement may not be assigned by the Village or by the Consultant without the prior written consent of the other party.

H. **Notice.** All notices required or permitted to be given under this Agreement shall be in writing and shall be delivered (1) personally, (2) by a reputable overnight courier, or by (3) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid. Unless otherwise expressly provided in this Agreement, notices shall be deemed received upon the earlier of (a) actual receipt; (b) one business day after deposit with an overnight courier as evidenced by a receipt of deposit; or (c) three business days following deposit in the U.S. mail, as evidenced by a return receipt. Notices and communications to the Village shall be addressed to, and delivered at, the following address:

Village Hall
6900 North Lincoln Avenue
Lincolnwood, Illinois 60712
Attention: Village Manager

With a copy to:

Holland & Knight LLP
131 S. Dearborn, 30th Floor
Chicago, Illinois 60603
Attention: Steven M. Elrod, Corporation
Counsel

Notices and communications to the Consultant shall be addressed to, and delivered at, the following address:

(to be filled in)

I. **Waiver.** Neither the Village nor the Consultant shall be under any obligation to exercise any of the rights granted to them in this Agreement except as it shall determine to be in its best interest from time to time. The failure of the Village or the Consultant to exercise at any time any such rights shall not be deemed or construed as a waiver of that right, nor shall the failure void or affect the Village's or the Consultant's right to enforce such rights or any other rights.

J. **Third Party Beneficiary.** No claim as a third party beneficiary under this Agreement by any person, firm, or corporation shall be made or be valid against the Village.

ATTEST:

VILLAGE OF LINCOLNWOOD

By: _____
Beryl Herman, Village Clerk

By: _____
Robert Merkel, Interim Village Manager

ATTEST:

CONSULTANT

By: _____

By: _____

Title: _____

Its: _____