

# VILLAGE OF BRIDGEVIEW



## REQUEST FOR QUALIFICATIONS FOR SERVER VIRTUALIZATION SERVICES

ISSUE DATE: November 1, 2013  
DUE DATE: November 15, 2013 at 3pm CST

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## I. GENERAL INFORMATION

A. Introduction. The Village of Bridgeview, Illinois (the “Village”) is proud to issue this request for qualifications (“RFQ”) to qualified individuals and firms for our server virtualization selection process. Written qualifications submitted in response to this RFQ shall comply with the instructions and procedures set forth herein.

Parties interested in receiving a copy of this RFQ must provide a contact name, address, telephone number and email address to the Village.

B. Purpose. The purpose of this RFQ is to establish criteria for the selection of an individual or firm, or multiple individuals or firms, to act as a vendor (the “Vendor”) in providing hardware, software, and professional services for the server virtualization project within the Village, located at 7500 South Oketo Avenue, Bridgeview, Illinois. It is the Village’s intention to establish a long term business relationship, but the Village will review the performance of the selected party (or parties) on an as need basis and at least annually. The Village reserves the right to: (1) reject all qualifications submitted in whole or in part; and (2) award any portion of the server virtualization project to multiple respondents capable of satisfying any or all of the services sought. The Village reserves the right, in its sole and absolute discretion, to cancel or modify this RFQ in part or in its entirety.

C. About the Village. The Village is a home rule municipality located in southwestern Cook County, Illinois, approximately thirteen (13) miles from downtown Chicago. The Village was incorporated in 1947. The Village is populated by approximately 16,500 persons. The Village is the owner of TOYOTA PARK, a multi-purpose sports and event complex that is the home to the Chicago Fire Soccer Club and venue for headline concerts as well as numerous stadium, club/catering and parking lot events.

D. Response Format. Qualifications sent in response to this RFQ must include the name of the firm and the name of the person submitting the response. Responses should follow the format as outlined in the RFQ Questions section. All responses must be signed by a representative authorized to make a binding commitment on behalf of the party submitting the response. A repair and maintenance schedule and format should be affixed to your response.

E. Instructions. The Village must receive five (5) executed copies of all responses no later than 3:00pm. on November 15, 2013. Late responses will not be accepted. Responses submitted by electronic mail and facsimile will not be accepted. All responses should be delivered as addressed below:

Office of the Village Clerk  
Village of Bridgeview  
7500 South Oketo Avenue  
Bridgeview, Illinois 60455  
(708) 594-2525

All questions regarding the RFQ should be sent to Jonathan Butkus, Village IT Manager, via email to [jbutkus@villageofbridgeview.com](mailto:jbutkus@villageofbridgeview.com) by 3:00 pm. on November 13, 2013. All responses to all questions will be distributed to all respondents (with all answers containing the language of the question presented).

F. Remuneration. Interested parties are to present an outline of the pricing and fee schedule to be utilized in connection with the presented services as specified in the RFQ Questions section. As further discussed in Section II, interested parties are requested to submit independent pricing and a fee schedule for each of the two components of the requested services.

G. Oral Interviews. After receipt of all responses, the Village will review and evaluate submissions based on all of the criteria stated in this RFQ. The Village may request oral interviews to allow the most qualified candidates to clarify their responses or further define their offer. All oral interviews shall be at the expense of the person granted the oral interview.

H. Timeline. The Village anticipates that its review of the responses submitted to this RFQ shall take 1) week.

I. Public Records. Any response received under this RFQ constitutes a public document that may be made available to the public upon request under the Illinois Freedom of Information Act (“FOIA”) (5 ILCS 140/1, *et seq.*) and other applicable laws and rules.

## II. SCOPE OF SERVICES

The Village seeks one or more full-service Vendors capable of delivering high-quality, dependable hardware, software, and professional services designed to enhance the overall information technology experience within the Village while maintaining a focus on profitability. The Vendor must be prepared to install and implement any associated hardware and provide the highest quality level of service. The Vendor should outline the standard of service and care proposed to be provided including enclosing any standard service contracts or quantitative measures used to determine the quality of service being provided to the Village and its patrons.

This section provides the minimal requirements that may be expected from your firm pertaining to the needs of the Village. Firms not meeting the minimum requirements may be eliminated from further consideration. Options include additional items of hardware and software and are not to be considered minimum requirements

The scope of services described below has three primary components: (1) hardware (2)software; and (3) professional services. Interested parties should submit pricing and service fee information for each component separately. The Village reserves the right to select one vendor's proposal for hardware; one vendor's proposal for software and another vendor's proposal for professional services. Additionally, the Village reserves the right to selection one vendors to meet all of the above needs.

Parties interested in offering those items listed below as "optional" should specifically identify and define such optional services in their response.

### **Minimum Qualifications For All Components of the RFO**

- (1) Firms shall submit evidence of compliance with all equal opportunity employment and affirmative action laws when and to the extent these requirements are applicable (which will be satisfied by an affirmative certification to the same).
- (2) Firms shall comply with all applicable federal, state and local laws, ordinances, rules and regulations.

### **COMPONENT ONE: HARDWARE COMPONENT**

The Village seeks a vendor to provide the following hardware:

- (1) Two (2) managed Ethernet switches, each with:
  - a. Forty-eight (48) 1Gb ports (or more for trunk/stacking purposes);
  - b. Stacking capabilities for redundancy;
  - c. Compatibility with the Village's existing Cisco Catalyst 3750 and 3560 switches; and
  - d. Redundant power supplies.

- (2) Two (2) host servers, with a minimum each with:
  - a. Two (2) 450GB, 10K RPM SAS drives (RAID-1);
  - b. Two (2) Intel Xeon E5 processors, 2GHz 8 cores;
  - c. 128GB RAM, 1333MHz RDIMMs, w/ ability to add DIMMs if needed;
  - d. Six (6) 1Gb Ethernet ports w/ iSCSI offload capabilities; and
  - e. Redundant power supplies.
  
- (3) One (1) storage device (SAN or similar), each with:
  - a. Dual controllers for purposes of performance and redundancy;
  - b. Hard drive controllers must be able to operate at RAID-6 or better;
  - c. All included hard drives shall be 10K RPM SAS drives;
  - d. 8TB (min) raw hard drive space, after subtractions for RAID and hot-spares;
  - e. Ability to increase storage space by adding hard drives and/or “shelves”;
  - f. iSCSI, CIFS, SMB, and NFS protocol support; and
  - g. Redundant power supplies.
  
- (4) Warranty and serviceability
  - a. Minimum five (5) year initial hardware and software support, 24x7x4.
  - b. Minimum lifespan of five (5) years for servers and storage.
  - c. Minimum lifespan of ten (10) years for switches with full support options for years six through ten (6-10).
  
- (5) Other hardware considerations
  - a. All hardware must be compatible with the recommended hypervisor vendor.
  - b. NICs must support LACP (link aggregation) or similar capabilities for purposes of performance and redundancy.
  - c. Overall configuration must provide full redundancy to mitigate downtime from a single point-of-failure.

**COMPONENT TWO: SOFTWARE & LICENSING REQUIREMENTS.**

- (1) Hypervisor (VMware vSphere Essentials Plus for Production, or similar) with the following features and capabilities:
  - Centralized management and monitoring of virtual environment (vCenter or similar)
  - Physical-to-virtual (“P2V”) conversion
  - High availability
 Live migration between servers  
 Agentless backups and snapshots

- a. **OPTIONAL:** additional recommended licenses, plug-ins, and/or utilities for hypervisor, servers, and storage management
- b. **OPTIONAL:** Microsoft Windows Server 2012 with CALs
  - i. Five (5) Server 2012 licenses (for up to ten (10) virtual instances)
  - ii. One hundred (100) device CALs
- c. **OPTIONAL:** Microsoft Exchange Server 2013 with CALs
  - i. One (1) Exchange 2013 Standard license
  - ii. Two hundred fifty (250) Standard user CALs

**COMPONENT THREE: ADDITIONAL PROFESSIONAL SERVICE REQUIREMENTS.**

- (1) Installation, training and knowledge transfer including the following:
  - a. Rack/stack (to be completed by the Village and approved by vendor)
  - b. Installation and configuration of switches and integrating necessary new VLANs with the Village's existing LAN
  - c. Installation and configuration of hypervisor on servers
  - d. Installation and configuration of storage
  - e. Complete provisioning of a minimum of two (2) new guest virtual machines
  - f. P2V a minimum of two (2) servers
  - g. Question and answer throughout entire process between Village and vendor
- (2) Other considerations:
  - a. All professional services will be observed by Village IT staff
  - b. Services shall be quoted for anticipated hours
  - c. Services shall be billed on a per-hour basis

### III. RFQ QUESTIONS

#### A. Company Background.

(1) Describe your firm's expertise in the delivery of hardware, software, and professional services, in particular, to municipal clients.

(2) Describe the exact individuals that would be assigned by you to work at the Village. Briefly describe the duties and responsibilities that each individual will have regarding the Village and the requested services.

#### B. Service Team.

(1) Describe your firm's expertise in the delivery of hardware, software, and professional services, in particular, to municipal clients.

(2) Describe the exact individuals that would be assigned by you to work at and with the Village. Briefly describe the duties and responsibilities that each individual will have regarding the Village and the requested services.

(3) Briefly describe the warranties, manufacturers' or otherwise, that would apply to the hardware and software component of the services.

(4) Briefly describe the warranties that would apply to the professional services component of the services.

(5) Briefly describe your firm's ability to provide phone and/or onsite support during and, if requested, after the installation of the hardware and software including a description of any additional fees that would apply.

#### C. Pricing & Fee Schedule.

(1) Describe your firm's fee structure and clearly indicate what services are covered. Please indicate whether your firm proposes to work on a fee schedule, or any other basis, and include any other information relevant to your proposed fee structure.

(2) Describe all pricing and fees for each component of the services described in Section II. The pricing and/or fee schedule provided for each component should represent the stand-alone pricing and fees that would apply if your firm was chosen for only one component.

(3) Your firm may opt to provide separate pricing for the items designated as "optional" in the scope of services described in Section II. The cost of optional items should ***not*** be included any base price or service fee described in your proposal.

E. Client References.

- (1) Provide a listing of representative public sector clients.
- (2) Provide at least five (5) references of current clients, including their company name, address, contact person, phone number, email address and length of service.
- (3) Provide a list of clients that have terminated your services in the last three (3) years. Include company name, address, contact person, phone number, email address and length of service.
- (4) Include a list of all lawsuits filed against your firm regarding services rendered.

#### IV. EVALUATION CRITERIA

Please be prepared to discuss your firm's advantages over others in the industry, particularly as it relates to maximizing the Village's profitability, your firm's commitment to customer service, the ability to coordinate a successful transition and the firm's ability to enhance the overall information technology experience.

Finances will not be the only factors upon which the Village will make its selection. The following factors will be used to determine a firm's qualifications to service the Village. The order of the following factors does not determine any relative ranking:

- (1) The firm meets all of the Village's requirements;
- (2) Demonstrated knowledge and experience;
- (3) Conformance with specifications of the RFQ and completeness of the questionnaire responses;
- (4) The firm's ability to provide the products and services that are in the best interests of the Village;
- (5) References; and
- (6) Other matters not herein specifically enumerated.

**Selection does not guarantee the award of a contract.** This RFQ shall not create any legal obligation of the Village to evaluate any response that is submitted or to enter into any contract or any other agreement with an individual or firm who submits a response except on terms and conditions that the Village deems, in its sole and absolute discretion, to be satisfactory and desirable. The Village reserves the right to award the server virtualization services to multiple Vendors. All proposals should contain an affirmative statement that there is no "conflict of interest" between the Village and the firm. All responses to all questions will be distributed to all respondents (with all answers containing the language of the question presented).

**THE VILLAGE RESERVES THE RIGHT TO ACCEPT, REJECT OR BIFURCATE THE AWARDS FOR THE COMPONENTS OF SERVICES DESCRIBED HEREIN.** The Village reserves the right to reject all qualifications received and the right to waive non-material formalities and technicalities according to the best interests of the Village. Any qualifications submitted shall be binding for sixty (60) days following the Village's opening and review of the same. The Village reserves the right to select a firm or multiple firms to satisfy any or all of the services sought and to terminate the services provided by the selected firm(s). In person interviews may be scheduled to finalize the selection.

By submitting a response, the firm providing the qualifications acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.