



Goodwill  
Industries  
RFP

July 20

2011

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*Network / Infrastructure Redesign, Data Center Design,  
Server Virtualization, Backup & Disaster Recovery*

RFP NO.  
07-1120

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**ISSUING DEPARTMENT:**

Goodwill Industries of Upstate / Midlands South Carolina, INC. Technology Department

115 Haywood Road

Greenville, SC 29607

Phone: (864) 351-0100

Fax: (864) 351-0063

Attn: Lee Childers, Business Applications Manager

Issue Date: July 20, 2011

**Proposals will be received until August 22, 2011 at 12:00 Noon, EST.**

\*\* Note: Proposals received are "**CONFIDENTIAL**" and are not subject to public inspection until the Contract or Purchase Order is awarded. \*\*

**PROPOSALS ARE TO BE SEALED AND MAILED VIA USPS TO THE ABOVE ADDRESS OR DELIVERED TO THE TECHNOLOGY DEPARTMENT OFFICE LOCATED AT THE GOODWILL CORPORATE OFFICE AT 115 HAYWOOD ROAD, GREENVILLE, SC 29607**

## Preface

Goodwill Industries of Upstate/Midlands South Carolina, INC. has developed a Request For Proposal (RFP) to help vendors identify requirements of Goodwill Industries for the Server Virtualization implementation project. Please address all response sections. Return proposals along with any relevant attachments no later than 12:00 noon, EST, August 22, 2011. Date of commencement is expected to be September 5, 2011, with the objective of having all application components implemented no later than December 12, 2011. Questions and responses should be directed to Lee Childers, Business Applications Manager, at the address noted on Page 2 of the RFP.

## Introduction and Background

Goodwill is a private not-for-profit agency that provides job training and placement opportunities for people with barriers to employment. The primary funding for these programs is generated through the sale of donated clothing and goods in our stores in Upstate and Midlands South Carolina. A volunteer Board of Directors, comprised of local community leaders, provides oversight and ensures that the organization meets the needs of the citizens of South Carolina.

Goodwill Industries is interested in a network / infrastructure redesign, application and server virtualization.

- This Request for Proposal (RFP) seeks responses from vendors to provide an affordable, enterprise-class, designed solution that will address the short term as well as long term needs and meet the LAN and WAN connectivity needs of the organization and address the physical and virtual network redesign. The scope is inclusive for the following aspects and a solution provided to include; Datacenter design utilizing MPLS and/or VPN, Disaster Recovery and Business Continuance, wireless design, Active Directory (AD) rebuild, Virtualization and storage utilizing a “cloud based” methodology.
- This RFP seeks a complete network infrastructure redesign to address both LAN and WAN connectivity in an MPLS and/or VPN format. Also the creation of a virtual desktop for mobile users and a plan to phase to other departments (ie. Job Connection, Corporate Office, etc.) This will also consist of consolidating 2 server rooms to one location at the corporate office. The datacenter/room which will host all networking equipment is the same room that currently houses 8 physical servers. The infrastructure should also be able to support VoIP and Video Conferencing in an additional phase.
  - ❖ Requirements –
    - Switching/Routing Solution must be matched to an Enterprise Switching/Routing Infrastructure that will accommodate the following near term and/or long term services:
      - MPLS and/or VPN
      - VoIP
      - Video Conferencing
      - Video Distribution
      - Physical Security
        - Video Surveillance
        - Access Control

- Solution will provide bandwidth design requirements for MPLS and/or VPN per site and Service
- Solution will provide an Internet Security Upgrade that will meet the following requirements:
  - Unified Threat Management Solutions – Include Sec Notification into Central Monitoring
  - Include Optional High Availability options
- ❖ Assumptions
  - Goodwill will source any necessary connectivity or datacenter services according to the design from a Third Party Provider
- ❖ Constraints
  - Goodwill will source the WAN Services and Datacenter Services from the same provider
  
- ❖ WAN Connectivity and Datacenter Services – Providers Only (no resellers)
  - MPLS and/or VPN
    - Show costs per site, per Mbps
    - Include QOS
  - Datacenter
    - Must be SAS70 Type II Audited
    - Show costs for ¼, ½ and full rack with redundant 20 Amp Power
    - Show costs for bandwidth per Mbps and define how this will be delivered.
  
- The RFP seeks Backup and Disaster Recovery means and methods in which redundancy between the PR and DR sites is maintained by asynchronous replication. Additionally, PR and DR shall facilitate full offsite archive of data for physical and virtual servers. We are seeking new virtual methods of backup and storage in this implementation as well. Please provide multiple methods to include hosting on-site and off-site as well as battery/power backup and resources. Note the DR site, if hosted by Goodwill, will be very minimal and not an exact replica of the Data Center at the Corporate Office.
  
- The RFP seeks to facilitate Server & Application Virtualization for existing server functions and be scalable to anticipated upgrades and new technologies. Virtualizations should encompass implementation of virtual environments, masking server resources, identity, processors and operating systems (OS) from the server users. The virtualization should implement virtual machines (servers) allowing guest operating systems to operate without modifications of knowledge of underlying hosts OS.

- ❖ Provide a turn-key Virtualization project that will accomplish the virtualization goals of Goodwill Industries and provide the proper levels of Disaster Recovery and Business Continuanace
  - Requirements
    - Include all necessary hardware and software
    - Include SAN Storage (submissions should include information Lifecycle Management Design)
      - AD Doman Rebuild
      - Organization Unit and Group Policy Best Practices
        - WSUS Integration
    - Include setup for creation of Virtualized Desktop for all users utilizing laptops/mobile devices and plans on expanding the virtual desktop to all users organizational wide.
    - File Operations Best Practices (Folder, App, Preference Redirection)
    - Include WSUS Implementation
    - Include Optional System Center Implementation
    - Include Optional Application Virtualization
      - POS Deployment
      - Remote LoB Application Access
    - Include Configuration of Windows Deployment Services for CO
    - Include Disaster Recovery with Backup Replication from Prod to CO
    - Includes Business Continuanace with Replication from Prod to CO
    - Include Central Anti-Virus Implementation (for CO and 350 Endpoints)
  - Assumptions
    - Goodwill will source any necessary connectivity or datacenter services according to the design from a Third Party Provider
  - Constraints
    - The solution will need to utilize VMware vSphere or similar as the Hypervisor
- Turn-Key Customer Owned Network, System, Security Application Monitoring and Performance Trending Solution
  - ❖ Must Include a Full Web-driven Dashboard
  - ❖ Must support managing network and Line of Business Applications
  - ❖ Must Include SNMP and WMI Polling Mechanisms
  - ❖ Must Include SNMP Traps, Syslog and Event Viewer Notifications
  - ❖ Must include the ability to import customer MIB's and Scripts
  - ❖ Project must include training and vendor support

- Application Criticality Tiering:
  - ❖ **MAS 90**
  - ❖ **I-Synergy (HR Systems)**
  - ❖ **Active Directory (AD)**
  - ❖ **Point of Sale (POS)**
  - ❖ **Ceridian (Time and Attendance)**
  - ❖ **Email**
  - ❖ **ETO (Job Opps)**
  - ❖ **Productivity Applications (Corporate Office)**
  - ❖ **File Access**
  - ❖ **Intranet (currently hosted by 3<sup>rd</sup> party, would like to move in-house via SharePoint)**

These activities are part of Goodwill's ongoing commitment to provide technology solutions to both corporate office and store locations, simplify storage administrations, and increase flexibility, scalability, and efficiency of data processing and data retention, disaster recovery, redundancy and reliability.

The design should not introduce any single point of failure. The design should implement dynamic load balancing to evenly distribute system resources where applicable.

Please note that the DR site will only need to host the top 6 critical applications and not support each and every piece of Goodwill's technology/applications. Also note what all hardware and software will be needed on all aspects of the infrastructure.

The RFP defines "vendor" (or "vendors") to be the selected organization (or organizations) to complete project components. Vendor partners are third parties which complement or provide components in the vendors proposed solutions.



**GENERAL INSTRUCTIONS** Contact Information

All communications concerning this RFP must be directed through:

<b>Name</b>	Goodwill Industries, Lee Childers - BAM
<b>Address</b>	115 Haywood Road Greenville SC 29607
<b>Phone</b>	(864) 351-0100
<b>Fax</b>	(864) 351-0063

The Vendor will name a representative to communicate with Goodwill Industries. The representative must be a person authorized to negotiate a contract in the Vendor's name. The vendor must also identify a person who will act as the Vendor's contract administrator. This person or a successor must have full authority to resolve disputes with Goodwill Industries.

***Proposed Schedule of Events***

Event	Date
RFP Distribution to Vendors	7/20/2011
Electronic confirmation of Vendors with Bid Intention	8/1/11
Questions from Vendors about scope or approach due	8/8/11
Proposal Due Date	8/22/11
Target Date for Review of Proposals	8/31/11
Final Vendor Selection Discussion(s) – Week of	8/31/11
Anticipated decision and selections of Vendor(s)	9/5/11
Anticipated commencement date of work	9/5/11
All work and implementation of project, all project deliverables must be completed and delivered by	12/12/11

## Confirmation of Intent to Submit Proposal

After reviewing the RFP document, please confirm your intent to submit a proposal. Confirmation should be sent in writing to Lee Childers, Business Applications Manager, via email to [lchilders@goodwillsc.org](mailto:lchilders@goodwillsc.org), no later than August 1, 2011 at 5:00 PM, EST. Please indicate **“RFP # 07-1120 Infrastructure / Virtualization Design”** as the subject line.

## Proposal Due Date

**All proposals are due by 12:00 NOON, EST ON OR BEFORE 08/22/11.** Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award. If satisfactory proposals are not acquired, the RFP may be resubmitted for responses with or without modifications at a later date.

## Proposal Submission

**Proposals shall be sealed with the name of the Vendor, RFP Number and Title clearly printed on the outside.**

In order for a proposal to be considered, it shall be based on the terms, conditions and specifications contained herein and shall be a complete response to the Request for Proposal (RFP). **One (1) original and five (3) printed copies and (1) soft copy in PDF format**, of each proposal package shall be submitted to the Goodwill Information Services Department shown on the front of this solicitation. The responder shall make no other distribution of the proposal. An authorized principal of the company shall sign all submitted proposals. Each proposal shall be numbered and sections tabbed appropriately. Goodwill Industries may elect to require product demonstrations after receipt of the proposals. If you choose not to respond with a proposal, please notify us promptly.

Vendor shall complete the Non-Collusion Affidavit.

## Confidentiality

**Proposals received are “CONFIDENTIAL” and are not subject to public inspection until the Contract is awarded.**

## Questions, Clarifications and Addenda

Goodwill Industries will be glad to answer all questions and provide any necessary clarifications. After the RFP issue date, all communications between the Issuing Department and prospective Vendors shall be in writing. Any inquiries, requests for interpretation, technical questions, clarification, or additional information shall be directed to Lee Childers, Business Applications Manager, at the address or fax number listed on the second page of this RFP.

In the event a Vendor finds a discrepancy in, or omission from the documents, or is in doubt as to their meaning, s/he shall at once notify Goodwill Industries, and a written addendum may be issued. Goodwill Industries will not be responsible for any oral instructions. Acknowledgement of any addendum received during the time of responding to the RFP shall be noted on a signed Addendum Acknowledgment Form. In letting the contract, any addendum issued shall become a part thereof.

Questions and responses affecting the scope of the Project will be provided to all prospective Vendors by facsimile transmission by issuance of an Addendum. Any Addenda will also be made available on Goodwill's website, [www.goodwillsc.org](http://www.goodwillsc.org). All written questions concerning this RFP shall reference the RFP number, section heading, and page number. **All questions shall be received by Lee Childers no later than 4:00 P.M. EST, August 8, 2011. NO EXCEPTIONS.**

### **Addenda Acknowledgment**

A signed Addendum Acknowledgment Form shall be attached to your Proposal.

### **Project Completion**

The Project completion date is to be no later than December 12, 2011; however, the ability to meet an accelerated implementation date will be viewed favorably in all responses. It is understood and agreed by the Vendor that time is of the essence in the delivery of the software, services, materials, training or equipment of the character and quality specified in the proposal. In the event these specified software, services, materials, training or equipment are not delivered by the date specified, there will be deducted a liquidated damages sum of \$300.00 per day for each and every calendar day of delay beyond the specified time. If such delay is caused by Goodwill Industries, a reasonable extension of time may be granted. Upon receipt of a written request and justification for extension from the Vendor, Goodwill Industries may extend the time for performance of the contract herein specified if it is deemed to be in the best interest of Goodwill Industries.

### **Third Party Software**

If your basic product generally covers the requested functions, but omits certain specialty functions, it is acceptable to propose a third party software package with which your product integrates. Clearly identify third party software package vendor, product name, and version.

Please indicate whether the third party software licenses required by your proposal are included with your solution. If you will provide the software licenses at additional cost, or if Goodwill Industries must purchase the software licenses separately, please indicate the associated costs.

### **Relational Database**

Please indicate whether any relational database licenses your product uses are included with your solution, whether you will provide the database licenses at additional cost and specify that cost, or whether Goodwill Industries must purchase the database licenses separately.

## Product Sunset

When available, any product's sunset date shall be documented. Further, no hardware or software component of this Project shall be offered in the Proposal if it has a known sunset date of less than three (3) years from the date of your Proposal.

## Award

Award of the contract resulting from this RFP will be based upon the most responsible Vendor whose offer will be the most advantageous to Goodwill Industries in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

Proposals will be examined promptly after opening and award will be made at the earliest possible date. The prices quoted must be held firm and no proposals may be withdrawn until 90 days after proposal opening date.

Goodwill Industries reserves the right to:

- Negotiate with any Vendor in order to obtain a final contract that best meets the needs of Goodwill Industries
- Reject any or all offers and discontinue this RFP process without obligation or liability to any Vendor
- Accept other than the lowest priced offer
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award all or part of the contract to a given Vendor.

## Warranty

The materials/supplies/equipment furnished under any resulting contract shall be covered by the manufacturer's most favorable commercial warranty. Each Vendor shall plainly set forth the warranty for the goods in the Proposal. Operations and maintenance manuals for software shall also be provided as appropriate.

## Disqualification/Rejection of Proposals

Goodwill Industries reserves the right to reject any and all proposals and to waive informalities in the proposal process. Goodwill Industries does not intend to enter into an agreement solely on the basis of a submitted proposal or otherwise pay for the information solicited or obtained. Subsequent procurement, if any, will be in accordance with appropriate Goodwill contractual action. Noncompliance with any condition of this proposal may result in a recommendation to Goodwill Industries elected officials that the Vendor be disqualified.

## **Contract Origin**

The contract shall be governed by and in accordance with the laws of the State of South Carolina. All actions relating in any way to this contract shall be brought in the General Court of Justice in the County of Greenville and the State of South Carolina.

## **Independent Contractor**

Goodwill Industries and Vendor agree that Vendor will be an independent contractor. Goodwill Industries is interested only in the results to be achieved, and conduct and control of the work will lie solely with the Vendor. Vendor is not to be considered an agent or employee of Goodwill Industries for any purpose, and the employees of the Vendor are not entitled to any of the benefits that Goodwill provides for its employees. Vendor understands that Goodwill does not intend to use the Vendor's services exclusively. The Vendor is also free to contract for similar services to be performed for other parties while under contract with Goodwill Industries. Vendor will be solely and entirely responsible for his or her acts and the acts of Vendor's agents, employees, servants, and all subcontractors during the performance of the contract.

The contracting company shall not represent itself to be an agent of Goodwill Industries.

## **Purchasing Laws/Funds Availability**

The General Statutes of the State of South Carolina, insofar as they apply to purchasing and competitive proposing, are made a part hereof.

All purchases are subject to the availability of funds for this purpose.

Goodwill Industries shall not be liable for any costs incurred by the Vendor in preparing or submitting a proposal to Goodwill. Proposals should be prepared simply and economically, providing a straightforward, concise description of Vendor's capabilities to satisfy the requirements of the RFP and the Proposal.

## **Claims Resulting from Software, Materials and Equipment**

The Vendor shall pay royalties and license fees and defend all suits resulting from claims for same on all software, materials, and equipment purchased outright and installed according to the specifications of Goodwill Industries.

## **Hold Harmless**

To the fullest extent of the law, the successful Vendor shall agree to indemnify and hold harmless Goodwill Industries and its officials, agents, and employees from and against all claims, damages, losses, and expenses, direct, indirect, or consequential (including but not limited to fees and charges of engineers or architects, attorneys, and other professionals and costs related to court action or arbitration) arising out of or resulting from the performance of this contract or the actions of the Vendor or its officials, employees, or contractors under this contract or under the contracts entered into by the Vendor in connection with this contract. This indemnification shall survive the termination of this contract.

## **Insured**

Organization must be Licensed, Bonded and Insured by an official company/organization and must be able to present official documents and retain proof at all times while on any Goodwill property performing business functions. While on Goodwill property, the vendor company will assume all responsibility for their employee or 3<sup>rd</sup> party in the event an accident occurs.

## **Source Code in Escrow**

Vendor shall agree to place current copies of all its source and object programs and corresponding documentation in an escrow account, and to insure that all such programs are the most current releases of each software module. Goodwill Industries will sign a non-disclosure agreement if necessary.

## **Trade Secrets**

Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL". Any section of the proposal, which is to remain confidential, shall also be so marked in boldface on the title page of that section. Cost information may not be deemed confidential. The term "Confidential/Proprietary" does not include ideas, techniques, or concepts that are in the public domain.

The Vendor agrees that it will not permit the disclosure or duplication of any information received from Goodwill Industries or stored on Goodwill systems unless such disclosure or duplication is specifically authorized in writing by Goodwill Industries, or as required by law. Goodwill Industries agrees that it will not disclose or duplicate any information designated in advance by the Vendor as "Confidential/Proprietary" information to any person (other than Goodwill personnel who must have access to such information) unless such duplication, use, or disclosure is specifically authorized in writing by the Vendor or is required by law.

## Guidelines for Proposal Submission

Proposals shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for Goodwill Industries evaluation of the Vendor's proposal.

In order to address the needs of this procurement, Goodwill Industries encourages Vendors to work cooperatively in presenting integrated solutions. Vendor partner relationships may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery for the entire project being provided under this RFP. Goodwill Industries will recognize the integrity and validity of Vendor partner relationships provided that:

- The arrangements are identified and relationships are fully disclosed, **and**
- A prime Vendor is designated that will be fully responsible for all applicable contract performance.
- Vendors should specify where vendor partners product support or hardware warranties apply.

To the extent they are not in conflict, the requirements of this RFP and Proposals in response to this RFP will be incorporated into the final agreement between Goodwill Industries and the selected Vendor(s). The submitted Proposals are required to include each of the following sections in this order:

1. Executive Summary
2. Approach and Methodology – Solutions and Benefits
3. Project Deliverables and Deployment by category: Datacenter Design, MPLS, SAN, Virtualization, Backup and DR, Archival, Training, Support, and Monitoring independently in this order
4. Project Management and Support Approach Accountabilities
5. Detailed and Itemized Pricing for entire project
6. Appendix: References
7. Appendix: Project Team Staffing
8. Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined below.

## DETAILED RESPONSE REQUIREMENTS

### EXECUTIVE SUMMARY

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work. It should outline the expected obligations of Goodwill Industries IT staff, and the selected Vendor(s) partners.

## SCOPE, APPROACH, AND METHODOLOGY

Include detailed testing procedures and technical expertise by phase and category. This section should include a description of each major type of work being requested of the Vendor and applicable client responsibilities. All information that is provided will be held in strict confidence.

The proposal should reflect each of the sections listed below, in this order:

- Datacenter Design
- MPLS
- SAN
- Virtualization
- Backup and DR
- Archival
- IT Training
- Support
- Monitoring Independently

Identify how the Vendor will address the security of remote connections used to monitor and support the project implementation. Vendor should define the methods of user acceptance testing, demonstrating the fault tolerance and failover in a production environment.

## DELIVERABLES

Include descriptions of the types of hardware and software used for the project. Summarize and provide detailed information of each phase of implementation and associated ongoing support services. Summarize and provide detailed information on risk, vulnerabilities, and the necessary countermeasures and recommended corrective actions. Compliance with attached **(RFP)**

## ENCLOSURE A1 TECHNICAL SPECIFICATIONS and (RFP) ENCLOSURE A2 TECHNICAL SPECIFICATIONS

## PROJECT MANAGEMENT APPROACH

Include the method and approach used to manage the overall project and client correspondence. Please identify your project manager.

Briefly describe how the engagement proceeds from beginning to end, and anticipated response times in the event of operational failure during deployment. Vendor should clarify any client obligations outlined in their approach, including but not limited to UPS, Power, Microsoft licensing, mounting space.

Vendor proposals should also CLEARLY state the IT support expected from Goodwill Industries to install their system. The statement should include, but not be limited to, working space, environment, equipment of any kind, telephone service, secretarial service, liaison coordination, etc.



## **DETAILED AND ITEMIZED PRICING**

Include a fee breakdown by project phase and category, equipment, software and services; additionally estimates of travel expense or other anticipated expense. Specify expected recurring fees beyond the scope of the initial project. Pricing submitted by Vendor shall be honored by Vendor through the awarding of the contract.

## **APPENDIX: REFERENCES**

Provide at least three current corporate or local non-profit references, including contact information, name of project and dates of project, for which you have performed similar work..

## **APPENDIX: PROJECT TEAM STAFFING**

Include biographies, certifications and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members. Describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.

## **APPENDIX: COMPANY OVERVIEW**

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and secondary SIC and NAICS
- Vendor address, main telephone number, toll-free numbers, and facsimile numbers
- Key contact name, title, address (if different from above address), direct telephone and fax numbers
- Person authorized to contractually bind the organization for any proposal against this RFP
- Listed Awards, Brief history, including year established and number of years your company has been offering Virtualized Implementations
- Licensed to do business with local governments, non-profits and corporations in the state of South Carolina, USA
- Should not be under or anticipating corporate bankruptcy or have an unresolved judgment against the company

## EVALUATION FACTORS FOR AWARD

### CRITERIA

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills Goodwill Industries stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal and estimated total cost of ownership. (Costs submitted in Vendor's proposal shall be honored by vendor through the awarding of the contract.)

Goodwill Industries may, at its discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

## SCOPE OF WORK

### REQUIREMENTS

The following information should be used to determine the scope of this project and provide pricing for this engagement: **(RFP) ENCLOSURE NEW NETWORK DIAGRAM 2011 and (RFP) ENCLOSURE Goodwill Industries SERVER SPECS FOR VIRTUALIZATION CANDIDATES (RFP) ENCLOSURE DESIGN SUMMARY 2011 (RFP) EXISTING SYMANTEC LICENSES**

External Network Assessment
Internal Network Assessment (Approximate) <ul style="list-style-type: none"> <li>• Number of servers in target space: 8</li> <li>• Number of network devices in target space: 325</li> <li>• Number of workstations in target space: 150</li> <li>• Number of cash registers in target space: 100</li> </ul>
Server Configuration Reviews <ul style="list-style-type: none"> <li>• Number of servers to be virtualized: 8</li> <li>• Existing Microsoft Windows Server 2003 (x6), Microsoft Windows NT 4.0</li> </ul>

<p>Remote Connectivity</p> <ul style="list-style-type: none"> <li>• VPN utilization for remote installation, implementation, monitoring and support</li> <li>• Log-me-in, PC Anywhere, VNC</li> </ul>
<p>Client based Applications in Use:</p> <ul style="list-style-type: none"> <li>• I-Synergy, MAS-90, Windows XP, Windows 7, Microsoft Office 2003 &amp; 2010, Vendor 21 (Point of Sale), ADP, Adobe, Dreamweaver, Winway Resume, SnagIT,</li> </ul> <p>Server based Applications in Use</p> <ul style="list-style-type: none"> <li>• SQL, BES, MS Exchange 2003, AD 2003, WASP (Inventory Mang.)</li> </ul> <p>Web Based Applications:</p> <ul style="list-style-type: none"> <li>• ETO by CDS, Ceridian (utilized by HR &amp; Payroll), Sonitrol,</li> </ul>
<p>Network Device Assessment</p> <ul style="list-style-type: none"> <li>• (50) Linksys routers , Netgear, D-Link, Cisco 2960 (5), Netgear GS108P (2), Netgear (chk email for store 58), Astaro Firewall (1), Cisco RV042 (10), Sharp Printer, HP MFP 2727 Multi Function Printer (35), Brother All-in-one (5), HP Laserjet DN 20 series (15),</li> </ul>

## DELIVERABLES

At the conclusion of the assessment, Goodwill Industries requires written documentation of the approach, findings, and recommendations associated with this project. A formal presentation of the findings and recommendations to senior management may also be required. The documentation should consist of the following:

### DETAILED TECHNICAL REPORT

A document developed for the use of Goodwill Industries technical staff which discusses: the methodology employed, the hardware and software specifications, warranties, support service attributes, power/UPS requirements, rack and enclosure requirements for SAN & virtualization hardware, and any required Microsoft server licenses.

### EXECUTIVE SUMMARY REPORT

A document developed to summarize the scope, approach, findings and recommendations, in a manner suitable for senior management.

**Addendum Acknowledgment Form**

**ADDENDUM ACKNOWLEDGMENT**

**Delivery Point:** Goodwill Industries Information Services Department  
115 Haywood Road  
Greenville, SC 29607

Receipt of the following addendum are acknowledged:

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Non-Collusion Affidavit**

**NON-COLLUSION AFFIDAVIT**

State of South Carolina  
Greenville County

I, being first duly sworn, deposes and says that:

1. He / She is the of , the offeror that has submitted the attached proposal;
2. He / She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
3. Such proposal is genuine and is not a **collusive** or **sham** proposal;
4. Neither the said offeror nor any of its officers, partners, owners agents, representatives, employees or parties of interest, including this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other offeror, firm or person to submit a **collusive** or **sham** proposal in connection with the contract for which the attached proposal has been submitted or to refrain from proposalding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other offeror, firm or person to fix the price or prices in the attached proposal or of any other offeror, or to fix any overhead, profit or cost element of the proposal price of any other offeror or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Greenville or any person interested in the proposed contract; and
5. The price or prices quoted in the attached proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the offeror or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

*Signature of offeror:* \_\_\_\_\_

*Date:* \_\_\_\_\_

*Title:* \_\_\_\_\_

State of \_\_\_\_\_

County of \_\_\_\_\_

Subscribed and sworn before me,  
this \_\_\_\_\_ day of , 20 \_\_\_\_\_

(SEAL)

\_\_\_\_\_  
Notary Public

My Commission Expires \_\_\_\_\_

**(RFP) ENCLOSURE A1 TECHNICAL SPECIFICATIONS****(Request for Proposal) ENCLOSURE A1****TECHNICAL SPECIFICATIONS****Component 1 – Data Center Design/Storage Area Network (SAN) and Array Enclosure**

- a. MPLS and/or VPN design
- b. (2) Storage Appliances supporting both SAS and SATAII drives 40-60 TB of storage capacity RAID5
- c. Server Support – Dual or Quad socket servers
- d. Connectivity – iSCSI w/o jumbo frame support
- e. Power Consumption not to exceed 490VA 450W MAX per device
- f. Expandable to add more Enclosures in the future.
- g. Replicable to Disaster Recovery Site

**Component 2 – Virtualization**

- a. Intel Series Processors, (2) Servers at Primary and (1) at Disaster Recovery Site
- b. High Performance DDR3-1333 RAM Cache Memory 48GB per server
- c. Scalable/Compatible with existing network connectivity between sites and redundant network connectivity ready between sites.
- d. VMware/ESX software media and licensing with Gold Support

**COMPONENT 3 – Backup – Virtualization and Off Site**

- a. Virtualized and/onsite backups 14 days back, for efficient restores of 100% of data contained in SAN storage.
- b. Offsite backup solutions for 100% of data facilitated on SAN connected hardware, to provide a full virtualized archive weekly.

**COMPONENT 4 – Support – Monitoring – Intrusion Prevention**

- a. All inclusive support option to cover all components of the SAN environment and the project in its entirety, 4HR maximum response time for critical operations.
- b. Specification of instances where manufacturer or third party warranty or support should be utilized by client.
- c. Performance Monitoring and Intrusion Prevention

**COMPONENT 5 - Miscellaneous**

- a. IT Training for both infrastructure setup and support
- b. UPS protection
- c. Mounting Rack for storage arrays, servers and UPS components.

**(RFP) ENCLOSURE DESIGN SUMMARY**

Vendor is to establish complete disaster recovery and business continuity solution.

Solution will be deployed into existing network architecture.

Subsystems must offer a 3 Year Warranty

Implementation is complete after testing and user acceptance.

Central Storage Implementation, Server Virtualization Implementation, Replications, Backup and Archival Implementation

Deploy two SAN Storage solutions and DAE's at the production site and two at the disaster recovery site. Equipment to be unpacked and installed into existing racks, attached to appropriate power. Connect SAN into client network and ISCSI VLAN.