SUBJECT: Disaster Recovery as a Service (DRaaS) Solution

BID #: SC-0595-17 **OPEN DATE:** 9/20/2017

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: Five (5) years from date of executed contract, with two (2) one (1) year renewal options

AGENCY: Information Technologies Division

BASIS OF AWARD: ALL OR NONE TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER

NUMBER OF BIDS INVITED: (47) **NUMBER RECEIVED:** (1) **OTHER** (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to amend award dated 10/14/17 to IOMART Cloud, Inc. to revise the period of service to five (5) years from date of executed contract on the Master Services Agreement with optional 6th and 7th years of annual subscription.

To be executed by formal contract through the Office of General Counsel.

Attachments: Recommendation Memo, Terms and Conditions, Specifications, Previous Award

ANALYST: _____ CHELSEY FLEMING **RESPECTFULLY SUBMITTED** _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief, Information Technologies Division

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(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

03/20/18 13:00:10
Procurement Division

March 15, 2018

TO: **Greg Pease, Chief of Procurement Division**

THRU: **Kenneth Lathrop, Chief of Information Technologies Division / CIO** Kenneth E. Lathrop

FROM: **Thomas Ossi, Technology Contract and Records Manager** Thomas Ossi

SUBJECT: **BID SC-0595-17 Disaster Recovery As A Service (DRaaS) Solution – Amend Award**

Information Technologies Division submitted an RFP to Procurement Division for solicitation of a Disaster Recovery As A Service (DRaaS) Solution Bid # SC-0595-17.
The services we requested are for a managed services provider (MSP) to procure and manage the infrastructure hardware going into the rack space at Digital Realty.

Procurement Division received one (1) vendor response and one (1) no bids. The bid open date was September 20, 2017 and Procurement provided the tabulated bid sheet for our review.

ITD Management awarded bid to the lowest, responsive bidder IOMART Cloud, Inc., a Florida Corporation. The Attachment A equipment list as required for the solution will be at the sole expense of the awarded vendor. The cost for the yearly subscription charges Attachment B for the seven (7) year period is $306,720.00. Total contract expenditure not to exceed amount $306,720.00. The first year subscription which includes the one time set up fee is $70,600.00.

ITD Management, as instructed by Office of General Counsel, is recommending amending the award to read from date of executed contract on the Master Services Agreement for a five year period of service with the optional 6th and 7th years of annual subscription.

The funding source AFIT531CSCS – 03118.

Your favorable approval of this request is appreciated.

CC: **Gary Steffens, Enterprise Architect Manager, ITD**

FINANCE AND ADMINISTRATION DEPARTMENT
214 N. Hogan St. 9th Floor | Jacksonville, FL 32202 | Phone: 904.255.8000 | Fax: 904.232.6932

TERMS AND CONDITIONS

1. SCOPE

The Information Technologies Division of the City of Jacksonville, Florida is currently accepting bids to obtain source(s) of supply for the items as outlined in the bid documents provided. The purpose of this bid invitation is to obtain information about your firm and its ability to provide a private, dedicated DRaaS (Disaster Recovery as a Service) solution. The solicitation is for a **Managed Services Provider (MSP)** to **procure** and manage the infrastructure hardware requested and located in the City's leased rack space at Digital Realty, 56 Marietta Street, Atlanta GA. This project will be a private, dedicated EMC VxRail solution for the City.

2. AWARD

Award will be **ALL OR NONE to the lowest responsive, responsible bidder for the items listed in Attachments A & B.** Bidders must bid on all items to be considered for award. All awards are subject to the availability of funds.

3. TERM OF AGREEMENT

This is a seven year contract. Upon written mutual agreement between Contractor and the Information Technologies Division of the City of Jacksonville, Florida, a contract awarded within the scope of the RFP will be for FIVE (5) years beginning October 1, 2017 through September 30, 2022 with two (2) one (1) year renewal options. The contract may be renewed upon mutual agreement for year six and year seven subject to the pricing, terms, and conditions. Renewal options may be exercised at the discretion of the City. Pricing may **NOT** increase through-out the term of the contract.

4. PRE-BID CONFERENCE

Not applicable

5. COMPLIANCE WITH SPECIFICATIONS

The bidder, by affixing their signature to the bid form submitted, agrees to provide items(s) in accordance with the bid documents provided. Bid only a single offering for each bid item. Multiple offerings, alternates (unless stated) and or stipulations may be cause for bid rejection. **Bid only on forms provided herein unless otherwise stated. Bid submissions shall be in ink or typewritten. All corrections must be initialed.**

6. STATE CONTRACTS

The City reserves the right to utilize contracts established by the State of Florida and or other governmental agencies for item(s)/service(s) covered under this bid. The City reserves the right to cancel this contract in whole or in part for such item(s)/service(s).

7. QUANTITIES

Quantities indicated are fixed.

8. PRICES

All unit prices must include freight, delivery and handling charges to the delivery location as outlined in the bid documents.

9. ESCALATION/DE-ESCALATION See term of agreement

All pricing submitted shall remain firm for the initial term period. Upon renewal (if applicable), a supplier may submit in writing a request for price escalation/de-escalation for the percentage of

change as listed in the Consumer Pricing Index (CPI) and/or documentation notifying of an industry-wide increase. The City reserves the right to decline any price increase request.

10. DELIVERY

The vendor selected as the Managed Service Provider will receive, deliver, install and configure ALL the specified hardware and software in the center located at 56 Marietta Street, Atlanta, GA. A packing list shall accompany all shipments, which shall indicate, at a minimum, the following; purchase order number, item number and description, date of shipment, quantity ordered and shipped, unit prices, and unit of measure.

11. PICK UP AND RETURNS

The City reserves the rights to return an order in whole or in part if the merchandise is not in compliance with the bid specifications. The City or its agencies will determine compliance with bid specifications. Pick up and returns will be made at the Radio Shop located at 1020 Superior Street, Jacksonville, Florida 32254, within 48 hours of notification at no charge to the City or its agencies.

12. SUPPLIER ACCESSIBILITY

The City or its representative must be able to contact, during normal business hours, by telephone or email any supplier providing goods or services to the City or its agencies. Any supplier accessibility requirements outlines in the specifications supersede this section.

13. REPORTING

The City may request, during the term of this bid, reports including but not limited to; usage, pricing and delivery. Suppliers will be required to provide reports requested in hard copy and electronic format as required.

14. INVOICING

Invoices will be issued once supplies/services are delivered and/or rendered to the City of Jacksonville or its agencies. At a minimum, invoices must include the purchase order number, item number and description, date of shipment, quantity ordered and shipped, unit prices, unit of measure and extended totals. Payment terms are Net 30 days. All original invoices shall be submitted to: City of Jacksonville, General Accounting Division, 117 West Duval Street, Suite 375, Jacksonville, Florida, 32202.

15. INSURANCE / INDEMNIFICATION

Each supplier shall maintain, for the entire term of this bid, current insurance coverage as stated in the bid documents. All insurance certificates shall list the City of Jacksonville as an additional insured. **A copy of the insurance certificate must be submitted within ten (10) days of award notice.** Bid number should be listed on the insurance certificate. Failure to submit the required certification of insurance will be grounds for rejection of bid award.

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Disaster Recovery as a Service (DRaaS) Project

Specifications

The City of Jacksonville's Information Technologies Division requests the solicitation for a DRaaS (Disaster Recovery (DR) as a Service) solution. The division is soliciting for a managed services provider (MSP) to procure and manage the infrastructure hardware requested and located in the City's leased rack space at Digital Realty, 56 Marietta Street, Atlanta GA. This will be a private, dedicated EMC VxRail solution for the City of Jacksonville.

Minimum Specifications:

Vendor must be a member of the Dell EMC Partner Program for Cloud Service Providers and Strategic Outsourcer.

Services Specifications:

The MSP is expected to complete the following two phases of the DRaaS project.

Phase I – Hardware and software acquisition, installation and configuration:

1) This phase will require the MSP to procure, install and configure all specified hardware and software listed in Attachment A in accordance with Dell/EMC best practices. The solution will be a four (4) node Dell/EMC E460F VxRail environment with 64 total processor cores, 1TB of Ram, 3.2TB of cache and 20TB of usable protected disk space.

2) The City of Jacksonville will provide the required eight (8) VMWare ESX socket licenses, the source RecoverPoint for VM licenses and guest OS licenses. All other required software will be provided by the MSP.

3) Rack space in the City's leased DR location in Atlanta, GA will be provided and will include adequate rack space, redundant power and network connectivity.

4) The City will provide and support a 1GB network connection between the Jacksonville Datacenter and the DR location in Atlanta for replication. This connection will terminate into two (2) City-provided Cisco 4500X 10GB switches connected together with DAC cables.

5) The MSP will provide all cables necessary for the solution, including two (2) direct attached 10GB cables per node to City supplied Cisco switches.

Phase II – Deployment and Management Services:

1) Conduct a project commencement meeting
    a) Define roles and responsibilities

b) Provide project management and planning skills as needed to complete project
c) Discuss communication plan, identify Point of Contact for both the City and consultant
d) Discuss project timeline and milestones

2) Procure and install equipment
   a) Procure equipment listed in Attachment A
   b) Rack and cable equipment listed in Attachment A in City's DR rack
   c) Power and cabling should be redundantly configured
   d) Label all system components for easy identification

3) Configure software environment
   a) Install and configure VMWare ESX
   b) Install and configure VMWare vSan
   c) Install and configure RecoverPoint for VM for VxRail hosts
   d) Configure consistency groups
   e) Configure orchestrated management for failover for initial ten (10) virtual machines with RPO less than 15 minutes and a RTO of less than 15 minutes

4) Maintenance and Monitoring
   a) Perform all required maintenance of hardware and software listed in Attachment A
   b) Perform all firmware and software upgrades as required
   c) Perform 24x7x365 proactive monitoring and alerting of all hardware and software components listed in Attachment A
   d) Provide 24x7x365 phone support for addressing service impacting issues

5) Testing
   Provide support for up to two (2) DR failover tests per year.

Project timelines:

1) **Phase I - Hardware and software configuration:** Project commencement meeting no later than one (1) week after award of bid. Hardware and software procurement and configuration completed no later than eight (8) weeks after project commencement meeting.

2) **Phase II – Deployment Services:** Any production outages for replication/protection of VM's must be coordinated with City of Jacksonville personnel and must adhere to the City's Change Management policies.

Service Level Agreements:

System availability will be critical as this solution will be the replication destination for the City's critical IT assets. The following are the expected response times to service interruptions:

1) **Service Outages** – Issues that arise that prevent services from being available. Requires a 30 minute response with a 4 hour resolution.

2) **Standard Requests** – Issues and requests that are not service impacting and that may be scheduled. **Requires a 2 hour response with a 48 hour resolution.**

Pricing:

The City desires to procure the DRaaS solution on a yearly subscription basis over five (5) years. Optional pricing for years six (6) and seven (7) should be for managed services only as the hardware should have been depreciated in the first five (5) years. Annual cost for a total of seven (7) years must be submitted on Attachment B.

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SUBJECT: Disaster Recovery as a Service (DRaaS) Solution

BID #: SC-0595-17 **OPEN DATE: 9/20/2017**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: Five (5) years from date of award through September 30, 2022, with two (2) one (1) year renewal options

AGENCY: ITD

BASIS OF AWARD: ALL OR NONE TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER

NUMBER OF BIDS INVITED: (47) NUMBER RECEIVED: (1) OTHER (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to the lowest responsive, responsible bidder, Iomart Cloud, Inc. Period of service is five (5) years from date of award through September 30, 2022. Total estimated expenditure amount is $306,720.00: $253,000.00 for the first five (5) years and $53,720.00 for the optional 6th and 7th years of annual subscription.

*Items listed in Attachment A are to be procured, installed and configured by the contract per the specifications.

Funding Source - AFIT531CSCS-03118– To be executed by formal contract through the Office of General Counsel

Attachments: Recommendation Memo, Tabulation and Terms and Conditions

ANALYST: _____ Annette Burney **RESPECTFULLY SUBMITTED** _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief, Information Technologies Division

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING Ø DATE: 10/12/17

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE 10/16/17

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No. 2015-05