

## **SECTION I -BACKGROUND AND GENERAL INFORMATION**

### **1.0. PROJECT DESCRIPTION**

The City of Marquette (the City) invites proposals from qualified firms that possess outstanding qualifications, experience, and knowledge to provide and install a multi-node hypervisor cluster, fully designed and integrated to provide scalability, ease of management, high data integrity, security, redundancy, and superior functionality. The successful bidder will be required to work on premise to replace the City's current system. This system will include the functional requirements described in Section II, Scope of Work. Functional requirements for the proposed solution should be detailed by the vendor in Appendix A and returned with the completed proposal.

Proposals must be submitted on or before 2:00 p.m., Eastern Standard Time, January 6, 2023. Late proposals will not be considered. All proposals must be signed by an authorized representative of your organization. Faxed or e-mailed proposals will not be considered.

The City reserves the right to accept or reject any and all proposals, and to select the proposal most advantageous to the City of Marquette.

Copies of proposal documents may be obtained from the City of Marquette website <https://www.marquettemi.gov/bids>. Questions regarding this proposal may be directed to Todd Carruth, City of Marquette, IT Division, at [tcarruth@marquettemi.gov](mailto:tcarruth@marquettemi.gov) no later than December 22, 2022, to be posted on the City's website.

### **2.0. CURRENT SYSTEM**

The City's current server environment consists of two systems. The primary system is utilizing 40 TB of a 50 TB pool, run on two (2) physical hosts (in separate locations), with an offsite backup appliance. The secondary system is utilizing 10 TB of a 20 TB pool, run on two (2) physical hosts, and a storage repository. Approximately twenty (20) virtual client servers run on these two systems.

The City is seeking to simplify management of these resources by combining the primary and secondary systems into one. The proposal must contain software and hardware that seamlessly operate as one integrated, turn-key solution.

### **3.0. PROPOSED SCHEDULE**

The following table outlines the City's planned schedule of activities related to the RFP distribution, response submission, evaluation, and selection processes.

<b>MILESTONE</b>	<b>DATE</b>
Request for Proposal Issued	December 2, 2022
Deadline for Receipt of Vendor Questions	December 22, 2022
Proposals Due	January 6, 2023
Vendor Demonstrations	January 23-27, 2023
Select Vendor	January 30, 2023
Project Start On Premise	October 1, 2023, or earlier
Go Live	November 1, 2023

## **SECTION II - SCOPE OF WORK/REQUIREMENTS**

### **4.0. REQUIREMENTS**

The City uses dual node clusters split between physical locations. The disaster recovery system consists

of two separate systems; a primary and a secondary, with a total of four (4) physical hosts. The primary backup appliance is maintained off-site. An on-site storage repository backs up the secondary system. These systems must be replaced before November 1, 2023. The City desires proposals from qualified vendors for a replacement system, combining the primary and secondary systems into a fully designed, integrated and scalable multi-node hypervisor cluster. Finally, due to the increasing necessity of cybersecurity, **the proposed system must have FIPS (Federal Information Processing Standards) 140-3 certification.** Vendor must verify that the system is FIPS compliant in Appendix A.

#### **4.1. Backup System**

The City requires a replacement to its backup and replication system. It must fully integrate with the proposed hyper visor system. It will provide enough storage to maintain flexibility and expansion in server and data growth throughout the life (60 months) of the system. Recommendations should include protection from ransomware, and a system that will automatically scan backups prior to data restoration and verify that they are safe from malware. The integrated software will add scalability, security, and monitoring capabilities. Easy backup and easy restore features, and the ability to start and run a virtual server independently from the physical server host, when necessary. Vendor must describe the proposed backup system in Appendix A.

#### **4.2. System Software Licensing**

The vendor will be responsible for ensuring all software licenses for the physical and virtual architecture and virtualization layer operating system software, are purchased for the initial implementation and for all annual renewals. The vendor will also be responsible to notify the City 60 days in advance of all license renewals. Licenses are to be maintained and renewed in accordance with the licensing agreements and renewal schedules. This includes all software used to manage the hyper-visor and backup systems. The City is responsible for licensing the client server operating systems, i.e. Windows Servers, Linux, etc., and other applications that reside on or above the virtualization layer. Vendor must describe the proposed software and licensing in Appendix A.

#### **4.3. Maintenance And Support Pricing**

The City requires comprehensive training and vendor must provide standard maintenance and service level-based support pricing for all products included in the proposal. Maintenance and support services must be provided by trained and qualified engineers and technicians. Vendor must document the training and qualifications of technicians who might provide service to the City. Vendor must describe the proposed training and costs in Appendix B.

#### **4.4. Pricing Methods**

The Vendor shall describe its pricing method(s) for the options described under Section II – Scope of Work, by filling out Appendix B in the Excel spreadsheet found at [www.marquettemi.gov/bids](http://www.marquettemi.gov/bids).

Pricing provided must include:

- Implementation Costs
- Software licensing
- Hardware costs
- Installation costs
- Support services
- Training

### **5.0. IMPLEMENTATION OPTIONS**

The software vendor's solution must specify all required hardware, software and professional services. The City prefers on-premises solutions, but other options will be considered if the proposed application solution meets the requirements of this RFP.

### **6.0. TESTING**

Perform system testing of the application software and hardware, and resolve issues as necessary, before putting into the production environment.

## **7.0. PROJECT MANAGEMENT**

Provide project management oversight for implementation in conjunction with the City's designated project manager. Shared project management duties include developing a project plan and project schedule, and ensuring deliverables and milestones are met.

## **8.0. DATA MIGRATION**

The vendor will work with the City's designated project manager to ensure the system is functional and data is migrated and verified, before moving into the production environment.

## **9.0. TRAINING AND DOCUMENTATION**

Vendor is to provide a training plan that incorporates system administrators. The City has three (3) IT staff who will require training on the use of the proposed system.

Sample documentation does not need to be provided as part of the initial RFP, however, short-listed vendors will be asked to provide, at minimum, the Table of Contents and sample chapters of key user documents, such as the administrative and end-user manuals, systems and application diagrams, etc. Ultimately, the selected vendor(s) must provide complete printable documentation and diagrams of the vendor's solution.

## **10.0. FINANCING OPTIONS**

Proposals must be quoted using five-year fair market value leasing option for hardware equipment. At the end of the lease term, the City may exercise one of the following options: a) return the equipment at lease end; b) renew the lease for a specified period at a negotiated lease amount; c) purchase the equipment at fair market value; or d) extend the original term of the lease on a month-to-month basis. The City reserves the right to lease from a leasing company of its choice.

# **SECTION III - GUIDELINES AND SCHEDULE**

## **11.0. GENERAL REQUIREMENTS**

11.1. The City of Marquette requires a "not-to-exceed" price contract for this procurement. The vendor is expected to complete the scope of work for the negotiated price.

11.2. Unless prices and all information requested are complete, proposal may be voided and given no consideration.

11.3. The City will hold the vendor to total contract price. Phase and task cost reconciliation will not be performed.

11.4. In case of default by the vendor, the City of Marquette may procure the articles or services from other sources and may deduct from any monies due, or that may thereafter become due to the vendor, the difference between the price named in the contract or purchase order and the actual cost thereof to the City of Marquette.

11.5. All proposals must be signed with the vendor's name and by a responsible officer or employee. Obligations assumed by such signature must be fulfilled.

## **12.0. PROPOSAL SUBMISSION**

12.1. One (1) executed original and three (3) copies (and attachments and exhibits, if applicable) must be submitted in sealed envelopes on or before 2:00 p.m., Eastern Standard Time, January 6, 2023 to:

Marquette City Hall  
Attn: Katherine Burnette  
300 West Baraga Avenue

Late proposals will not be considered. Faxed or e-mailed proposals will not be considered.

12.2. Any questions concerning this RFP should be directed to Todd Carruth via email at [tcarruth@marquettetmi.gov](mailto:tcarruth@marquettetmi.gov). Responses to e-mail questions will be posted on the City's website, [www.marquettetmi.gov/bids](http://www.marquettetmi.gov/bids). Respondents will not receive personalized or individual email responses. Respondents should check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding this RFP.

12.3. Responses to all Appendices sections in this RFP must be completed using the templates provided by the City which can be downloaded via the City's website at: [www.marquettetmi.gov/bids](http://www.marquettetmi.gov/bids).

### **13.0. LIMITATIONS**

13.1. All information and materials submitted will become the property of the City. Vendors should not submit proprietary or confidential business information unless the vendor believes such information is critical to its presentation. Such information should be clearly identified as such. The City will protect such proprietary or confidential information only to the extent which the law allows.

13.2. This RFP does not commit the City to award a contract(s) or pay any costs incurred in the preparation of a proposal in response to this request.

13.3. The City reserves the sole right to accept or reject any or all proposals received as a result of this RFP, to negotiate with qualified contractors, or to cancel this RFP in part or in its entirety.

13.4. Each proposal shall include a statement indicating whether the vendor or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict. The Marquette City Commission reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the system to be developed by the responder. The City Commission's determination regarding any questions of conflict of interest shall be final.

13.5. Information must be furnished complete, in compliance with the terms, conditions, provisions and specifications of the Request for Proposals. The information requested and the manners of submission are essential to permit prompt evaluation of all proposals on a fair and uniform basis. The response must follow the RFP Response Outline provided in Section V.

13.6. The City reserves the right to declare as non-responsive and reject any proposal in which material information requested is not furnished or where indirect or incomplete answers or information are provided.

13.7. Proposals and modifications or corrections received after the closing time specified will not be considered.

13.8. No telegraphic, telephone or facsimile of proposals will be accepted. If a photocopy is to be submitted, it must be signed in original, in ink.

### **14.0. GOVERNING LAW**

All proposals, agreements, and the provision of services resulting from this request for proposal shall be governed by and construed in accordance with the laws of the State of Michigan. No agreement arising as a result of this request for proposal shall contain any term or condition to the contrary. Your submission of a proposal in response to this request for proposal constitutes consent to this jurisdictional requirement.

## **15.0. PROPOSAL POSTPONEMENT AND ADDENDUM**

The City of Marquette reserves the right to revise or amend the specifications or any other part of the proposal up to the deadline for submissions. Such revisions and amendments, if any, shall be announced by addendum to this solicitation, and all registered bidders will be notified. Any such addendums shall be published by the City on the City's website. Copies of such addendums may be furnished to all prospective vendors upon request.

If revisions and amendments require changes in quantities or prices proposed, or both, the deadline for submissions may be postponed by such number of days as in the opinion of the City shall enable vendors to revise their proposals. In any case, the proposal deadline shall be at least five working days after the last addendum; and the addendum shall include an announcement of the new deadline, if applicable.

## **16.0. CITY CONTACTS**

Questions are to be directed to:  
Todd Carruth, IT Manager  
Email: tcarruth@marquettetmi.gov

# **SECTION IV - PROPOSAL EVALUATION PROCESS**

## **17.0. RFP EVALUATION CRITERIA**

In order for proposals to be evaluated and considered by the City, each vendor must respond to this invitation by providing all data required. Upon approval, the City and the selected vendor will enter into good faith negotiations on a contract. If agreement on the terms of such a contract cannot be reached after a period deemed reasonable by the City, the City may enter negotiations and sign a contract with any other vendor who submitted a timely, responsive and responsible proposal to this RFP.

Technical ranking of proposals will be combined with the corresponding price ranking to determine a final ranking for each vendor. Technical merit will have greater weight; however, the more closely responses are ranked technically, the more important total cost will become. The final decision will be selected based on best overall value to the City.

Vendors whose submittals include a significant failure to comply with the proposal submission and general contract requirements will be dropped from the evaluation process. Proposals will be evaluated and ranked based on the following criteria:

- Ability to meet the stated proposal requirements
- Competency, experience and qualifications of vendor and key personnel
- Past performance and experience with physical and virtual server systems, services and operations of a similar scope and nature
- Understanding of the scope of the project and a logical methodology for carrying out the tasks in the scope of work.
- Software application functionality as indicated in Appendix A, Vendor Responses
- Costs for purchase and implementation as indicated in Appendix B, Pricing

## **18.0. Oral Presentations, System Demonstration, Site Visit**

Proposers should be prepared to discuss and substantiate any of the areas of the information submitted as well as its qualifications to furnish the specified products and services. Notwithstanding the possibility of a request for an oral presentation, proposers shall not rely on the possibility of such a request and shall submit a complete and comprehensive written response to this solicitation. The City shall not be charged any fees associated with vendor's cost to give requested presentations, demonstrations or conducting site visits.

# **SECTION V - RFP RESPONSE REQUIREMENTS AND FORMAT**

Please use the following format to structure your RFP response. Your response should include each section detailed below in the order presented and must be separated by tabs. The detail represents the items that

are to be covered in each section of your response. Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration. Please refer to **Section II – Scope of Work for additional information.**

RFP Response Format

Title Page

Letter of Transmittal

Table of Contents

1.0 Executive Summary

2.0 Company Background and Experience

3.0 Project Understanding

4.0 Project Staffing and Organization

5.0 Project Work Plan and Schedule

6.0 System Functionality

7.0 Software Maintenance, Updates, and Support

8.0 Cost Proposal

9.0 Client References

10.0 Vendor Profile Questionnaire

11.0 Appendices

**A. TITLE PAGE**

The title page should include, at minimum, the following:

Name of Project – “Multi-node Hypervisor Cluster RFP 22-06”

Submitted by - *Company Name*

Date of Submittal

Copy x of 3 – “x” indicating the specific copy number for each of the three printed copies

**B. LETTER OF TRANSMITTAL**

The transmittal letter will:

- Indicate the intention of the vendor to adhere to the provisions described in the RFP without modification
- Identify the submitting organization
- Identify the person, by name and title, authorized to contractually obligate the organization
- Identify the contact person responsible for this response, specifying name, title, mailing address, telephone, and email address
- Provide the **original signature** of the person authorized to contractually obligate the organization

**C. TABLE OF CONTENTS**

The table of contents should outline Sections 1.0 thru 11.0, as described previously in this section.

**D. EXECUTIVE SUMMARY**

The vendor will provide an Executive Summary that presents in brief, concise terms a summary level description of the contents of the proposal response. In addition, the vendor must clearly and specifically detail all exceptions to the exact requirements imposed by this RFP.

**E. COMPANY BACKGROUND AND EXPERIENCE**

This section of the proposal should establish the ability of the vendor to satisfactorily perform the required work by reasons of experience in performing work of a similar nature, demonstrated competence in the services to be performed, strength and stability of the firm, staffing capability, and record of meeting expectations on similar projects. Include a completed Appendix D in this section along with any other information deemed relevant about the company. The City, at its option, may require a vendor to provide additional support and/or clarify requested information.

**F. PROJECT UNDERSTANDING**

This part of the Proposal will contain a description of how the vendor intends to organize its approach to the project. The vendor should discuss how its software solution meets the City’s requirement for an integrated system, as requested in this RFP. The vendor shall relate how it perceives its role in carrying out the responsibilities required by this implementation. The vendor shall also provide examples of challenges encountered on similar engagements and discuss their approach in handling some of the specific challenges and opportunities it foresees for this project.

## **G. PROJECT STAFFING AND ORGANIZATION**

This section shall identify key personnel who will be assigned to the project, assuming an October 1, 2023 start date. An organization chart for the project shall be provided indicating how the vendor intends to structure the project effort and identify the key members for the project. The Project Manager shall have the responsibility for the day-to-day communications with the City, to coordinate the activities of the installation and implementation team, and to accomplish the scope of work within the contract budget and project schedule.

For all proposed project team members, please also indicate other projects these individuals will most likely be engaged in at the time this project commences and the amount of time the individuals will be spending on the City of Marquette's implementation.

## **H. PROJECT WORK PLAN AND SCHEDULE**

In this part, the vendor is requested to provide details of its methodology and implementation strategy along with a schedule of the tasks identified in Section II, Scope of Work, of this RFP. The Work Plan shall provide a narrative description of the plan for implementing the work tasks as well as any substantive or procedural innovations used by the vendor on similar projects that are applicable to the services described in this RFP.

The City understands that each vendor will have their own implementation methodology derived from their industry experience and software requirements. It is the desire of the City to have consistency of detail within the Work Plan and Schedule across respondents to allow for an objective determination by staff as to the quality and feasibility of each respondent's Work Plan and Schedule.

The City recognizes that improvements in structure and processes can be as beneficial as improvements in technology. Accordingly, the vendor's experience with similar organizations and "Industry Best Practices" is important to the City and should be reflected in the Work Plan and Schedule.

## **I. SYSTEM FUNCTIONALITY**

This section should address the detailed attributes of the proposed system. Vendors will be rated how well they can meet each need by indicating whether the feature is supported or not supported. The requirements worksheets can be downloaded from the City's website – please see Appendix A for further information.

## **J. MAINTENANCE, UPDATE AND SUPPORT**

At a minimum, the proposal must include information and pricing associated with all aspects of ongoing hardware and software support and maintenance activities. This proposed support must include: hardware maintenance, software maintenance, product help desk, product fixes, product enhancements and regular product releases based on a defined on-going maintenance fee. The vendor should discuss its upgrade policies and upgrade history of the proposed solution. *The vendor must propose the on-going costs for product maintenance and upgrades for a 3-year period in the pricing response.*

## **K. COST PROPOSAL**

Pricing is an important aspect of the overall evaluation of the vendor's response. Included in Appendix B of this RFP is a pricing template that may be used to provide the cost of the solution. Please price the solution as accurately as possible as it will become the basis for the solution price.

## **L. CLIENT REFERENCES**

Vendors should provide at least four (4) client references, at least two (2) of which must be from other municipalities where a Multi-node Hypervisor Cluster was implemented, that most closely reflect similar projects to the scope of work for the City of Marquette, as described in this RFP. Please use Appendix C - Client Reference form provided on the City's website at <https://www.marquettemi.gov/bids>. For each reference listed, vendor must disclose if it has offered or provided any benefits, products, discounts, or other in-kind services/products to the reference in exchange for fulfilling the role of providing a customer reference.

## **M. VENDOR PROFILE QUESTIONNAIRE**

Under this section, vendors shall complete the Vendor Profile Questionnaire referred to in Appendix D of this RFP.

## ***N. APPENDICES***

Under this section, vendors shall provide all legal documents and compliance reports, including but not limited to the following:

- Software Licensing Agreement
- Standard Support/Maintenance Agreement (including the escalation policy)
- Service Level Agreement

Additionally, vendors shall carefully examine the RFP for required documentation not specifically covered in subsections A through N and shall place such documentation in an appendix. Information considered by the vendor to be pertinent to this project, but not specifically requested in this RFP, may also be placed in an appendix. Examples of documents to be included in this section include:

- Sample from Training Manual
- Sample Standard Reports
- Sample of Actual Implementation Plan (used at previous client sites)