



RFP

Server Architecture Solution for Data Hosting (SaaS)

Bid Deadline: February 8, 2013

Summary:

Quality Training Systems (QTS) provides popular, but optional software hosting services to their customers. As the customer base grows, the current architecture has become cumbersome and security requirements have increased. QTS needs a more manageable, expandable and secure solution. QTS will consider migrating to a different server host as part of the proposal. Overhead cost to maintain the solution is a significant consideration. Since this service is optional, it must be cost-effective enough for QTS customers to consider using it.

Background and Current Status:

QTS currently leases 3 dedicated servers from a SAS 70 Type II Server Farm. One is a standard server for QTS internal use. QTS employees access this server via Remote Desktop Protocol (RDP) and/or mapping the drive. The remaining 2 servers are Hyper-V servers with 8 partitions each. Each partition has a dedicated IP address and is assigned to a single hosted customer. The customers access their partition through Remote Desktop Protocol (RDP).

QTS currently hosts 10 customers and expects to double the number of customers in 2013. As each Hyper-V Server becomes full (all 8 partitions are assigned), QTS leases another server. The maintenance of growth has become unmanageable utilizing this system. QTS is responsible for all maintenance, including weekly back-ups, software updates, IT troubleshooting services, and data security.

A Cisco firewall has been employed to increase security. Our customers require SAS 70 Type II (SSAE 16) certification for the Data Center.

QTS has an SPLA with Microsoft.

QTS also has a hosted website with HostGator. The QTS email server and FTP services are provided through HostGator.

Scope of Work:

Phase I: Propose improved server architecture solution to meet future expansion requirements, ease of maintenance, security protocols, and is cost effective. The solution may or may not include changing data centers, virtual deployment technology, or acquiring software. (Timeline: 3 months)

Phase II: Implement approved solution for QTS internal use for testing. (Timeline: 2 months)

Phase III: Implement solution for new QTS hosting customers (Timeline: 1-6 months, may overlap with Phase IV)

Phase IV: Migrate existing QTS hosting customers to new solution. (Timeline: 3 months)

Phase V: On-going technical support and maintenance contract.

Additional Work, Future Needs, and Considerations:

(May or may not be incorporated into this proposal. If including, please break-out associated costs.)

QTS does not currently have an Exchange Server, or other file sharing system. QTS would like to implement some solutions for file sharing, exchange services, a shared CRM and trouble ticket system.

Proposal Process Management:

QTS reserves the right to accept or reject any and all proposals, to revise the RFP, to request one or more re-submissions or clarification from one or more basic partners, or to cancel the process in part or whole. No basic partner is obligated to respond to or to continue to respond to the RFP after the submission and closing date.

QTS will, at its discretion, award the contract to the responsible vendor submitting the best proposal that complies with the RFP. QTS may, at its sole discretion, reject any or all proposals received or waive minor defects, irregularities, or informalities therein.

Liabilities of QTS:

This RFP is only an invitation for proposal and no contractual obligation on behalf of QTS whatsoever shall arise from the RFP process unless and until a formal contract is signed between QTS and the Basic partner.

This RFP does not commit QTS to pay any cost incurred in the preparation or submission of any proposal or to procure or contract for any services.

Security – Non-Disclosure Agreement:

The basic partners as part of the proposal should sign the non-disclosure agreement to safeguard the confidentiality of QTS' business information and data.

Solution/Service Acceptance Testing:

Prior to going live, QTS will require a period of time to conduct a thorough User Acceptance Testing (UAT) of the solution / service. This period should be sufficient to verify the solution / service operations and effectiveness. The UAT will not commence until the basic partner has implemented the solution / service (including installation, custom modifications, and parameterizations, functional testing, stress testing, and system integration testing if required by QTS) at QTS's premises.

Terms and Conditions:

All proposals should specify:

- Any modifications to the proposal, including potential problems with possible solutions.
- An implementation Plan identifying the tasks to be completed with milestones, the assigned responsibilities, and the scheduled completion dates.
- If bid is based on Time & Materials or a Fixed Price.

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