

## **Request for Proposal Network Attached Storage Solution (NAS)**

Pima County Community College District ("College" or "District") is seeking proposals from qualified firms to supply a network-attached storage (NAS) solution that will replace existing Hitachi 9980 at Pima Community College.

The deadline for receipt of sealed proposals is: **October 2, 2009 at 3:00 PM (MST)**. Sealed proposals must be received by this deadline at the following location:

Pima County Community College District  
District Finance Office-Purchasing  
4905D East Broadway, Room D-113  
Tucson, Arizona 85709-1420

**Any proposal received after the date and time listed above will be returned unopened and will not be considered.**

Questions pertaining to this Request for Proposal (RFP) must be communicated in writing and be received via email by **September 14, 2009 at 3:00 PM (MST)**. Questions must be sent to the email address below and should include the specified Buyer's name and proposal number, and any question(s) should include a reference to the appropriate page and section number of the RFP. Questions and answers will be posted on the Pima Community College webpage listed below by **September 25, 2009 at 5:00 PM (MST)**:

**Philip Quintanilla/Senior Buyer**  
[DO-Staff-FO-Procur@pima.edu](mailto:DO-Staff-FO-Procur@pima.edu)

Copies of the Request for Proposal, questions and answers, and any related documents are available on the Pima Community College Website: <http://www.pima.edu/admin/finance/purchasing/rfp.shtml>

Purchasing Director  
Pima County Community College District  
District Finance Office-Purchasing  
4905 East Broadway, Room D-113  
Tucson, Arizona 85709-1420

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## **Section 1 - Introduction**

### **1. Request for Proposal Summary**

Pima County Community College District (“College” or “District”) is seeking proposals from qualified firms for **Network Attached Storage Solution (NAS)** in accordance with the Scope of Work specified in this Request for Proposal (RFP).

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply a network-attached storage (NAS) solution that will replace the existing Hitachi 9980 at Pima Community College. This RFP is intended to provide vendors with the relevant operational, performance, and architectural requirements of the system.

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at Pima Community College along with any satellite offices. Pima Community College reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

- 2. Entity Submitting RFP.** The terms “vendor”, “proposer”, “offerer”, “firm”, “consultant”, “company” or “contractor” used in this RFP or any subsequent documents or communications related to this RFP are interchangeable and mean the entity submitting a proposal and seeking to enter into a contract for the goods and/or services requested in this RFP.

### **3. Description of Pima County Community College District**

Pima County Community College District, located in Tucson, Arizona, is one of the ten largest multi-campus, multi-site Community Colleges in the United States. The College is a two-year institution offering both occupational and traditional college courses, and awards many different degrees and certificates. The College’s comprehensive curriculum includes credit courses, workforce development programs (Center for Training and Development), adult education special programs (GED), as well as corporate and community based non-credit instruction. Students attend classes at six major campuses including the Community Campus, which itself holds classes at over 70 locations in Southern Arizona. The College employs more than 1,400 regular employees, approximately 1,500 adjunct faculty and 500 part-time personnel. More than 70,000 students attend credit and non-credit classes annually. The population for the Tucson metro area is over 1 million people. The College is accredited by the Commission on Institutions of Higher Education of the North Central Association of Colleges and Schools.

## Section 2 - Scope of Work

### 1. The Enterprise

Pima has a distributed teaching environment spanning 6 campuses, 4 learning centers and 135 other teaching locations throughout the Tucson area. The locations relevant for this NAS solution include the District Office datacenter and our offsite disaster recovery (DR) location. The DR location is located within the Tucson area, approximately 10 miles from the datacenter.

### 2. Existing Technology Environment

The following is a listing of our current storage environment.

#### Hitachi v9980

The NAS solution is intended to replace the Hitachi 9980 storage device . The 9980 will reach its end-of-life in October of 2010. It currently supports over 20 Oracle databases, several Microsoft SQL databases, and numerous file shares. The 9980 also provides quorum devices for many of our Solaris and Microsoft clusters. Connectivity to the 9980 is achieved through 2GB fiber ports on (two) McData E6064's. The 6064 switches will reach end-of-life in April 2010.

For the purposes of scoping the performance requirements of the NAS solution, some performance metrics were obtained from the 9980.

Seq. Read %	Seq. Write %	Rand. Read %	Rand. Write %	Total Read %	Total Write %
53.16	46.86	48.72	51.28	54.46	45.54

	Total IO Rate/Sec	Seq. IO Rate/Sec	Rand. IO Rate/Sec
Maximum	6859	3968	6441
Average	1106.93	443.41	663.51

The 9980 capacity utilization is as follows:

Usage Type	Terabytes
Oracle	10.43
SQL	0.53
Fileshares	4.53
Quorum Devices (Solaris and Microsoft Clusters)	0.12

NetApp FAS3040

Our existing NetApp consists of two clustered 3040 heads. These heads are connected to (2) Brocade 5000 series fiber switches for fiber connections and to a Cisco 6509 for ethernet. The NetApp currently houses the student and employee file shares, VMware data stores, Exchange 2007 data stores, and several Network File System (NFS) exports. The total space installed on the NetApp cluster is 7.95TB of 15k drives and 22.83TB of 7.2k drives.

#### L500

The L500 tape library houses (four) Linear Tape-Open (LTO) 2 and (two) LTO3 tape drives connected via fiber to the Brocade switches. The NetApp storage is backed up via the network data management protocol (NDMP) to the LTO3 drives. Additionally, a SunFire x4500 with 36TB of local storage is used for disk-based backups.

#### Sun Fire x4500

The production ERP (SunGardHE Banner) database is duplicated hourly to the disaster recovery site using Oracle Dataguard. The x4500 at DR site hosts the NFS share on which the database resides. Locally attached to the x4500 is a Sun L45 tape library with (two) LTO3 drives.

### **3. Schedule of Events**

The following is a schedule that will apply to this RFP, but may change in accordance with the College's needs or unforeseen circumstances.

Technical Questions/Inquiries due	September 14, 2009, 3:00PM, MST
Sealed Proposals due	October 2, 2009, 3:00PM, MST

### **4. Proposal Copies**

Provide one original (clearly marked) and six copies. See section 3 for further information.

### **Section 3 - Proposal Preparation and Submittal**

Proposals must conform to all requirements stated below, and elsewhere in this RFP. Disregarding these requirements may result in disqualification of the proposal.

Before submitting a proposal, each firm shall familiarize itself with the Scope of Work, laws, regulations and other factors affecting contract performance. The firm shall be responsible for fully understanding the requirements of a subsequent contract and otherwise satisfy itself as to the expense and difficulties accompanying the fulfillment of contract requirements. The submission of a proposal will constitute a representation of compliance by the firm. There will be no subsequent financial adjustment for lack of such familiarization.

All proposal materials must be placed in a sealed package (envelope, box, etc.) clearly marked with the proposal name and number and the firm's name. It is the responsibility of the firm to ensure that proposals are received in the Office of the Purchasing Director by the due date and time stated on page 1 of this RFP. The firm is responsible for delivery of their proposal by the deadline notwithstanding any claims of error or failure to perform by a mail, courier or package delivery service. No proposals or proposal modifications may be submitted orally, electronically, or via telephone, facsimile, electronic mail (email) or telegraph.

The firm must submit one original copy of the proposal (clearly marked "Original") as well as the required number of additional copies (clearly marked "Copy") specified in Section 2 of this proposal. One copy provided must be unbound and in a suitable format to allow photocopying.

All proposals must be typewritten on standard paper size (8½ x 11 inches) and shall be in the required format incorporating the forms provided in this RFP package, if any. It is permissible to copy these forms as required. The authorized person signing the proposal shall initial erasures, interlineations or other modifications on the proposal.

The firm's proposal should be organized in sections as outlined below:

#### **1. Cover Letter**

All proposals must include a cover letter submitted under the firm's name on the firm's letterhead containing the signature and title of an official of the firm who is authorized to commit the firm to a potential contract with the College. The cover letter must also identify the primary contact for this proposal and include the College's RFP number found within this RFP. The cover letter should express the firm's interest and serve as an executive summary of the proposal. Claims of proprietary information must be included in the cover letter.

#### **2. Qualifications and References**

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
  - Full legal name of the company
  - Year business was established
  - Number of people currently employed

2. An outline of the product line-up they currently support.
3. A description of their geographic reach and market penetration.
4. An outline of their partnerships and relationships to date.
5. An outline of their current and future strategies in the marketplace.
6. Information on current clients, including:
  - Total number of current clients.
  - A list of clients with similar needs using the same solution.
  - Evidence of successful completion of a project of a similar size and complexity.
7. References: Contact information for five references from within higher education (if possible). The references should be similar in size to Pima Community College and use Oracle over NFS or iSCSI. Provide a brief description of their implementation; including the timeline that was followed.

### **3. Response to Scope of Work**

Responses must be clear and thorough, but concise, and written in plain, easy to understand language. Responses must follow the numbering format used in the Scope of Work section.

**4. Cost Proposal**

A detailed cost proposal must be provided and placed in a separate, sealed envelope, marked "Cost Proposal", clearly marked with the proposal number and the firm's name. If a Cost Proposal sheet is provided in the Appendix of this RFP, firms should complete it and use it as a guide to prepare their detailed cost proposal. One (1) copy of the Cost Proposal is required to be included with the original proposal. This information will not be considered during the initial stages of the evaluation process.

All applicable taxes are to be paid by the Vendor and included in the quoted price. The College is not exempt from paying State and local transaction privilege tax (sales tax).

All vendors must fill out the following cost breakdown for the implementation of their network-attached storage solution as described in this RFP. The vendor must agree to hold these prices valid for 45 days after the RFP closes.

**General Questions**

What is the one time cost for on-site training?

Will the annual software maintenance first payment begin one year after software testing and acceptance?

Will the annual software maintenance begin after the warranty has expired?

**Five Year Total Cost Summary**

Provide a five year cost summary as displayed below.

Five Year Total Cost Summary						
Costs	Total	Year 1	Year 2	Year 3	Year 4	Year 5
Hardware						
Software Licensing						
Third Party Software						
Documentation & Training						
Support/Maintenance						
Installation						
Integration						
Misc.						
Other (specify)						
<b>Total:</b>						

## **5. Appendix**

The Proposal Appendix must include:

- a. All documents or forms required by the College to be completed by the firm including the required documents specified in the Appendix of this RFP.
- b. Audited financial statements for the past three (3) years (at minimum an Income Statement, Cash Flow Statement, and Balance Sheet are required) (All financial materials submitted will be handled as confidential to the extent possible by law).
- c. Details of any litigation your company or any of its subsidiaries or affiliates has had in the past three years as it may relate to the successful completion of this Project.
- d. If a firm has had any previous contracts canceled or is currently debarred, suspended, or proposed for debarment by any government entity, the current status must be documented in this proposal. The firm agrees to notify the College of any change in this status. If any customer has stopped using the product(s) or service(s) you are proposing, provide details including customer name, date when product was installed, date when product was discontinued (usage) and reason for discontinuation, including contact details of the customer.
- e. If the firm intends to use any cooperative, subcontract, third party agreement, or the like to perform under their proposal, the firm must supply the name, address, qualifications and criteria used by the firm for selection of any third party, and the intended services to be performed. The services provided under the scope of work proposed, in part or in whole, shall not be subcontracted or assigned without prior written permission of the College, except that the contractor may, without prior approval and without being released from any of its responsibilities hereunder, assign the contract to any affiliate or wholly-owned subsidiary of the contractor.
- f. Samples of any contract(s), waiver(s), or any other documentation that contractor requires the College to sign.

## **Section 4 –Selection and Contract Award**

Proposals shall be evaluated based on the requirements set forth in the RFP. Selection of the firm(s) will be at the discretion of the College and will be based on the proposal that the College deems to be the most responsive and responsible and serves the best interests of the College. It is the intent of the College to negotiate and enter into a contract with the selected firm following a Notice of Intent of Award.

Selected vendors may be required to make on-site oral and visual presentations or demonstrations at the request of the College. The College will schedule the time and location for any presentations. Costs and equipment for such presentations are the responsibility of the vendor.

Proposals will be reviewed by a selection committee and will be evaluated based on the following criteria:

- a. Firm Experience and Qualifications**
  - i.** Experience with projects of similar type and scope.
  - ii.** Experience with private and public sector organizations, and institutions of higher education.
- b. Staff Expertise / Implementation and Operational Teams**
  - i.** The experience of staff proposed to be involved in the project.
  - ii.** Proven and demonstrated hands-on expertise of key management team members and staff in this area of work.
  - iii.** Demonstrated expertise in being a strategic partner with clients.
- c.** Product design and capabilities (if specified in Scope of Work).
- d. Project Methodology and Structure (if specified in Scope of Work).**
  - i.** Description of the approach, methodology, and project structure to be used to satisfy the College's project scope and objectives.
- e. Implementation and/or delivery schedule**
  - i.** Proposed timeline reasonableness and responsiveness to project's intended outcomes.
- f. Financial Proposal**
  - i.** Total cost to District as it relates to project.
- g. Financial Viability**
  - i.** Contractor's ongoing financial viability to provide services to District.
- h. References**
  - i.** Interviews with submitted references.

## **Section 5 – Terms and Conditions**

- 1. Proposal Opening.** Proposals are opened publicly in the office of the Purchasing Director and interested parties may attend. The College is not responsible for the pre-opening of, late opening of, or the failure to open, an offer not properly addressed or identified. Only the names of the submitting firms shall be publicly announced at the proposal opening. No other information will be released until time of award. Proposal results will not given in response to telephone inquires. The list of firms or persons submitting proposals is available to anyone who submitted a proposal by sending a written request to the Purchasing Director.
- 2. Effective period of proposals.** In order to allow for an adequate time for evaluation, approval, and award of a contract, the College requires a proposal in response to this RFP to be valid and irrevocable for one hundred and twenty (120) days after the proposal due date and time. Any firm who does not agree to this condition shall specifically communicate such disagreement in its proposal to the College, along with any proposed alternatives. The College may accept or reject such proposed alternatives without further notification or explanation.
- 3. Alternate Offers.** Offers submitted as alternates, or on the basis of exceptions to specific conditions of purchase and/or required specifications, must be submitted as an attachment referencing the specific paragraph number(s) and adequately defining the alternate or exception submitted. Detailed product brochures and/or technical literature, suitable for evaluation, must be submitted with the offer. If no exceptions are taken, the College will expect and require complete compliance with the specifications and all conditions of purchase.
- 4. Inquiries/Questions.** Only questions answered by a formal written amendment to the RFP will be binding. Firms may only submit written questions via e-mail as noted on page 1. Oral interpretations or clarifications will be without legal effect.
- 5. Addenda.** Any change to the proposal will be in the form of a numbered addendum issued by the Purchasing Director's office. Any addendum will be posted on the College's webpage listed on page 1 of this RFP, and shall be furnished to all who received a paper copy of the RFP from the College. Other than official numbered addenda issued by the office of the Purchasing Director, oral or written advice or instructions made by any employees, officers, contracted consultants or agents of the College in regard to this RFP are not binding on the College. The College will not be responsible for firms adjusting their offer based on oral or written instructions.
- 6. Withdrawal.** Proposals may be withdrawn until the date and time of the proposal opening. Proposals may not be withdrawn for ninety (90) days after the proposal opening.
- 7. Cancellation.** The College may cancel an RFP in whole or in part if it is determined to be in the best interest of the College.
- 8. Acceptance or Rejection of Proposals.** The College reserves the right to waive any formalities and to reject any or all proposals or any part(s) thereof, and/or to accept any proposal or any part thereof and/or to cancel the request for proposal. The College also reserves the right to reject the proposal of any firm who has previously failed to perform adequately in furnishing materials, services or equipment to the College. The College reserves the right to negotiate any and all provisions presented in the proposals.

9. **Waiver of Minor Imperfections.** The College reserves the right to waive minor imperfections, irregularities, technicalities, informalities, or apparent clerical mistakes in a proposal.
10. **Public Information.** The College is obligated to abide by all public information laws. All vendor information regarding the proposal may become public information. All copies and contents of any proposal, attachment, and explanation submitted in response to this RFP shall become the property of the College, except any materials that both the vendor and College agree to classify as confidential, proprietary or trade secrets. These materials must be clearly marked by the vendor and will be returned to the vendor, after the award upon request.
11. **Proprietary Information.** If the vendor includes in the proposal any information deemed confidential, proprietary, or protected, such information must be packaged separately from the balance of the proposal and clearly marked as to any proprietary claim. The College discourages the submission of such information and undertakes to provide no more than reasonable efforts to protect the proprietary nature of such information. The College, as a public entity, cannot and does not warrant that proprietary information will not be disclosed. The College shall have the right to use any and all information included in the proposals submitted unless the firm expressly restricts the information. If such restriction impedes the consideration of the firm's proposal, the Purchasing Director may disqualify the proposal.
12. **Right to Use College Name Denied.** The firm is specifically denied the right of using in any form or media the name of the College for public advertising unless express permission is granted in writing by the College.
13. **Pre-proposal Conference.** If scheduled, the date and time of a pre-proposal conference is indicated on page 1 of this document. Attendance at this conference, if mandatory, is so noted. The purpose of this conference will be to clarify the contents of this RFP in order to prevent any misunderstandings. Any doubt as to the requirements of this RFP or any apparent omission or discrepancy should be presented to the College at this conference. The College will then determine the appropriate action necessary, if any, and may issue a written amendment to the RFP. Oral statements or instructions will not constitute an amendment to this RFP. Written minutes and/or notes will not be available. If a firm is unable to attend a non-mandatory pre-proposal Conference, questions may be submitted in writing via e-mail as noted on page 1.
14. **Proposal, General Provisions.**
  - a. **Offer and Acceptance.** A response to the RFP is an offer to contract with the College based on the provisions contained in the RFP. An authorized signature on the cover letter accompanying the proposal documents shall constitute an irrevocable offer to sell the goods or services specified and accept the terms of the subsequent contract, which shall incorporate this RFP.
  - b. **Cost of Preparation.** Any and all costs associated with the preparation, presentation, demonstration, or submission of responses to this Request for Proposal shall be entirely the responsibility of the contractor and does not commit Pima County Community College District to pay or reimburse any costs in any manner. These costs may include but are not limited to: time for interviewing or selecting any contractor(s) who responds, site visits, presentations, return of proposal, proposal materials, reproductions, copyright infringements, and any other costs.
  - c. **Accuracy.** It is the responsibility of all firms to examine the entire RFP document and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal

after due date and time. Firms are responsible for errors and omissions in their proposals. Failure to include all requested information will have a negative impact on the evaluation of the firm's proposal and may result in rejection.

15. **Waiver of Damage Claim.** Each firm, in submitting a proposal, is deemed to have waived any claims for damages by reason of the selection of another proposal and/or the rejection of his/her proposal.
16. **Responsibility for Compliance with Legal Requirements.** The contractor shall comply with all state and federal laws applicable to its operations.
17. **Law Forum.** A contract resulting from this RFP shall be governed, and the College and contractor shall have all remedies afforded to each, by the law of the State of Arizona. State law claims shall be brought only in Pima County Superior Court.
18. **Non-discrimination.** During performance of a contract, the vendor will comply with provisions of the Civil Rights Act of 1964, Executive Order No. 11246 of September 24, 1965; rules, regulations and relevant orders of the Secretary of Labor and all applicable Municipal, County and State laws.
19. **Americans with Disabilities Act.** The contractor shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101, et seq.) and applicable Federal regulations under the Act.
20. **Confidentiality.** The contractor shall keep the information related to all contracts and subcontracts in strict confidence. Other than the reports submitted to the College, the contractor shall not publish, reproduce or otherwise divulge such information in whole, or in part, in any manner or form, or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information, to those employees on staff who must have the information on a "need-to-know" basis, and the contractor agrees to immediately notify the College, in writing, in the event it is determined, or there is reason to suspect, a breach of confidence has occurred. Execution of a confidentiality agreement will be required of the successful contractor.

## **Section 6 – Indemnification and Insurance Requirements**

### **1. Indemnification**

To the fullest extent permitted by law, the contractor shall defend, indemnify and hold harmless the College, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the contractor, its employees, agents, or any tier of subcontractors in the performance of the contract. The contractor's duty to defend, hold harmless and indemnify the College, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting there from, caused by any acts, errors, mistakes, omissions, work or services in the performance of this contract including any employee of the contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the contractor be legally liable. The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The contractor shall hold the District, its officers and employees, harmless from liability of any nature or kind on account of use of any copyrighted or non-copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used under this request.

### **2. Insurance Requirements**

The contractor, at contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed to do business in the State of Arizona with policies and forms satisfactory to the College and possessing a minimum current A.M. Best, Inc. Rating of B++6.

All insurance required herein shall be maintained in full force and effect until all work required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole direction of the College, constitute a material breach of this Contract.

The contractor's insurance shall be primary insurance, and any insurance or self-insurance maintained by the College shall not contribute to it.

Any failure to comply with the claim reporting provisions of the policies or any breach of an insurance policy warranty shall not affect coverage afforded under the policy to protect the College.

All policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the College, its agents, representatives, directors, officers, and employees for any claims arising out of the contractor's work or service.

The insurance policies may provide coverage which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the College under such policies. The contractor shall be solely responsible for deductible and/or self-insured retention and the College, at its option, may require the contractor to secure the payment of such deductible or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

The College reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. The College shall not be obligated, however, to review same or to advise the contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve the contractor from, or be deemed a waiver of the College's right to insist on, strict fulfillment of contractor's obligations under this Contract.

The insurance policies, except Workers' Compensation, required by this Contract shall name the College, its agents, representatives, officers, directors, officials, and employees as Additional Insured.

### **3. Required Coverage:**

#### **a. General Liability**

The contractor shall maintain and cause any subcontractor to maintain Commercial General Liability insurance with a limit of not less than \$2,000,000 for each occurrence with a \$2,000,000 Products and Completed Operations Aggregate and \$2,000,000 General Aggregate Limit. The policies shall include coverage for bodily injury, broad form property damage, personal injury, products/completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract, which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 000211093 or any replacement thereof. The coverage shall not exclude X, C, U.

Such policies shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision that would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc's, Additional Insured, Form B, CG20101185, and shall include coverage for the contractor's operations and products and completed operations.

#### **b. Workers' Compensation**

The contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of the contractor's employees engaged in the performance of the work; and, Employer's Liability insurance of not less than \$2,000,000 for each accident, \$1,000,000 disease for each employee, and \$1,000,000 disease policy limit.

In case any work is subcontracted, the contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the contractor.

#### **c. Certificates of Insurance**

Prior to commencing Services under this contract, contractor shall furnish the College with Certificates of Insurance, or formal endorsements as required by the Contract, issued by contractor's insurer(s), as evidence that policies providing the required coverages, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the contract, a renewal certificate must be sent to the College thirty (30) days prior to the expiration date.

All Certificates of Insurance required by this Contract shall be identified with a bid or proposal serial number and title.

**d. Cancellation and Expiration Notice**

Insurance evidenced by these certificates shall not expire, be canceled, or materially changed without thirty (30) days prior written notice to the College.

## **Section 7 – Technical Specifications**

### **7.1 Overview of Proposed Solution**

Provide the name of the proposed NAS solution as well as its basic form factor (rack size, number of disk bays, expansion options, number of ports, and port types). Also list included software for disk and storage management backup and data archiving, off-site duplication, de-duplication and snapshots.

### **7.2 Technical Specifications**

Please describe in detail how the proposed NAS solution will meet or exceed each of the following baseline requirements.

#### **7.2.1 Capacity and Scalability**

An available capacity of 20TB is required for Oracle and Microsoft SQL workloads with an additional 10TB available for file shares and quorum devices. The solution should allow for incremental non-disruptive growth to a capacity of at least 72TB usable capacity.

#### **7.2.2 Disk Drive Type(s) and Performance**

High performance drives are required for production Oracle and Microsoft SQL workloads. Additionally, lower performance drives should be available for mass storage such as file shares. Responses should describe the available drive types as well as how storage tiers and drive mixing works in their solution.

#### **7.2.3 Redundant Array of Inexpensive Disks (RAID) Level and Management**

The solution needs to support RAID levels 0, 1, 5 and 10. Vendor should provide information on all RAID levels supported. If an alternate method of disk high availability is used, the vendor needs to describe their solution and provide performance comparisons using an Oracle workload.

#### **7.2.4 Connectivity**

The NAS solution must support NFS, iSCSI and fiber channel. Ethernet connections should be compatible with the current 10 Gigabit Juniper switches. Fiber connections should be compatible with our Brocade 5000 switches. Vendor should be clear about any additional fabric components that are not included in their solution. The vendor should also supply information on all supported fabric host bus adapters, including those that are compatible with our three Sun Fire E20K domains. Oracle will be mounted on the E20K domains via NFS and our Microsoft clusters will be connected via fiber channel.

#### **7.2.5 Platform Operability**

The NAS solution needs to support Windows Server 2003/2008, Solaris 9/10 and Red Hat Linux. The vendor should supply information on all supported platforms. The solution should be certified to provide quorum device services for Microsoft Windows, Linux and Solaris clusters.

### **7.2.6 Environmental Specifications**

The NAS solution needs to be energy efficient. List the power, cooling and floor space requirements for all components of the solution. Describe any other energy saving features supported by the solution.

### **7.2.7 Backup Encryption**

Describe available options to encrypt the NAS backups. Pima currently employs NDMP and Netbackup 6.5 to backup the existing NetApp NAS. The total solution cost does not need to include encryption pricing but should describe the available options. Encryption architecture and pricing for the datacenter and disaster recovery site should be included as an addendum.

## **7.3 Availability and Recovery**

### **7.3.1 Replication**

The scope of the RFP is to replace the storage area network (SAN) in the Pima College primary datacenter. There is a need to replicate Oracle databases to the disaster recovery site for redundancy purposes. Describe how the proposed solution could be extended to duplicate all production Oracle databases to the remote site. The total size of the databases for replication should be below 5TB. The disaster recovery site is connected to the primary datacenter via a 1GB fiber link that is shared with the six campuses. Describe all enhancements that may be needed with respect to network bandwidth. Include all costs for storage hardware and software as a separate addendum to the primary NAS solution.

### **7.3.2 Snapshots and Volume Cloning**

Volume snapshot capabilities should integrate with Oracle in order to provide minimal downtime for snapshots and corresponding backups. Please state if these snapshots can be read/write or read-only. Describe if this capability extends to Microsoft SQL as well. Describe how the system ensures that data is consistent and not in the middle of a transaction. State the maximum number of snapshots supported, the amount of disk space used for snapshots and if they can be initiated through scripts.

### **7.3.3 Recovery Time Objective (RTO) and Recovery Point Objective (RPO)**

Production Oracle databases should have a recovery point objective of less than 1 hour. The RTO for a 200GB database should be less than 3 hours. Provide recovery time estimates for backups within the array and using the disaster recovery site replication.

### **7.3.4 Additional Redundancy**

The proposed solution should provide high levels of fault tolerance. Power supplies, controllers and network adapters should all be redundant. List and describe any potential single points of failure within the solution. Describe the effects to the system in the event of instantaneous power and network loss.

#### **7.4 Management**

Ease of use, integration of features and functionality of the management software are critical factors in NAS selection. Describe management software available for the product including disk management, backup software, etc. Pima College uses Zenoss to monitor systems. Are pre-built Zenoss monitors available? Does the system support SNMP? Describe the monitoring and reporting capabilities of the system as well as any dashboard functionality that is provided. Explicitly state which software is included in the proposed solution and which is offered at additional cost.

Training should be included in the solution. A minimum of two storage administrators will need to be trained on the solution.

#### **7.5 Support**

Support should be provided on-site 24/7. Provide a detailed description of response times for both standard and extended support.

##### **7.5.1 Service Provider**

Please state the name of the company which will be delivering service and on-site support for this solution.

If service has been outsourced to another firm, how long has this relationship been in effect?

##### **7.5.2 Product History**

Please provide a technical roadmap for the proposed solutions. How does the proposed solution fit into the vendor's current product lifecycle?

Please provide a list of policies on firmware updates for the proposed solution. How often are microcode changes released? How is the customer notified about changes? How are they applied?

## Appendix

## **RFP Completion Checklist**

This checklist is a summary of some of the required components of the RFP. It is provided as a convenience to vendors, but is not intended to be all-inclusive or to imply acceptance or evidence of compliance by its use. It is the responsibility of the vendor to submit complete and compliant proposals.

- Cover Letter**
- Qualifications**
- Proposal**
- Cost Proposal**
- Non-collusion Affidavit**
- Conflict of Interest Disclosure**



### **Conflict of Interest Disclosure**

All vendors must disclose with their proposals the name of any officer, director or agent who is also an employee of the College or any of its agencies. Further, all vendors must disclose the name of any College employee who owns, directly or indirectly, an interest in the vendor or any of its branches.

<b>Employee Name</b>	<b>Description of Conflict of Interest</b>