



**525 14th Street, Suite 200
San Diego, CA
92101**

**Request for Proposal for
Server Replacement**

**Closing Date:
January 24, 2020 5:00 pm**

Project Name

Serving Seniors Network Solution

Description

Serving Seniors is a nonprofit organization in San Diego, California, serving low-income older adults aged 60 and above. We help poor and homeless seniors thrive using an innovative model of whole-person, wraparound support including meals, housing, health and social services, and lifelong learning.

Working at 15 sites across the county and in the homes of hundreds of homebound seniors, we provide 640,000 meals and coordinated services to 5,000 older adults each year, most of them living on less than \$1,000 per month. Serving Seniors is the largest provider of meals to seniors in the county, and one of the only organizations in the nation providing such a broad base of services to vulnerable, at-risk older adults.

Serving Senior employs 51 full---time employees and 24 part---time employees. Serving Seniors has a full---time IT Manager and a full--time Business Data Manager.

Serving Seniors currently uses 2 physical servers (in two separate locations) running VMware 5.1 ESXi Virtual Host. The virtual servers on the physical servers also use Microsoft (MS) Windows 2008 R2, seven of which are virtual servers (VS).

Serving Seniors is seeking a solution to update our network infrastructure and would entertain on-premise, hybrid or cloud architecture solutions.

Current Hardware and Application Detail

Server located at 525 14th Street

- Hewlett-Packard (HP) ProLiant DL360 G6
- Operating system (OS): VMware 5.1 ESXi Virtual Host
- Processors: 2 Intel Xeon X5650 12-Core (2.66 GHz)
- Memory: 16 (GB) Gigabytes (2 x 8GB) PC4- 17000P-R DDR4
- Hard Drive (HD) space: 2.73 (TB) Terabytes total, 1.88 (TB) free

First Virtual Server (VS): PF-SV-DC-02

- Applications: Windows Domain Controller
- OS: MS Windows Server 2008 R2
- Memory (allocated) 6 GB
- Virtual HD space: 146 GB

Second VS: PF-SV-FS-01

- Applications: Windows File Server
- OS: MS Windows Server 2008 R2
- Memory (allocated) 8 GB
- Virtual HD space: 590 GB

Third VS: **PF-SV-ST-01**

- Applications: ShoreTel Phone System
- OS: MS Windows Server 2008 R2
- Memory (allocated) 4 GB
- Virtual HD space: 104 GB

Server located at 1525 4th Avenue

- Hewlett--Packard (HP) ProLiant DL360 G6
- Operating system (OS): VMware 5.1 ESXi Virtual Host
- Processors: 2 Intel Xeon X5650 12-Core (2.66 GHz)
- Memory: 16 (GB) Gigabytes (2 x 8GB) PC4- 17000P-R DDR4
- Hard Drive (HD) space: 2.73 (TB) Terabytes total, 887 (GB) free

First Virtual Server (VS): **SC-SV-DC-03**

- Applications: Windows Domain Controller
- OS: MS Windows Server 2008 R2
- Memory (allocated) 4 GB
- Virtual HD space: 60 GB

Second VS: **SC-SV-FS-01**

- Applications: Windows File Server
- OS: MS Windows Server 2008 R2
- Memory (allocated) 8 GB
- Virtual HD space: 1.04 TB

Third VS: **SC-SV-ENCRYP-01**

- Applications: Sophos Encryption Server
- OS: MS Windows Server 2008 R2
- Memory (allocated) 6 GB
- Virtual HD space: 106 GB

Fourth VS: **SC-SV-ST-01**

- Applications: ShoreTel Phone System
- OS: MS Windows Server 2008 R2 Memory (allocated) 4 GB
- Virtual HD space: 104 GB

Scope of Work

Overview

Serving Seniors is seeking a vendor with the capability to recommend a server system, install, configure, support, and maintain a replacement solution for the existing server and other needed equipment. The vendor must also assist in migrating from existing servers and provide training for routine maintenance and operation of equipment to identified Serving Seniors' staff.

Primary Objectives

- Accommodate growth
- Accessibility from any location
- Robust performance
- Cost effective
- Secure

Requirements

Proposal must meet the following minimum requirements:

- If needed, necessary components must be factory new, not reconditioned or refurbished. All components must be an available commodity and supported by the vendor.
- All expenses should consider Serving Seniors nonprofit status – if discounts are offered such as using Tech Soup.
- Vendor to provide a commitment for preventative measures to combat cyber security threats and ensure Serving Seniors is a priority in case of a cyber security event.
- Training shall be provided for identified Serving Seniors staff for operations and management of network
- Advanced product support, warranty, and replacement shall be provided for a minimum of 5 years after installation.
- Must provide all implementation installation and configuration of all proposed equipment components and necessary cabling.

Proposal requirements to include:

Vendor Information

- Vendor's company name, street address, mailing address, phone number, and company website and tier level.
- Any subcontractor's company name, street address, mailing address, phone number, company website.

References

Please provide three references for similar projects completed within last three years. Must include:

- Reference's company name, contact person street address, mailing address, phone number, email address and website
- Scope of project
- Project time frame and completion date

Proposed solution

The proposed solution must include:

Server Architect Choice

- Matrix identifying the server options that allows staff to access data/work wherever they are working. Matrix to include:
 - Initial Cost
 - Ongoing cost
 - Security Detail
 - Data security
 - Vendor reliability and security
 - Backup Solutions
 - Physical
 - Virtual
 - Disaster recovery
 - Ease of use – IT and end users
 - Ease of updating
 - Performance – with an ability to grow

Other project needs as necessary

- List and cost of necessary ancillary equipment identified as new or repurposed
 - Firewalls
 - UPS
 - Switches
 - Software needed for
 - Backup and recovery
 - VPN or other remote access
 - Patch management

Project Timeline

- Identification of architecture solution
- Purchasing and Installation
- Migration of data
- Training

Ongoing maintenance

- ***Proposal for ongoing Tech support and maintenance***
 - Cost
 - Response time
 - Annual Security Assessment

Proposed Project Timeline

- Proposed timeline includes:
 - Time to complete each phase of the project
 - Hours or days of network downtime
 - Projected start and stop time of vendor staff working on project
 - Number of hours to train Serving Seniors' staff

Proof of Insurance

After acceptance of a proposal and upon entering into a contract with a vendor, Serving Seniors shall require the proof of insurance. Proof of insurance may be submitted with the proposal.

Worker's Compensation	Statutory
Commercial General Liability	\$1,000,000/\$1,000,000 CSL
Commercial Automobile Liability	\$1,000,000

On all general and automobile liability policies of insurance contractor shall have Serving Seniors named as an additional insured and shall further require that their liability carrier(s) notify Serving Seniors at least 30 days prior to the effective date of any change(s) in or cancellations of said insurance policies. A current copy of vendor's insurance certificate providing proof of insurance as stated above must be on file in Serving Seniors prior to contract award. Submission of insurance certificate copy may be included with the proposal package or after proposal award.

Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Serving Seniors as necessary to gain such understanding. Serving Seniors reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Serving Seniors reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Serving Seniors.

Good Faith Statement

All information provided by Serving Seniors in this RFP is offered in good faith. Individual items are subject to change at any time. Serving Seniors makes no certification that any item is without error. Serving Seniors is not responsible or liable for any use of the information or for any claims asserted there from.

Schedule of events

- RFP posted on SERVING SENIORS website – December 30, 2019
- Vendor questions and answers posted on website – December 30, 2019-January 8, 2020
- Proposals due – January 24, 2020 5:00 pm
- Decision made – January 31, 2020
- Contract signed – February 3, 2020
- Work completed – To be negotiated

Proposal Submission

Send proposals in writing (e-mail acceptable) by close of business on January 24, 2020 5:00 pm to:

Melinda Forstey

Chief Operating Officer

Serving Seniors

525 14th Street, Ste. 200

San Diego, CA 92101

Melinda.Forstey@serving seniors.org

Evaluation Criteria

- Analysis of recommended solution
- Price of goods and services
- Ability to deliver solution that meets or exceeds requirements as outlined in the RFP
- Service history and reputation of vendor
- Vendor's responsiveness and willingness to prioritize work with Serving Seniors
- Competitive packaging of one-time and ongoing costs
- Ability of vendor to offer a turn--key solution
- Vendor reputation on cyber security support
- Ability of vendor to maintain and support solution for a minimum of five years

Payment Terms

- 100% down payment for hardware, shipping, and manufacturer provided maintenance service.
- 50% down payment for services.
- Balance to be billed monthly as the project progresses.
- Final project cost not to exceed 10% over original project estimate

