

GENESEE HEALTH SYSTEM
REQUEST FOR QUOTATION
NIMBLE STORAGE - STORAGE AREA NETWORK (SAN) SOLUTION
ISSUED: MARCH 24, 2019

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GENESEE HEALTH SYSTEM

REQUEST FOR QUOTATION – NIMBLE STORAGE - STORAGE AREA NETWORK (SAN) SOLUTION

I. PURPOSE AND SPECIFICATIONS

Genesee Health System (hereinafter referred to as “GHS”) is seeking sealed bid quotations from interested and qualified parties experienced in providing, installing, and configuring Nimble Storage - Storage Area Network (SAN) Solutions, as well as an in depth knowledge of virtualization and storage migrations practices. The ideal candidate will possess the depth of knowledge it takes to transfer the requisite knowledge to the local administrators and to successfully complete the project in a timely fashion. These services/products will be provided to Genesee Health System at locations as requested by GHS.

Quotations must be clear, concise, typewritten, and must be signed in ink by the official authorized to bind the submitter to its provisions. The contents of this REQUEST FOR QUOTATION (RFQ) will become incorporated within any contract signed by GHS and the provider of these services. Do not retype this RFQ, instead, respond on a separate page and cite the section number for each response. All areas of the bid proposal must be addressed in the same sequence cited in the RFQ instructions in order that proper consideration is given to the proposal. Quotations submitted without information or incomplete content will result in the proposal being removed from consideration. The bidder must complete an **RFQ Bidder Cover Sheet** and attach it to the proposal.

Any change to this RFQ subsequent to its release will be confirmed in writing by GHS. **One original, Five copies, AND One e-version on flash drive** of each proposal must be submitted in a sealed envelope/package. **Quotations will be accepted until April 8th, 2019 at 2:00 P.M. Quotations must be received by this date and time in order for the proposal to be considered.** The following should be noted on the outside of the envelope:

CONFIDENTIAL
NIMBLE STORAGE - STORAGE AREA NETWORK (SAN) SOLUTION
RFQ MATERIALS ENCLOSED
DO NOT OPEN UNTIL DATE – APRIL 8TH, 2019
[INSERT YOUR COMPANY NAME]

Quotations may be mailed or hand delivered to the following address:

Genesee Health System
Attention: Contract Management Department
420 W Fifth Ave., 808 Annex 2nd Floor
Flint, MI 48503

Quotations will be publicly opened **on April 8, 2019, at 2:30 P.M.** at 420 W Fifth Ave., 808 Annex 2nd Floor, Flint, MI 48503. The proposal shall cover equipment and services beginning on or about June 3, 2019 or as agreed upon by the Contractor and GHS. The product/service will be delivered on or about **June 3rd, 2019** or as agreed upon by the Contractor and GHS.

GHS reserves the right to accept or reject any/all bid quotations received pursuant to this RFQ, in whole or in part; and/or to waive any/all irregularities therein; and/or to delete/reduce the units of service; and/or to negotiate proposal terms in any way whatsoever to obtain a proposal as deemed in its best interest. GHS reserves the right to re-solicit/re-advertise as deemed necessary.

INTRODUCTION AND OVERVIEW

GHS operates as a Mental Health Authority under the provisions of Act 258 of the Michigan Public Acts of 1974, as amended. GHS intends to enter into a contract with a for-profit or non-profit entity or entities to provide a **Nimble Storage – Storage Area Network** solution. It is expected that the proposal to provide these services will be in compliance with all applicable State and Federal standards and guidelines.

GHS manages and provides, both directly and through existing contracts, a continuum of services to persons with mental health disabilities who are located within the County of Genesee. Services are directed to persons who meet the criteria found in the most recent Diagnostic and Statistical Manual of Mental Health Disorders published by the American Psychiatric Association. Priority is given to the provision of services to individuals and families with severe and persistent mental illness, children with serious emotional disturbance, persons with developmental disabilities, and persons with substance use disorders.

Managed care has created a need for GHS to more clearly define the role of and expectations for contractors from whom a **Nimble Storage – Storage Area Network (SAN) Solution** is purchased. The RFQ establishes criteria and requirements that have been designed to cover important aspects of the products and services to be provided.

GHS has chosen to meet the challenge of managed care by managing its mental health care service delivery through evaluation and monitoring, and expecting its service providers to be solely responsible for managing its operations consistent with terms of the accepted contract. Consequently, the submitter should be aware that providers from whom GHS purchases services are expected to operate in the marketplace and be able to effectively meet the requirements for establishing and maintaining a contractual relationship with GHS.

COST LIABILITY

GHS assumes no responsibility or liability for costs by the bidder, or any bidder prior to the execution of a contract between the organization and GHS.

BIDDER RESPONSIBILITIES

All inquiries concerning the content of the RFQ shall be submitted to the address cited on page two (2) of the RFQ.

It is the responsibility of the bidder to understand all details of the RFQ. The bidder, by submitting a response indicates a full understanding of all details and specifications of the RFQ. Bidders are expected to present narrative statements/summaries in a clear, concise and organized manner for review.

The bidder is solely responsible for delivery of its **one original** proposal and **five copies** and **one Flash drive** containing electronic version to the Contract Management Office at Genesee Health System, located at 420 W Fifth Ave., 808 Annex 2nd Floor, Flint, Michigan 48503, **no later than 2:00 P.M. on April 8th, 2019.** The Contract Management Office will be the single point of contact throughout the RFQ process.

RFQs submitted after the deadline will not be considered and will be discarded.

All RFQs submitted by the deadline will become the property of Genesee Health System.

OTHER MATERIALS

Bidders may attach other materials believed to be relevant to illustrating the bidder's ability to successfully provide these services.

AWARD OF CONTRACT

It is the intent of GHS to enter into a contract with a provider that will emphasize administrative efficiencies, and possess the capacity, infrastructure and organizational competence to provide the required services under this proposal.

Award recommendations are contingent upon an initial evaluation of the bidder's qualifications to determine if the bidder is a quality provider.

There are three types of evaluation that **may be used** to determine if a bidder meets quality standards. The first is an evaluation of the written response to the RFQ. The second involves interviewing bidder's staff and/or regulators. The third involves interviews with bidder's customers and/or consumers.

The process of evaluating each bidder's proposal may involve interviews with a random sampling of the bidder's current and previous customers. This is not an exclusive criterion for awarding the contract.

In addition to access to customers, the evaluation process must be assured of unimpeded access to employees of the bidder. Specific requests for information, to assist the evaluators, will be submitted to the prospective bidder in order to facilitate sampling satisfaction.

It is anticipated that contract(s) will be awarded on or before May 24, 2019.

Bidders who are awarded contracts shall not have the right to assign or delegate any of their duties or obligations under the contract to any other party without written permission of GHS.

DISCLOSURE

All information in a bidder's proposal is subject under the provisions of Public Act No. 442 of 1976 known as the Freedom of Information Act.

CONFLICT OF INTEREST

Bidders awarded a contract will affirm that no principal, representative, agent, or other acting on behalf of or legally capable of acting on the behalf of the bidder, is currently an employee of GHS; nor will any such person connected to the bidder currently be using or privy to any information regarding GHS which may constitute a conflict of interest.

At the time of bidding, any bidder shall disclose any known direct or indirect financial interests (including but not limited to ownership, investment interests, or any other form of remuneration) that may be present between the contractor or his/her potential subcontractors, and GHS personnel. This disclosure shall be made to the VP of Business Operations who will forward the information to the CEO.

As part of the bid, include a list of any known potential subcontractors, including the portion of bid work being contracted out to other licensed contractors. This listing of potential subcontractors shall be limited to the name of the company, name of the company's owner(s), and business address. If any other subcontractor is selected after a bid is awarded, the successful bidder shall provide GHS with the name of the company, its owner(s), and address. This requirement is not intended to apply to minimal relationships such as the purchase of a small dollar amount of supplies to complete a project.

RELATIONSHIP OF THE PARTIES (INDEPENDENT CONTRACTOR)

The relationship between GHS and any bidders successful in obtaining a contract is that of client and independent contractor. No agent, employee, or servant of the contractor shall be deemed to be an employee, agent, or servant of GHS for any reason. The contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, and servants during the performance of a contract resulting from the RFQ.

NO WAIVER OF DEFAULT

The failure of GHS to insist upon strict adherence to any term of a contract resulting from this RFQ shall not be considered a waiver or deprive GHS of the right thereafter to insist upon strict adherence to that term, or any other term, of the contract.

DISCLAIMER

All the information contained within this RFQ reflects the best and most accurate information available to GHS at the time of the RFQ preparation. No inaccuracies in such information shall constitute a basis for legal recovery of damages, either real or punitive. If it becomes necessary to revise any part of this RFQ, a supplement will be issued to all bidders who obtained the original RFQ.

SERVICE DESCRIPTION

Overview:

Please quote a new storage appliance for head end location with optional storage solution at existing DR site. The two sites are approximately 10 miles apart. Vendor must quote hardware, software, labor and licensing cost of Installation and configuration of a new or upgraded on premise storage solution. Proposed solution must have flexible storage provisioning. The solution must have robust backup and restore capabilities with highly effective Snapshot capabilities capable of restoring access to data with zero or minimal downtime. The storage solution must include replication technology for business continuity. The chosen solution must include the capability for automated disaster recovery or business continuity failover to alternate hardware.

Scope:

GHS is looking to procure a SAN solution for maintaining our existing VSI (virtual server infrastructure) and VDI (virtual desktop infrastructure). GHS currently uses VMware 6.0. The existing head end HP Nimble SAN is running near maximum storage capacity. GHS is in need of expanding the current solution or purchasing a new solution that meets our needs. The target capacity is 40+ TB. GHS has a DR site that hosts a second storage appliance. Main storage appliance will need to terminate into existing redundant Cisco switches in main data center and be 10GB SFP. The DR site is connected via broadband internet and houses a Nimble storage array. The current VSI hosts will need to be replaced (3 Dell R720).

General Information

- The solution should include maintenance for three years; cover software upgrades and hardware failure.
- GHS needs a highly available storage solution that can be configured flexibly, allowing the assignment of appropriate storage to its inventory of conventionally configured MS Windows servers and desktop VMs.
- The solution must provide robust backup and restore capabilities with highly effective snapshot capabilities capable of restoring access to GHS data with zero or minimal downtime.
- The solution must present a robust, centralized, flexible data storage solution that easily scales to growing storage demand and supports redefinition of configurations as needs change.
- The solution must have the ability to create snapshot backups of Linux, Windows, Microsoft SQL Server, Exchange server and member server's data files to allow quick recovery upon failure.
- Vendor must be able to design and install volume partitioning for migrations and backups.
- Vendor must have a strong working knowledge of VMware solutions.
- Vendor must have a strong working knowledge in storage management including but not limited to Cloning, Thin Provisioning, Snapshots, Data Migrations, Protection Management, SAN Monitoring and Compression analysis.
- Vendor must have working knowledge of a disaster recovery (DR).

Requirements:

- Storage solution must allow for 40+ TB (head end)
- Installation and configuration of new and any existing hardware/software
- Replace current SAN appliance (head end)
- Replace 3 existing Dell servers (head end)
- Labor rate including travel for unbox, rack, installation and configuration
- All licensing cost
- All cables and accessories needed
- Reconfigure and update backups/Snapshots
- Training and knowledge transfer
- Document network and Visio layout
- Hourly labor rate for anything beyond the scope of work
- Include 8 hours onsite project conclusion, final tuning

Current Hardware in place:

Nimble Storage CS200 7.4TB (current DR)
 Nimble Storage CS220G 7.4TB (head end)
 Nimble Storage CS300 15.0TB (head end)
 6 Dell PowerEdge FC630 Servers 4 (VDI)
 3 Dell R720 (VSI)
 Nexus 3064-X 48 SFP+ 4 QSFP+ ports

Current software in place:

VMWare V6.0

Horizon V6.0

EMR (hosted on-premise) for NextGen

General Information

- The solution should include maintenance for three years; cover software upgrades and hardware failure; with an option to extend coverage for two additional years.
- GHS needs a highly available storage solution that can be configured flexibly, allowing the assignment of appropriate storage to its inventory of conventionally configured MS Windows servers as well as Hyper V virtualized servers and VMware.
- The solution must provide robust backup and restore capabilities with highly effective snapshot capabilities capable of restoring access to GHS data with zero or minimal downtime.
- The solution must present a robust, centralized, flexible data storage solution that easily scales to growing storage demand and supports redefinition of configurations as needs change.
- The solution must have the ability to create snapshot backups of Microsoft SQL Server, Exchange server and member server's data files to allow quick recovery upon failure.
- Vendor must be able to design and install volume partitioning for migrations and backups.
- Vendor must have a strong working knowledge of Hyper V Virtualization and VMware.
- Vendor must have a strong working knowledge in storage management including but not limited to Cloning, Thin Provisioning, Snapshots, Data Migrations, Protection Manager, SAN Monitoring and Compression analysis.

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II. BIDDER CRITERIA AND RESPONSE REQUIREMENTS

The Consultant shall be responsible for preparing an effective, clear, and concise proposal. Proposals must contain the following information:

A. Service Delivery System

1. Bidder shall provide a list of 10 customers they served during the past year.
2. Bidder shall provide a list of 3 customer references including: business name, contact name & title, telephone number, business address, brief description of project, and approximate dollar value of purchased products and services, of customers who agree to be contacted as a reference for your company.
3. Provide a list of name(s) and professional qualifications, responsibilities for managerial, technical and support staff identified to conduct the engagement.
4. Provide number of year's firm has been in business and the firm's qualifications and experience performing similar scope of services.
5. Provide a list of similar projects that the firm has performed within the last three years.
6. Be sure to provide individual prices by line item for products/services, installation/configuration and training necessary for the new Nimble Storage - SAN solution (or comparable to Nimble as an alternate bid). Please also include a total annual cost in year one for this turn-key solution and year two pricing, if appropriate.
7. Installer must be a certified Nimble Engineer and willing to demonstrate qualifications.
8. Bidder shall provide a list of the physical locations of its operations.

B. Legal Structure and Financial Viability

1. The bidder shall submit documentation and proof of entity (e.g. IRS 501(c) 3 determination); copy of Articles of Incorporation or document under which the organization is constituted/organized from its inception.

2. The bidder shall include the names, addresses, and title or representation of all owners or controlling parties of the organization, whether they are individuals, partnerships, corporate bodies, or subdivisions of the bodies.
3. The bidder shall attach a copy of its Distribution License (if applicable).
4. The bidder shall attach a certificate of professional liability (errors and omissions) in a sum of not less than \$1 Million per claim and \$1 Million annual aggregate.
5. The bidder shall attach a certificate of general liability insurance with Broad Form General Liability Endorsement or equivalent, if not in policy proper, Provider and Contractual liability coverage with limits of not less than \$1 Million per occurrence and \$1 Million annual aggregate.

C. Rate Submission for Products and Services to be provided

Quotation shall include individual prices by line item for products/services, installation/configuration, training, etc. which may be necessary for the new Nimble Storage - SAN solution. Proposed alternative solutions that are comparable to Nimble Storage will be considered. These alternates must be clearly identified as an “Alternate Bid” and bidder must provide specific details of their alternative items including line by line pricing.

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III. RFQ BIDDER COVER SHEET

Bidder Information

Name of Organization:

Address:

Authorized Representative:

Title:

Telephone Number:

Fax Number:

Person(s) to Contact:

- 1. For Genesee Health System representative to ask questions regarding the contents of the bid packet:*

Name:

Title:

Telephone Number:

E-Mail Address:

Program Services Included in the Proposal:

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IV. TIME REQUIREMENTS

The following is the calendar of events related to this RFQ:

<u>EVENT</u>	<u>FIRM DATES</u>
Issue REQUEST FOR QUOTATION (RFQ)	March 24, 2019
<i><u>Deadline</u></i> for Final Submission of Quotations to GHS (1 sealed original and 5 copies + flash drive)	April 8, 2019 by 2:00 P.M.
Bid Opening	April 8, 2019 @ 2:30 P.M.
Award (Tentatively)	May 24, 2019