

CEDAR RAPIDS COMMUNITY SCHOOL DISTRICT
Purchasing Department
2500 Edgewood Rd NW
Cedar Rapids, Iowa 52405
September 2016

REQUEST FOR PROPOSAL – Backup and Disaster Recovery Solutions

The Purchasing Office of the Cedar Rapids Community School District (CRCSD or District) request proposals for solutions as identified in this document.

The Purchasing Office and/or Board of Directors reserve the right to reject any and all proposals or any part thereof, and to waive informalities and to enter into such contract or contracts as shall be deemed in the best interest of the Cedar Rapids Community School District, in the County of Linn, State of Iowa.

RFP Responses are due no later than Monday, October 3, 2016 at 2:00 pm CDT.

Email: Marked “RFP- Backup and Disaster Recovery Solutions” in the subject line of the message and email to:

bids@cr.k12.ia.us Use only this email address. (10MB maximum email size)

OR

Hardcopy Submissions:

Placed in an opaque envelope addressed to:

Attn: RFP- Backup and Disaster Recovery Solutions

Cedar Rapids Community School District

Purchasing Department

2500 Edgewood Rd NW

Cedar Rapids, Iowa 52405

Questions related to RFP due no later than Friday, September 16, 2016 at 2:00 pm CDT

Questions are to be directed via email to:

Tom Day, Manager of Purchasing

Email: TDay@cr.k12.ia.us

Questions will not be answered if submitted after deadline.

No responses will be considered which have not been received by the deadline set forth in this request. CRCSD is not responsible for delays occasioned by the world wide web servers, U.S. Postal Service, the internal mail delivery system of CRCSD, or any other means of delivery employed by the Bidder.

Any company that desires not to bid at this time and wishes to remain on the CRCSD mailing list, should notify the Manager of Purchasing to that effect. Otherwise, any company not submitting a bid may be removed from the mailing list for types of items listed in this bid.

REQUEST FOR PROPOSAL – Backup and Disaster Recovery Solutions	1
RFP Responses are due no later than Monday, October 3, 2016 at 2:00 pm CDT.	1
Questions related to RFP due no later than Friday, September 16, 2016 at 2:00 pm CDT	1
SCOPE OF CURRENT NEEDS	3
<i>Anticipated Solutions</i>	3
<i>Minimum Backup Requirements</i>	4
<i>Minimum Disaster Recovery Requirements</i>	4
<i>Possible Backup SOLUTION Options</i>	4
<i>Possible Disaster Recovery SOLUTION Options</i>	5
WARRANTY REQUIREMENTS	5
REQUIRED SERVICES	5
ON-GOING VENDOR REQUIREMENTS	5
SPECIAL CONDITIONS	5
AWARD OF CONTRACT	6
STANDARD RULES FOR CONTRACTORS	6
CONTRACT/PURCHASE ORDER	6
CONTRACT EXTENSION	6
<i>Appendix 1: Current Resources, Capacities, and Recovery Objectives</i>	7
<i>Appendix 2: In-house Solution Specifications</i>	10
<i>Appendix 3: Standard Rules for Contractors</i>	11

SCOPE OF CURRENT NEEDS

CRCSD is seeking proposals for a backup and disaster recovery solutions.

CRCSD server infrastructure is almost all virtualized using VMWare, running a Tegile T3400 SAN and Dell Power Edge R730 servers.

For backup CRCSD currently utilizes two Avamar backup appliances that have native management and client software on-board. Because of the age of the backup appliances, the data growth rate, and advances in host data sources, the current solution must be refreshed / replaced with newer, faster, and more capable alternatives. The purpose of the Backup Solution is to: (1) allow for seamless and easy integration into CRCSD's environment and leverage functionality of virtual infrastructure; (2) optimize the backup process in terms of time, space, and minimal disruption to the production environment; (3) provide reliability, flexibility, expandability, and usability to last for 36-60 months, without any "fork-lift" replacements to the system as a whole or in part; and (4) accommodate archiving or vaulting of specific data in the event legal or other situations require extended access to or recovery of the data.

Our current de-duplication and compression statistics anticipate about 50% data reduction based on Veeam and Tegile compression and deduplication tools.

The focus of this RFP is to provide the necessary informational requirements such that a qualified respondent ("Respondent") can propose a solution that meets the criteria.

Anticipated Solutions

Disaster Recovery	Main Backup System
<ul style="list-style-type: none">• Replication of vmdk from production via Replication jobs.• Bare Metal Restore or functional equivalent with required compute needs as defined by Systems List.• Graduated Recovery as defined by Systems List. With possibility of HA or near HA for a limited amount of Systems as defined by Systems list.• Storage Requirements of 25T raw storage.	<ul style="list-style-type: none">• Weekly and Incremental Backups on System and File Restores• On Demand File/Folder Restores• Graduated Security Access for various level access by CRCSD technical staff.• Clear reporting for completions or errors of Systems backup.• Storage to cover 45-day retention. Current Production sizing of 25T raw with anticipated 20% annual growth rate. <p>In-house System: We require a minimum of 50% data reduction based on hardware (target based inline deduplication and compression) data reduction after a 45-day period of backups.</p>

Minimum Backup Requirements

Current Capacity Requirements- See Appendix 1 for details related to current server and capacities utilized.

Backup windows- All backups must occur such that production environment is not impacted 7am – 5pm M-F. Backups generally occur overnight and run less than 8 hours currently. All Backups must be accomplished within target backup windows.

Growth Capacity requirements- we anticipate data growth to be 20% per year, server growth to be 5-10% per year.

Restores from Backups- we anticipate multiple levels of access for restores including:

- 1) authorized access for CRCSD system administrators to complete full system restores, and
- 2) authorized access for additional CRCSD technical staff to restore data files at will and within minutes (ie- helpdesk staff ability to restore individual files or data folders).

Backup retention is targeted 45 days for general operation. Legal holds may be held indefinitely and vendor may propose alternative method for handling such backups.

Minimum Disaster Recovery Requirements

Minimum Compute Environment Requirements- See Appendix 1 for details related to disaster recovery restore and compute operations timelines.

Restore for Fully Operational Compute Environment- See Appendix 1 for details related to disaster recover restore and compute operational target timelines.

Possible Backup SOLUTION Options

In-house solution In-house solution proposals may be submitted for the solution as specified in Appendix 2. The solution will be installed in location(s) of District choosing. Solution must include all necessary hardware and software components and maintenance support for five years.

Hybrid solution Hybrid solution proposals may include both on-premise and remote location resources. Proposal must include all necessary hardware and software components and maintenance support for 5 years for both on-premise and remote components. Hybrid solutions must identify the bandwidth requirements needed to meet backup windows and RTO objectives.

Fully Hosted Fully hosted solution requires provider to host and maintain all necessary components to meet capacity needs and service level agreements for duration of the contract. All fully hosted solutions must identify the bandwidth requirements needed to meet backup windows and RTO objectives

Possible Disaster Recovery SOLUTION Options

In-house solution In-house solution proposals may be submitted for the solution as specified in Appendix 2. The solution will be installed in location(s) of District choosing. Solution must include all necessary hardware and software components and maintenance support for five years.

Fully Hosted Fully hosted solution requires provider to host and maintain all necessary components to meet capacity needs and service level agreements for duration of the contract. All fully hosted solutions must identify the bandwidth requirements needed to meet backup windows and RTO objectives

WARRANTY REQUIREMENTS

All equipment must have minimum of five years support and maintenance to cover all hardware and software components.

REQUIRED SERVICES

All proposed solutions must include on-site training for up to five District technical staff for initial implementation, and at each major version update/upgrade interval. Post-implementation documentation must be provided for all District-maintained or District-controlled components, including but not limited to detailed system configurations, settings and modifications made to implement the system, and items requiring routine periodic modification.

ON-GOING VENDOR REQUIREMENTS

The vendor, at a minimum, must meet the following:

1. Provide free technical support to the staff of CRCSD Technology Division via toll free telephone number and/or web site for the duration of the service contract or products' warranty period.
2. Provide remote access for operating and maintaining system and accessing backups.

SPECIAL CONDITIONS

1. The District reserves the right to award to multiple vendors.
2. Any bidder may withdraw their bid at any time prior to the closing time for receipts of bids, but no bid shall be withdrawn for a period of thirty (30) days after the scheduled closing time for the receipt of bids.
3. The Cedar Rapids Community School District reserves the right to select the product and/or service provider which best meets CRCSD's required needs, budget, and quality levels.
4. Vendor must be prepared to provide references upon CRCSD request of entities who have direct experience with the Vendor implementing similar scope and type of solution/service.

AWARD OF CONTRACT

Award of contract(s) is anticipated on October 25, 2016.

STANDARD RULES FOR CONTRACTORS

Please refer to Appendix for information which includes the requirement for a Certificate of Insurance for all contractors operating on district sites and other critical terms and conditions that must be met.

CONTRACT/PURCHASE ORDER

CRCSD will notify the successful vendor to proceed via a Purchase Order. This Purchase Order, along with the bid request and its addenda and the bid response, will be considered a written contract with all particulars per the successful bid.

Include as an attachment to the bid response, all specific ordering instructions that are necessary to generate a Purchase Order. Clearly note this on your bid response signature page.

No assignment of interest in this contract will be permitted.

CONTRACT EXTENSION

CRCSD desires to partner with selected provider solution for a minimum of three years, with the option of two additional, one-year extensions (60 months maximum). Continuation of the contract beyond the initial period is subject to mutual agreement by the District and the awarded vendor.

Should a solution offering be discontinued prior to the end of the contract or extension period, Vendor will provide a solution of equal or greater functionality to fulfill the contract term.

Appendix 1: Current Resources, Capacities, and Recovery Objectives

***Priority Levels:**

1 – HA Priority -need to be configured for HA or NEAR HA (15 min. recovery)

2 - 12 hours

3 - 24 hours

4 - recoverable as needed (24 - 48 hours)

****Total Drive Space (GB)-** thin provisioned- allocated space not used space

Server	Priority Level*	CPU	Memory	Total Drive space(GB)**
Server 1	1	2	4	45
Server 2	1	1	4	95
Server 3	1	6	12	155
Server 4	1	1	4	45
Server 5	2	2	4	45
Server 6	2	1	4	94
Server 7	2	2	12	50
Server 8	2	2	4	149
Server 9	2	2	4	99
Server 10	2	2	4	245
Server 11	2	2	4	99
Server 12	2	2	4	5160
Server 13	2	1	2	1792
Server 14	2	2	4	5765
Server 15	2	2	4	100
Server 16	2	1	4	95
Server 17	2	2	4	95
Server 18	2	4	8	85
Server 19	2	4	12	905
Server 20	2	4	10	940
Server 21	2	2	4	575
Server 22	2	1	2	45
Server 23	2	1	4	45
Server 24	2	2	4	290
Server 25	2	2	4	90

***Priority Levels:**

- 1 – HA Priority -need to be configured for HA or NEAR HA (15 min. recovery)
- 2 - 12 hours
- 3 - 24 hours
- 4 - recoverable as needed (24 - 48 hours)

****Total Drive Space (GB)-** thin provisioned- allocated space not used space

Server 26	2	2	2	180
Server 27	2	2	2	180
Server 28	2	0	0	0
Server 29	2	1	4	90
Server 30	2	1	4	100
Server 31	2	1	4	140
Server 32	2	1	4	80
Server 33	3	1	4	40
Server 34	3	4	12	355
Server 35	3	2	4	100
Server 36	3	2	4	435
Server 37	3	4	8	2484
Server 38	3	1	2	85
Server 39	3	1	2	85
Server 40	3	1	2	85
Server 41	3	1	4	95
Server 42	3	1	4	95
Server 43	3	1	4	95
Server 44	3	2	4	105
Server 45	3	4	8	95
Server 46	3	2	4	99
Server 47	3	1	2	3072
Server 48	3	1	4	140
Server 49	3	2	8	60
Server 50	3	2	6	40
Server 51	3	1	2	135
Server 52	3	1	4	100
Server 53	3	2	8	500
Server 54	3	4	8	190
Server 55	3	1	4	90

***Priority Levels:**

- 1 – HA Priority -need to be configured for HA or NEAR HA (15 min. recovery)
- 2 - 12 hours
- 3 - 24 hours
- 4 - recoverable as needed (24 - 48 hours)

****Total Drive Space (GB)-** thin provisioned- allocated space not used space

Server 56	3	1	4	150
Server 57	3	2	4	114
Server 58	3	1	2	90
Server 59	3	2	4	90
Server 60	3	4	3	245
Server 61	3	1	2	30
Server 62	3	1	4	145
Server 63	3	1	4	95
Server 64	4	4	8	110
Server 65	4	1	4	40
Server 66	4	1	4	40
Server 67	4	1	4	50
Server 68	4	2	4	95
Server 69	4	1	4	40
Server 70	4	1	4	40
Server 71	4	2	4	90
Server 72	4	1	4	40
Server 73	4	1	4	140
Server 74	4	1	4	144
Server 75	4	1	2	60
Server 76	4	4	6	100
Server 77	4	2	4	100
Server 78	4	6	10	2048
Server 79	4	2	4	145
Server 80	4	2	4	100
Server 81	4	2	4	145
Server 82	4	2	8	150
Server 83	4	1	1	20
Server 84	DC			
Server 85	DC			
Total		154	380	31109

Appendix 2: In-house Solution Specifications

Backup Environment:

Tegile System – T3200 + ESH35

- 10% Flash with Dual-Active Controller
- 750 GB Flash
- 27T of RAW Storage RAID 10/39.3TB RAW Storage RAID 60

Software:

- Veeam Enterprise Plus for 10 Sockets

Disaster Recovery:

Servers:

(2) Dell Servers R710

- 2 Intel Zeon E5-2630 2.4 gig 20m Cache
- 256 G Memory
- 8G SD Card for VMWare install
- 10g Intel NIC
- No Hard Drives
- iDRAC

SAN:

Tegile T3200 + ESH35

- 27T of RAW Storage RAID 10/39.3TB RAW Storage RAID 60
- RAID 10 36K IOPS
- RAID 60 12,600 IOPS
- *Minimum of 50% data reduction across entire array

Software:

- 1 VMWare Essentials License

Appendix 3: Standard Rules for Contractors

STANDARD RULES FOR CONTRACTORS WORKING FOR CEDAR RAPIDS COMMUNITY SCHOOL DISTRICT

These rules shall apply to all contractors. A contractor shall be defined as companies or persons (not employees of the Cedar Rapids Community School District) doing work on any property owned by the Cedar Rapids Community School District. These rules are not all inclusive.

PROTECTION OF THE BUILDINGS AND MATERIALS

The Contractor shall protect all parts of the project and site affected by construction operations and is to arrange his work so that the Owner is not needlessly inconvenienced. Contractor is to repair all damages caused by his work, keep premises clean and upon completion remove all rubbish and surplus material and leave the site clean and in good repair so far as his work is concerned.

NOISE AND DISRUPTION OF CLASSES

At no time shall any Contractor disrupt classes by either noise or by entering rooms where class is in session, unless permission has been granted by the school principal.

OWNERS RIGHTS TO MATERIALS

The Owner reserves the right to retain ownership to any materials or equipment that are part of the existing facility. If materials or equipment are to be removed from the site, Contractor shall detach such items and before removing items from site, obtain permission from the Manager of Buildings and Grounds or his designee to do so. All items not retained by Owner shall be removed in a proper manner by the Contractor.

EQUAL OPPORTUNITY POLICY

Because it is the desire of the Cedar Rapids Community School District to encourage equal employment policies, all Contractors, including suppliers supplying goods or services to the School District, are expected to comply with the spirit of equal opportunity employment, as well as with the letter of all applicable statues and regulations. Compliance shall require Contractors not to discriminate and, in addition, to take reasonable affirmative action to insure that members of minority groups are effectively accorded equal employment opportunities.

ASBESTOS

All buildings in the School District contain asbestos.

It is the contractor's responsibility to become familiar with the locations of asbestos in any building that he/she is working on and be responsible for any disturbance of the asbestos that he/she intentionally or accidentally causes.

It is also the responsibility of the contractor to utilize the AHERA Management Plan which is located in the main office of each building and inform his/her employees/subcontractors of the locations where asbestos materials have been identified. The AHERA Management Plan is not to leave the buildings. If the contractor desires a copy of the information showing the asbestos locations, he/she may request it from the Manager of Buildings and Grounds and will be charged the cost of reproduction.

Contractors shall not remove or disturb any asbestos unless licensed to do so by the State of Iowa. If asbestos must be removed to carry out the work, contact the Manager of Buildings and Grounds who will contract for its removal in a proper manner.

At no time shall any product be sold to the Cedar Rapids Community School District

that contains asbestos. HAZARDOUS SUBSTANCES

The contractor shall submit to the Construction Projects Supervisor before construction begins, two copies of material safety data sheets of hazardous substances to be stored on the Owner's premises or incorporated in the performance of this contract. The Contractor shall also keep material safety data sheets posted at the work site for all substances while these substances are on the Owner's premises, hazardous substances shall be any substance which is covered by Iowa law (Right to Know Rules).

It is the Contractor's responsibility to obtain copies of the material safety data sheets and the Hazardous Communication Program which lists and describes hazardous substances stored on the school's premises, and inform their employees of the potential exposure. This information is available in the administrative office of each building. Further details may be obtained from the Manager of Buildings and Grounds or the Construction Projects Supervisor.

INSURANCE

All Contractors shall supply a certificate of insurance with the minimum coverage shown as follows, with the District named as an additional insured which includes Completed Operations.

No construction work shall be started under this contract until the insurance requirements have been satisfied.

Workers' Compensation shall be carried by the contractor in accordance with the Iowa Workers'

Compensations statutes. Commercial General Liability limits of \$1,000,000 each occurrence and \$2,000,000 aggregate.

The Comprehensive General Liability insurance shall include coverage for underground, explosion and collapse hazards.

Commercial Automobile Liability coverage, including hired and non-owned liability, with Bodily Injury limits of \$500,000 each person and \$1,000,000 aggregate and Property Damage limits of \$250,000 each occurrence, or a combined single limit of \$1,000,000.

Excess or Umbrella Liability coverage shall be provided with a limit of \$1,000,000 each occurrence and \$1,000,000 aggregate.

The contractor shall name the Cedar Rapids Community School District and their agents and employees as an Additional Insured on all policies listed above for the contract involved and a certificate, or a policy if requested, should be filed with the School District evidencing this coverage. Iowa Governmental Immunities endorsement is to be included pursuant to Iowa Code 670.

All certificates and/or policies of insurance furnished by the contractor are to be filed with the Owner and shall include the name and address of the agency issuing the same. All certificates and/or policies shall be signed.

The Owner shall purchase property insurance upon the entire Work at the site to the full insurable value thereof. This insurance shall exclude the contractor's and subcontractor's equipment, tools, and machinery that are not incorporated into the work. The Property Insurance shall be written under a "Special Cause of Loss Form" to include perils of fire, lightning, windstorm, vandalism, and theft, as well as other perils normally covered by standard Insurance Service Office Special Cause of Loss Form.

The contractor shall provide insurance coverage for portions of the work stored off the site, and also for the portions of work in transit.

CONTRACTOR REGISTRATION

All contractors and their subcontractors shall be registered with the labor commissioner as per chapter 91C of the Iowa Code.

SMOKING

Smoking is not allowed on the Owner's premises. The word "premises" for purposes of this section shall include inside personal or Company trucks or automobiles parked on school property.

SEX OFFENDER ACKNOWLEDGMENT AND CERTIFICATION

Iowa law prohibits a sex offender who has been convicted of a sex offense against a minor from being present upon the real property of the schools of the District. The Contractor and all sub-contractors acknowledge and certify that, pursuant to law, a sex offender who has been convicted of a sex offense against a minor may not operate, manage, be employed by, or act as a contractor or sub-contractor at the schools of the District.

The Contractor and all sub-contractors shall provide a signed original of an Acknowledgment and Certification letter (provided at the end of this section). No worker of the Contractor or any sub-contractor will be allowed to work on site until this letter is received by the District.

It shall be responsibility of the Contractor to provide the Acknowledgment and Certification letter to all sub-contractors. An initial list of sub-contractors shall be provided to the Architect with the signed contract. Updates to the sub-contractor list shall be provided to the Architect within three (3) days after any additional sub-contractors are contracted by the Contractor.

Rev. 2/18/2011

ACKNOWLEDGMENT AND CERTIFICATION

_____ (“Company”) is providing services to
[name of contractor/sub-contractor]
the Cedar Rapids Community School District (“District”) as a contractor or is operating or managing the operations of a contractor. The services provided by the Company may involve the presence of the Company’s employees upon the real property of the schools of the District.

The Company acknowledges that the law prohibits a sex offender who has been convicted of a sex offense against a minor from being present upon the real property of the schools of the District. The Company further acknowledges that, pursuant to law, a sex offender who has been convicted of a sex offense against a minor may not operate, manage, be employed by, or act as a contractor or volunteer at the schools of the District.

The Company hereby certifies that no one who is an owner, operator or manager of the Company has been convicted of a sex offense against a minor. The Company further agrees that it shall not permit any person who is a sex offender convicted of a sex offense against a minor to provide any services to the District in accordance with the prohibitions set forth above.

This Acknowledgment and Certification is to be construed under the laws of the State of Iowa. If any portion hereof is held invalid, the balance of the document shall, notwithstanding, continue in full legal force and effect.

In signing this Acknowledgment and Certification, the person signing on behalf of the Company hereby acknowledges that he/she has read this entire document that he/she understands its terms, and that he/she has signed it knowingly and voluntarily.

Dated: _____
[Name of contractor/sub-contractor]

By: _____

Printed Name: _____

Title: _____

If a current “Acknowledgement and Certification” document has been entered in the District Business Services Office within this current year, and no changes have been made, another copy is not needed. Call 319-558-1084 for verification.