



**REQUEST FOR EXPRESSIONS OF INTEREST – 4343 EOI**

**4343EOI – STORAGE AREA NETWORK**

Expressions of Interest will be received at the Information Counter, Main Floor, Richmond City Hall, addressed to the Purchasing Section, 6911 No. 3 Road, Richmond, BC, V6Y 2C1, until **Monday, July 18, 2011 4:00 pm** (the “Closing Date/Time”).

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## **1.0 Introduction**

- 1.1. The City of Richmond (the City) invites Expressions of Interest (EOI) for companies interested and capable of supplying an information technology storage area network (SAN) and at the City's option support and maintenance for this system to the City.
- 1.2. The intent of this EOI is to identify and short list respondents capable of meeting the City's requirements.

## **2.0 Background**

- 2.1. The City currently uses a fibre-channel storage network, which spans two sites (connected by multiple single-mode fibres), and consists of dual StorageTek D380 controllers at each site.
- 2.2. The main site contains two Brocade 4900 32-port switches connected in a fully-redundant mode, two controllers and multiple fibre-channel storage trays, a StorageTek SL-500 tape library and encryption system used for off-site backups.
- 2.3. The backup site contains two Brocade 4100 16-port switches connected in a fully-redundant mode, two controllers and multiple fibre-channel and SATA storage trays, a StorageTek SL-500 tape library, a virtual tape library managed by Bakbone NetVault.
- 2.4. The main site is connected to the backup site via redundant, dual-path, single mode fibre. Currently, the fibre path is approximately three kilometres long. It is anticipated that in approximately three years, the backup site will be moved; the new fibre path length will be approximately ten kilometres.
- 2.5. Hosts are a variety of Dell, Sun and HP servers, running Windows, Solaris, HPUX, Linux, & VMware ESX operating systems. All hosts use dual-port HBAs, either Qlogic or LSI.

## **3.0 Objectives**

- 3.1. Since acquisition, the current storage network has had many upgrades in capacity and performance. At this time however, the City is considering replacement of the storage network. It should be pointed out that although the City will consider proposals for alternate technologies; the tape libraries at both sites (as well as fibre-channel infrastructure used to support them) will be maintained (or optionally upgraded to 8 GB).
- 3.2. It is expected that the new storage network will have a service life of at least five years, reflecting the service received from the current systems. The City plans that this project will be completed no later than October 31, 2011 with the system fully configured and operational no later than November 1, 2011.

- 3.3. In addition, the City is interested in capitalising future maintenance fees during the initial acquisition phase. In evaluating responses, the City will have a strong preference for storage with a low total cost of ownership.
- 3.4. The City is maintaining a technology- and manufacturer-agnostic approach in this project. The City has a desire to work with FC, iSCSI, NFS, and CIFS protocols; consequently the City will be most interested in responses which include *licensing* for all the previously mentioned protocols.
- 3.5. Initially, the City requires approximately seventy-six (76) TB of capacity over the two sites. It is anticipated that this will grow to one hundred and fourteen (114) TB in three (3) years and one hundred and fifty-four (154) TB in five (5) years. It must be emphasized these growth estimates do not in any way constitute a promise to buy. Rather, they are to be used in planning purposes; any system proposed must be capable of accommodating that growth.

#### **4.0 Definitions**

- 4.1. Throughout this EOI the following definitions apply:
  - a) “Expression of Interest” means a statement of qualifications submitted in response to and according to the terms of this Request for Expressions of Interest;
  - b) “Respondent” means an individual or a company (vendor) that submits, or intends to submit, a Response;
  - c) “Response” or “Submission” means an Expression of Interest;

#### **5.0 Scope**

- 5.1. The intent of this EOI is to identify respondents capable of the following:
  - a) Design of new SAN system, with consideration of existing equipment and City objectives.
  - b) Project management and coordination of services for configuration, implementation and training.
  - c) Data migration strategy, design and implementation services.
  - d) Implementation/configuration of new system
  - e) Training for City staff

## **6.0 Pre-qualification Process**

- 6.1. Interested parties are required to respond to this Request for Expressions of Interest in accordance with the terms of this EOI.
- 6.2. In the first phase of this potential two-phase process, responses to the EOI are being requested in order to afford the City the opportunity to evaluate Respondent's expertise and to select a shortlist that will be invited to submit a proposal in response to a Request for Proposals. This EOI process is aimed at encouraging businesses with the required level of experience and expertise to participate.

## **7.0 Requests for Proposals**

- 7.1. Respondents, who are pre-qualified as a result of this EOI process, may be invited to submit proposals, if required, to a Request for Proposals ("RFP") from the City. The City anticipates that, if required, the RFP will be distributed within three weeks following the completion of the EOI process.

## **8.0 Qualification Criteria**

- 8.1. The successful Respondent shall have previously and successfully completed projects of a similar size and complexity to the scope of work described in this EOI within the last three (3) years
- 8.2. The successful Respondent should have a minimum of three (3) years of relevant expertise in the area of recommending, designing and implementing Storage Area Networks.

## **9.0 Submission Details**

- 9.1. Respondents are requested to submit three (3) copies of their Expression of Interest marked "**4343EOI – Storage Area Network**" to the Purchasing Division, Information Counter, Main Floor, Richmond City Hall located at 6911 No. 3 Road, Richmond, BC V6Y 2C1. Submissions will be received on or before:

**Monday, July 18, 2011 4:00 pm**

- 9.2. Submissions will be evaluated at the discretion of the City based upon the information contained in the submissions.
- 9.3. Deadline for questions relating to this EOI is **Wednesday, July 13, 2011 4:00 pm**. All questions may be supplied in email format to [purchasing@richmond.ca](mailto:purchasing@richmond.ca). Inquiries and responses relating to the EOI will be posted on BC Bid (<http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>) and the City's website (<http://www.richmond.ca/busdev/tenders.htm>). It is the sole responsibility of each

Respondent to check these sites on a regular basis for amendments, addendums, or questions related to this EOI.

- 9.4. Note: Any submission will not necessarily be accepted. Respondents are advised they have no claim for compensation in the preparation of their submissions and that by submitting an EOI, each Respondent shall be deemed to have agreed that it has no claim. All submissions received by the City shall be subject to the *Freedom of Information & Protection of Privacy Act* of British Columbia.

## **10.0 Format Requirements**

- 10.1. Responses submitted shall consist of:

### I. Title Page (1 page)

- a. The title page should identify the EOI number identified on the cover page of these pre-qualification documents, Closing Time (as specified in section 9.1), Respondent's name, address, telephone number fax number, email address and contact person's name.
- b. Table of Contents/Index

### II. Corporate Experience:

- a. Describe the type of company (for example: corporation, partnership, sole proprietor) and if a joint venture, clearly state this and state who the joint venture parties are and identify who is acting as the lead.
- b. Describe the company/entity size, depth and annual sales volume (in dollars).
- c. Provide three (3) client references and contact information; where possible, indicate municipal references.
- d. Provide a history of litigation or claims made against the Respondent during the three (3) years immediately prior to the Closing Time.

### III. Corporate Capability:

- a. Describe capability (financial, experience and workload capacity) to undertake the role delivering the goods and services requested in this Expression.
- b. Provide outlines of proposed key personnel.

- c. Provide a letter from a bonding company confirming the Respondent's binding capability and provide a certificate of existing commercial general liability insurance.
- d. Describe the end-user support and resources available to customers (include structure diagrams and escalation levels to illustrate your description)

IV. Completed and Current Projects:

- a. List three (3) relevant projects, name of client, value of the projects, company personnel involved and client/owner references with contact names and telephone numbers.
- b. Describe capacity to undertake this project and describe any other projects that the Respondent has scheduled during the anticipated time frame.

V. Environmental Responsibility:

- a. Describe your company's current practises and philosophy toward "green computing". Include any standards met, awards or recognition earned.

VI. Outline of Services to be Provided:

- a. Provide a brief discussion of your anticipated methodology and approach to providing the requirements of this EOI.
- b. Provide a proposed Project Timeline.

**11.0 Review of Submissions**

- 11.1. The City will review the Expressions of Interest submitted to determine whether, in the City's opinion, the Respondent has demonstrated that it has the required experience and qualifications to fulfill the obligations of the services identified in this EOI.

**12.0 Inquiries**

- 12.1. City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Respondent's bankers and clients regarding any financial and experience issues.

- 12.2. Subsequent to the receipt and review of responses the City reserves the right to issue a RFP for all or any part of the requirement described herein or to negotiate with any Respondent or with any number of Respondents concurrently for the purpose of entering into an agreement or to cancel this process in its entirety.

### **13.0 Non-Conforming Submissions**

- 13.1. Submissions which fail to conform to the Format Requirements or which fail to conform to any other requirement of these Documents may be rejected by the City. Notwithstanding the foregoing or any other provision of these Documents. The City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of these EOI's except the requirement of delivery of the Proposal prior to Closing Time.

### **14.0 Notifications and RFP Process**

- 14.1. Following the Closing Time, the City will only notify those Respondents who are selected as being pre-qualified and may be invited to submit their proposal under an RFP process, if required.
- 14.2. The City will not approve any change in the structure of formation of a short listed Respondent.
- 14.3. The City may unilaterally take the following actions, and shall not be liable for any such actions:
  - a) amend the scope and description of the services to be procured under any RFP process as described in this EOI, and the qualifications that may be required to meet those requirements. In such event, proposals may be invited from those Respondents who meet the resulting amended requirements;
  - b) reject or accept any or all Submissions;
  - c) cancel the EOI process at any time and reject all Proposals; or
  - d) cancel the EOI process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.
- 14.4. Subsequent to the receipt and review of the Responses, the City reserves the right, in its sole discretion, to issue a Request for Proposal (RFP) for all or part of the requirements described herein or to enter into negotiations with any Respondent or with any number of Respondents for the purpose of entering into an agreement, or to cancel this process in its' entirety.

- 14.5. The Respondent acknowledges and agrees that any submission is in no way whatsoever, an offer to enter into an agreement and a submission by any Respondent does not in any way whatsoever create a binding agreement. The Respondent acknowledges that the City has no contractual obligations whatsoever arising out of the EOI process.
- 14.6. The Respondent acknowledges and agrees that the pre-qualification of a Consultant pursuant to this EOI is only a preliminary step in the City's procurement process. Each successful Respondent will be evaluated further under any subsequent RFP (if required) evaluation process.

### **15.0 Information Disclaimer**

- 15.1. The City and its directors, officers, employees, agents consultants and advisors are not liable or responsible for any oral, verbal or written information, or any advice, or any errors or omissions, which may be contained in this EOI or otherwise provided to the Respondent or Consultant pursuant to this EOI.
- 15.2. The Respondent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this EOI is provisional and will be superseded by the RFP and/or other agreement documents.
- 15.3. The City makes no representation, warranty, or undertaking of with respect to this EOI and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this EOI or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.

### **16.0 Intent to Enter Into An Agreement**

- 16.1. By submission of a Expression of Interest, the Respondent agrees that, should it be identified as the successful respondent, it is willing to enter into agreements, if required, as necessary to complete the transactions contemplated in the Respondent's Response to this Request for Expression of Interest.

### **17.0 Modification of Terms**

- 17.1. The City reserves the right to modify the terms of this EOI at any time at its sole discretion. This includes the right to cancel this EOI at any time without liability to any Respondent.

### **18.0 Ownership of Submissions**

- 18.1. All documents submitted to the City, including Expressions of Interest, and any drawings, plans and models (as applicable), become the property of the City and

will not be returned to Respondents. They will be received and held in confidence by the City, subject to the provisions of Section 15.0.

### **19.0 Right to Not Accept Any Expression of Interest**

19.1. The City reserves the right to not accept any Expression of Interest and is not bound to enter into an agreement with any Respondent or issue a Request for Proposal. In the event that no Expression of Interest is selected, the City will declare the EOI terminated, in which case the City reserves the right to enter into negotiations with any party, regardless of whether or not such party previously participated in the EOI.

### **20.0 No Commissions**

20.1. The City will not pay any commission to any Respondent or any agent acting on behalf the Respondent in connection with any transaction arising from the EOI. Any agent working with or for an interested party is assumed to be compensated by the Respondent.

### **21.0 Use of this Request for Expressions of Interest**

21.1. This document, or any portion thereof, may not be used by others for any purpose other than for the submission of Expressions of Interest.

### **22.0 Confidentiality, Freedom of Information and Protection of Privacy**

22.1. All submitted Expression of Interests shall become the property of the City. The City reserves the right to release information to the public about the Expression of Interests received and any agreement(s) entered into. As the property of the City, Expression of Interests will be considered government records, which are public documents and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia. However, any commercial information that could cause potential economic harm to a Respondent's business interests should be identified as such.

22.2. Information pertaining to the Site obtained by the Respondent as a result of participation in this EOI is confidential and must not be disclosed without written authorization from the City.

### **23.0 No Claim for Compensation of Expenses**

23.1. The City is not liable to pay such costs and expenses or to reimburse or compensate a Respondent under any circumstances.

23.2. As such, Respondents are advised they are responsible for bearing all costs of preparing and submitting an EOI and any subsequent discussions with the City. Respondents shall have no claim for compensation in the preparation of their

submissions and by submitting an EOI, each Respondent shall be deemed to have agreed that it has no claim.

**24.0 Conflict of Interest**

24.1. Respondents are responsible for ensuring that any and all conflicts of interest or potential conflicts of interest are disclosed in their Submission. Failure to disclose a conflict of interest may result in the rejection of the Expression of Interest.

**25.0 No Solicitation**

25.1. If any directors, employees, officers, agents, consultants, or representatives, or other representative of a Respondent makes any representation or solicitation offering a personal benefit to any officer, employee, agent, consultant, or elected official of the City, concerning the Respondent's Expression of Interest, the City reserves the right to reject the Respondent's Response to this Request for Expression of Interest.

**26.0 No Lobbying**

26.1. From the date on which this EOI is issued until the EOI process is terminated, Respondents (including any directors, employees, officers, agents, consultants, or representatives) should not communicate with the City, directly or indirectly, about the EOI except via the designated Contact Person in Section 9.

**27.0 Publicity**

27.1. Respondents must not issue any news release or other public announcement that discloses details of this Request for Expression of Interest, or the Respondent's Response to this EOI, without the prior written consent of the City.