

**Family Health Centers, Inc.**

**Request for Proposal**

**for**

**Data Center Virtualization & Expansion Project  
Virtualization Software & Professional Services**

**Date Issued: 07/22/2009**

**Date Due: 08/05/2009**

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# I. Introduction

Family Health Centers, Inc. (FHC) is an independent, not-for-profit (501C3), Federally Qualified Community Health Center located in Louisville, Kentucky. FHC has been in business for over 31 years and operates seven clinical sites in the Louisville/Jefferson County metropolitan area. FHC currently employs in excess of 350 full and part time employees and operates on a 25 million dollar annual budget that includes federal, local, and state public funding sources.

FHC applied for and was awarded a Federal Grant through the American Recovery and Reinvestment Act (ARRA) Capital Improvement Program (CIP) for the expansion and virtualization of its current data center located at 2215 Portland Ave., Louisville, KY.

FHC is committed to ensuring that goods and services are purchased in an effective and efficient manner that provides, to the maximum extent practicable, open and free competition, and in compliance with the provisions of applicable federal, state and local statutes and executive orders. FHC has established and maintains appropriate procedures addressing the procurement of goods and services to accomplish this objective.

In accordance with standards set by the ARRA CIP Grant, grant recipients and vendors receiving grant funds must comply with these applicable federal standards and regulations:

- Equal Employment Opportunity, as amended (E.O. 11246)
- Copeland "Anti-Kickback" Act (18 U.S. C. 874 and 40 U.S.C. 276c)
- Davis Bacon Act, as amended (40 U.S.C. 276a to a-7)
- Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333)
- Rights to Inventions Made Under a Contract or Agreement (37 CFR Part 401)
- Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251 et seq.)
- Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)
- Debarment and Suspension (E. O. 12549 and 12689)

To support this project, FHC will purchase virtualization software and professional services required to complete the project. FHC is currently soliciting bids from qualified vendors who can provide the components and expertise necessary to complete this project. In addition participating vendors must demonstrate a well established support program in the Louisville/Jefferson County market and be able to meet all minimum requirements defined in this RFP.

Vendors responding to this RFP will be responsible for the timely acquisition and delivery of software, licensing, and professional services detailed in this document. In addition, respondents must have the necessary expertise and technical staff required to design, plan, implement, train, and support the virtual environment specified in this RFP.

Vendors are also required to submit a **“Project Scope and Design Document”** denoting firm timetables for delivery, implementation, and training as detailed in (section II-A). In addition, an equipment list detailing all project related components and professional services must be provided with the RFP response.

The selected vendor will be responsible for providing the following:

- Project related software, licensing, and factory provided professional services as defined in (section IV).
- Installation, configuration, and post installation certification of system as defined in (section V).
- Warranty support as defined in (section V).
- Extended warranty and maintenance support of purchased equipment and software as defined in (section V).
- Technical training as defined in (section V).
- Timely delivery and implementation of the specified equipment as defined in (section V & VI).
- Upgrades to the systems as necessary.

## II. RFP Instructions

### A. *Completing the RFP*

Provide a complete description of the equipment and services included in your bid response as well as a project scope and estimated timeline. A separate equipment list of vendor supplied software and/or hardware is required. Any non-vendor supplied equipment and/or services required to complete the project are to be specifically noted. All proposed hardware, software, and professional services must be listed in the bid. The bid response must also include a complete **“Project Scope and Design Document”** explaining the proposed implementation and specific details and timelines of the project.

No verbal agreements will be considered during the bid process. The quality of the response to the RFP will be viewed as an example of the vendor's capabilities.

Only current production hardware and software will be considered. Hardware or software under development, in planning, or at beta test will not be considered. Discontinued models, demos, refurbished, and/or used equipment will only be considered if it is clearly denoted in the RFP response and has been mutually agreed upon by FHC and the vendor; otherwise this equipment will not be considered for the bid process and use of such will result in disqualification of the submitted bid. If a model is replaced or updated between the bid process and equipment delivery, an equivalent updated or upgraded model can be submitted for approval with supporting manufacturer data. Vendors can also include additional information about future developments or plans under separate attachment if applicable.

FHC expects this to be a **“TURN KEY”** project, meaning that any and all items or services required to complete the project are to be included in the bid, or specifically noted if not. FHC's expectation is that upon project completion, all hardware, software, and professional services required to implement the virtual environment will be provided. FHC also expects that this equipment will meet or exceed the bid specifications. It is the prospective vendors' responsibility to ensure that all equipment, labor, and necessary engineering time are included in the submitted bid to cover the stated project scope. If you require any clarification, provide the questions via email or fax Larry Owen (see section II-G).

Quoted prices and discounts are to be guaranteed for at least 60 days from the bid close date.

## ***B. Format, Due Date***

**BIDS:** Sealed bids in triplicate for furnishing all hardware, software, and professional services required to complete the "software" portion of the **Family Health Centers Data Center Virtualization & Expansion Project** will be received in the office of Family Health Center-Portland, Room 419 at 2215 Portland Avenue until 2:00 P.M., E.D.T., Wednesday August 5<sup>th</sup> 2009. The bid opening is public.

All submitted bids will be considered the property of FHC. All proposals should include copies of product descriptions for the proposed equipment.

Name one person to be the coordinator for your RFP response and for any clarification activities, which might be necessary.

Contact Name:

Company:

Title:

Address:

Phone:

Fax:

Email:

## ***C. Contract***

The bid should include a contract for all proposed equipment and services. If the vendor does not wish to submit an actual contract with the bid, due to alternatives proposed and pending choices from those alternatives, a sample contract should be submitted with the bid.

## ***D. Confidentiality***

Information submitted by any vendor will be considered confidential to FHC and will not be used for any other purpose than evaluating vendor responses.

## ***E. Selection Process***

Several factors will influence FHC's decision in selecting the vendor and the product line they represent. In addition to cost considerations, proposals will be evaluated on the basis of the following factors:

1. Functionality of proposed solution and ability to meet the projects specific needs
2. Availability of optional components and capabilities
3. System growth and expansion
4. Product quality, reliability, and warranty plan
5. Ease of configuration and administration
6. A credible commitment by the vendor/manufacturer to the product and the ongoing enhancement of future capabilities and service
7. Vendor qualifications including:
  - a. Overall experience and reputation in the industry
  - b. Experience with the proposed solution
  - c. Service and support resources, including overall skill level of technical personnel
  - d. Verifiable quality of services provided by vendor to area customers

In addition, any vendor submitting a bid must be recognized as a current Authorized Dealer of the software they are quoting and have a proven regional service and support system in place prior to submitting the bid.

## ***F. Disclaimer***

FHC will select the vendor based upon the best overall solution and value and is not obligated to select the lowest priced bidder; this RFP does not commit FHC to any specific course of action. In addition, FHC reserves the right to purchase either selected components, or to not select any vendor or purchase any goods and services resulting from this RFP.

## ***G. Conflict of Interest***

No public official, Family Health Centers board member, or Family Health Centers employee, shall participate in any decision related to the award of this contract, which affects their personal interests or has any pecuniary interest, directly or indirectly, in this contract or the proceeds thereof.

## *H. RFP Related Questions*

Submit any RFP related questions to:

**Larry Owen - Director of Information Systems  
Family Health Centers  
2215 Portland Avenue  
Louisville, Kentucky 40212**

**Phone 502-772-8114  
Fax 502-772-3489  
Email – [Lowen@fhclouisville.org](mailto:Lowen@fhclouisville.org)**

### **III. Vendor Background**

#### ***A. Company Information***

1. List your company's legal name, physical address, and telephone number. Include parent company information if applicable.
2. How long has your company been in business?
3. How long has your company or division been providing enterprise network data systems, virtualization solutions, and related services?
4. How many employees does your company have?
5. How many technicians/engineers are certified on the proposed solution? If none are directly employed by your company, provide background information for the organization supporting the products defined in the RFP.

#### ***B. References***

Provide a minimum of three (3) references of your customers that have purchased products and services similar to that being proposed in the RFP. Include contact names, telephone numbers, and physical addresses.

## **IV. System Requirements & Specifications**

### ***A. Background and General Project Requirements***

As stated in (section I), FHC has applied for and been awarded a Federal Grant through the American Recovery and Reinvestment Act (ARRA) Capital Improvement Program (CIP) for the expansion and virtualization of our current data center. To complete this project FHC has elected to use industry standard enterprise data center systems, network equipment, and software. FHC will procure these components and professional services from qualified factory authorized dealers and distributors of these product lines.

FHC's data center currently consists of 28 Windows Servers in an Active Directory environment, as well as two Linux application servers. No virtualization technology has been introduced into the environment. Furthermore, the data center has experienced exponential growth over the last two years and FHC would like to use server virtualization technology to help manage our current and future growth needs.

To deal with these issues the Data Center Virtualization & Expansion Project will introduce a virtual server environment. The virtual environment hardware will include three enterprise class dual processor servers, a high performance SANS, and a SANS optimized network to provide optimal performance and redundancy. FHC has chosen VMware as the virtualization platform to manage this new enterprise class hardware.

The proposed project design requires that the virtual environment provide the ability to:

- Centrally manage both VMware and Microsoft virtual server platforms
- Consolidate multiple physical servers into a single virtual environment
- Perform scheduled and on demand server snapshots
- Move live virtual servers between physical servers
- Provide a high level of fault tolerance
- Provide automated failover of virtual servers

FHC will implement VMware's vSphere 4 Advanced Acceleration kit to develop, implement, and manage the virtual environment. FHC will purchase the professional services and training hours required to bring the FHC IT staff up to speed on the virtual software and environment.

Please refer to the chart in (section IV-B) for a detailed list of required software and professional services to be supplied by the prospective vendor.

## ***B. Required Hardware & Software - Equipment List and Minimum Specifications***

Refer to the following chart for the list of required project related equipment and minimum specifications.

<b>Component</b>	<b>Description</b>		<b>Qty</b>
VMware vSphere 4 – Advanced Acceleration Kit Plus Training	General	VMware Advanced Acceleration Kit with Training for 6 processors (Includes vSphere Advanced for 6 Processors, 1 vCenter Server Foundation and 30 PSO credits) + Platinum (24x7) 1 Year Support	1
	Components	VMware ESXi and VMware ESX VMware vStorage VMFS Four-way virtual SMP VMware vCenter Server Agent VMware vStorage APIs / VCB VMware vCenter Update Manager VMware HA VMware vStorage Thin Provisioning VMware VMotion VMware Hot Add VMware Fault Tolerance VMware Data Recovery VMware vShield Zones vCenter Server Standard	
	Training	30 VMware Professional Services Organization Credits	
	Warranty & Support	Platinum (24x7) 1 Year Support	
<b>Component</b>	<b>Description</b>		<b>Qty</b>
VMware vSphere with Physical to Virtual Migrations Jumpstart	General	VMware vSphere with Physical to Virtual Migrations Jumpstart Consulting Engagement	1
	Components	On-site installation of up to two ESX hosts, one VMware vCenter Server and VMware vCenter Converter Interactive workshop on physical to virtual migrations using VMware vCenter Converter Best practices knowledge transfer Up to four (4) days on-site Maximum of five (5) participants Installation of up to two (2) ESX hosts and one (1) VMware vCenter Server VMware Jumpstart delivered by a VMware Certified Professional (VCP) consultant from VMware or from a VMware Authorized Consulting (VAC) partner	

### ***C. Qualifications & Equivalencies***

Specifications listed above are defined as minimum required, and must be met before submitting an RFP response. Referenced specifications can be met with equivalent standards where applicable or exceeded without authorization by FHC. If equipment is to be provided that doesn't meet these standards, an equivalency where applicable, must be agreed upon by FHC and the vendor prior to the RFP submission.

Failure to meet the required minimums or propose alternate solutions without prior approval by FHC will result in the disqualification of the bid. If a vendor chooses to submit a bid proposing equipment that exceeds the bid specifications either as a primary or optional bid, clearly denote the differences in the submitted bid.

In addition, only authorized dealers of the data center equipment being quoted will be permitted to participate in the RFP process. Wholesalers or liquidators who are not factory authorized or who do not have the required support channels will have their bids disqualified.

## V. Installation, Professional Services, & Support

### A. Installation & Professional Services

#### 1. Project Scope and Responsibilities

- a. FHC responsibilities:
  - i. FHC assumes the responsibility for providing the servers, SANS, networking, and in house technical support required to complete the project.
- b. Vendor responsibilities:
  - i. Vendors responding to the RFP will provide all software, licensing, support contracts, and professional services required to meet the specifications listed in table IV-B.
  - ii. The vendor will provide all technical and administrative aspects required to plan, configure, and integrate the VMware Enterprise Plus Acceleration kit on the associated virtual server and SANS hardware.
  - iii. The vendor will provide technical training to the FHC IT staff for the configuration, implementation, and ongoing support of the proposed VMware implementation.
  - iv. Failure to adhere to these directives will result in the disqualification of the bid.

#### 2. Professional Services

- a. Responding vendors must have the available technical expertise, either directly employed or contracted, to plan, configure and implement the proposed virtualization solution. These services must be included in the RFP response and be clearly denoted. Examples of the required professional services are:
  - i. Technical support and guidance to the FHC IT staff for virtual environment design and best practices.
  - ii. System configuration and implementation.
  - iii. Technical support for integration with the virtual server and SANS hardware.
  - iv. Technical training for the FHC IT staff for the virtual environment.

This list of proposed professional services should be used as a reference to formulate an RFP response. Additional professional services may be required to complete this project. It is the prospective bidder's responsibility to account for and provide additional services as required to complete the project as defined.

### 3. Implementation & Training Schedule

- a. A proposed delivery and installation schedule must be included in the **"Project Scope and Design Document"**. It is the prospective vendor's responsibility to ensure the timely acquisition, delivery, and installation of the proposed equipment. It is also incumbent that potential vendors be prepared to facilitate a timely project completion. FHC has strict timelines and milestones established in the Grant guidelines that must be met.

### ***B. Warranty Maintenance & Post Warranty Support***

Provide a complete description of the manufacturer and/or vendor supplied warranty and support included in the RFP response (section V-C-1). If no warranty or supplemental support is documented in the response then "no warranty" is assumed by FHC for the vendor's response.

If warranty or support services are to be provided by an entity other than the equipment manufacturer or the RFP respondent, list the organization and its affiliation to the respondent. If optional or upgraded warranty and support programs exist for the equipment listed in the RFP response then the vendor should list the information as an optional cost or in an addendum. (section VI-C-4)

### ***C. Warranty & Support Questions***

Please answer these warranty and support questions as applicable:

1. Explain in detail the support contract, and length of the contract.
2. What post warranty service arrangements does your company offer?
3. What are your standard service hours?
4. Break down support costs as follows:
  - Per call basis (emergency support calls without Maintenance Agreement)
  - Per call basis (changes and/or technical assistance without Maintenance Agreement)
  - Annual Maintenance Agreement (quote should be for the year(s) immediately following expiration of the specified support contract)
  - Optional maintenance plans
5. Explain in detail how additional options added to the basic system will increase maintenance costs.

6. What are your response times during and after the warranty period?
7. Support Calls — What are your *response times* for a:
  - Critical failure (define a critical failure)
  - Minor failure (define a minor failure)
8. Explain in detail your *support capabilities* for a:
  - Critical failure (as defined above)
  - Minor failure (as defined above)
9. Where is your local support dispatched from?
10. How many “factory authorized” engineers/support personnel do you have located within the local area
11. Do you stock adequate spare parts to meet your service agreement commitments? (explain)

#### ***D. Technical Training***

Provide a detailed training plan, number of hours required, and cost to bring FHC's staff up to speed on the proposed virtualization solution. In addition, provide optional factory authorized training classes or software as required.

## **VI. Pricing & Terms**

### ***A. Equipment & Delivery***

(As stated in Section I)

Vendors responding to the bid process will be responsible for the timely acquisition and delivery of all hardware, software, and accessories listed in this document. Provide a complete description of the equipment and services included in your bid response as well as an estimated timeline for delivery and implementation as defined in the RFP details.

A separate list of vendor supplied software, training, and professional services are also required. Any non-vendor supplied equipment and/or services required to complete the project must be specifically noted. All proposed software, training, and professional services must be included in writing with the bid.

### ***B. Pricing***

When submitting the RFP response, include a detailed line item description including a unit price and any applicable shipping and/or delivery charges. Any proposed professional services should also be itemized and priced separately. No verbal agreements will be considered during the bid process. The quality of the response to the RFP will be viewed as an example of the vendor's capabilities.

### ***C. Terms***

The payment terms must be clearly stated in the bid specifications. Payment terms should be structured using a milestone based payment schedule. The schedule should start with contract signing, following a logical progression of system delivery and installation, then conclude with the final system acceptance.

## ***D. Default***

1. Family Health Centers may, subject to the provisions of (section VI-D-3) below, by written notice of default to the contractor; terminate the whole, or any part, of this contract in any of the following circumstances:
  - a. If the contractors fails to make delivery of the supplies or to perform the services within the time specified herein or any extension thereof: or
  - b. If the contractor fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of this contract in accordance with its terms, or in either of these two circumstances does not cure such failure within a period of 30 days after receipt of notice from the department specifying such failure.
2. In the event FHC terminates this contract in whole or in part as provided in (section VI-D-1), FHC may procure, upon such terms and in such manner that are deemed appropriate by FHC, supplies or services similar to those terminated. In this circumstance the contractor shall be liable to FHC for any excess costs for such similar supplies or services, subject to the provisions of (section VI-D-3).
3. The contractor shall not be liable for any excess of costs if acceptable evidence has been submitted to FHC that failure to perform the contract was not due to negligence of the contractor.