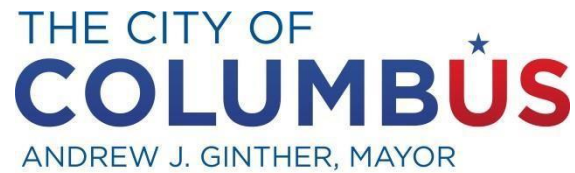


CITY OF COLUMBUS, OHIO
DEPARTMENT OF TECHNOLOGY



DEPARTMENT OF
TECHNOLOGY

Invitation for Bid
For
TECHNOLOGY EXTENDED
HARDWARE MAINTENANCE & SUPPORT

RFQ016505

Submittal Date: Tuesday October 20, 2020 at 11:00 AM (EST)

Andrew J. Ginther, Mayor
H. Samuel Orth III, Director of Technology

1.0 SCOPE AND CLASSIFICATION

1.1 **Scope:** This Invitation to Bid (ITB) is to provide the City of Columbus, Department of Technology (DoT) with extended warranty services for its HPE, EMC Data Center systems, Brocade and Qlogic-infiniband san switches, CX700, VNX, Isilon, Recover Point Data domain hardware and Software support services. Bidders must be able to maintain, provide advanced troubleshooting and monitoring, repair or replace all failed equipment, peripheral software, applicable patches, parts and firmware, within a 4 hour window and furnish support on a 24/7/365 basis.

1.2 **Classification:** Bidders must meet the following requirements to provide the City of Columbus with HPE and EMC extended warranty services as detailed herein. Only authorized partners or distributors of HPE and EMC are eligible to bid in response to this ITB.

1.2.1 **Bidder Experience:** Bidders must have at least five (5) years' experience providing HPE and EMC extended warranty services.

1.2.2 **Bidder References:** Bidders must be able to provide at least three (3) references from existing extended warranty customers, equivalent to the size of the City's current hardware environment or larger.

1.2.3 **Specification Questions:** In order to enable accurate communication in respect to this ITB, and to provide bidders the opportunity to seek clarification on any matters pertaining to the ITB requirements, and to enhance the bidders understanding of the City's needs, questions regarding this bid must be sent by writing via email to vendorservices@columbus.gov no later than 1100AM (local time) on **Tuesday, March 6, 2018**. Responses will be posted as an addendum to this bid on the City's website <http://vendorservices.columbus.gov> no later than 100 PM (local time) on **Thursday, March 8, 2018**. Emails containing the written questions should include the Solicitation Number and Title in the Subject Line.

2.0 APPLICABLE PUBLICATIONS

3.0 REQUIREMENTS

3.1 General Requirements:

3.1.1 **Term:** The proposed contract shall be in effect from 12/01/2021 through 12/01/2022; with four (4) additional one (1) 1year terms.

3.1.1.1 **Annual Extension:** Subject to mutual agreement, the period covered by the ensuing contract, under the same terms and conditions stated therein can be extended for four (4) additional one (1) year terms, or portion thereof, at the same pricing and the same escalator clause.

3.1.2 **Pricing:** The bidder shall submit a firm, fixed price per item per month for the items within the attached Hardware/Product List (Consolidated_Parts_List_2022.xlsx). Prices shall be all-inclusive, incorporating travel-related costs, overhead, general and administrative costs, and profits.

3.1.2.1 **Escalator/De-escalator Clause:** No price adjustment shall be granted during the first twelve (12) months duration of an awarded contract. Thereafter, price adjustments may be negotiated as part of any annual extension, as described in 3.1.1.1.

3.1.2.2 **Right of Cancellation:** If at any time during the term of the contract the supplier's total request(s) for a price increase(s) are greater than fifteen (15%), the City of Columbus may cancel this agreement with thirty (30) days written notification.

3.1.3 **Quantity:** Part numbers and quantities for each item are as stated within the attached Hardware/Product List (Consolidated_Parts_List_2022.xlsx). Items that require monitoring are identified in the Monitoring column, a yes indicates that the bidder shall provide monitoring. The items included in this list are for evaluation only and actual equipment may be more or less than the representative list.

3.1.4 **Changes:** The items covered under the maintenance contract are subject to change during the contract term allowing for the addition or removal of parts as needed.

3.2 **Bidder Requirements:** The requirements of this section will be used by the City of Columbus to determine if each bidder meets the minimum standard required to be considered a responsible bidder. Please complete all forms and attach any supplemental pages as may be necessary to meet these requirements.

3.2.1 **Experience Required:** Bidder shall document and submit the bid with their ability to provide extended warranty services for HPE and EMC equipment. Documentation shall include (at a minimum) information meeting the following criteria.

3.2.1.1 **HPE Server and Equipment Qualified:** Only bidders that have at least five (5) years documented experience providing maintenance and repair services for HPE equipment in environments equivalent to the City of Columbus' Data Center will be considered for a contract. The bidder shall supply the City of Columbus with references that clearly demonstrate server, enterprise, and midrange equipment level HPE experience in repair and maintenance.

3.2.1.2 **EMC Director Class Qualified:** Only bidders that have at least five (5) years documented experience providing maintenance and repair services for EMC equipment in environments equivalent to the City of Columbus' Data Center will be considered for a contract. The bidder shall supply the City of Columbus with references that clearly demonstrate server, enterprise, and midrange equipment level EMC experience in repair and maintenance.

3.2.1.3 **Manufacturer Relationships:** The bidder shall provide the history of their relationship with manufacturer(s) that will potentially be providing equipment, software and services, including but not limited to the following:

- Length of the relationship
- Level of the relationship
- A brief history of the relationship

3.2.2 **References:** The bidder shall provide documentation of long-term relationships with customers that are equivalent to the size of the City's current hardware environment or larger. Bidders shall furnish the City with a list that outlines the number and types of similar contracts within Columbus, Ohio and the state of Ohio. Supply at least three (3) references from companies that the bidder supports that are similar in scope, complexity, and cost. Onsite visits may be scheduled with those companies.

3.2.2.1 **Contact Information Required:** The reference contact information shall include the customer name, point of

contact name, start/end dates of the project, customer email address, street address, telephone number and fax number.

3.3 Personnel: The Bidder must submit supplemental pages containing resumes of the primary staff that will be working on the project. The information shall include current position with the bidder, verifiable technical training, education, and experience level on the specific hardware that they will be maintaining and repairing. Bidder will also be expected to supply the same documentation for any additional technician(s) assigned to the City of Columbus' account during the terms of the contract (i.e. new hires, staff transfers to City account, subcontractors, etc.).

3.3.1 Local Staffing: Detail how many engineers and support staff are available locally and include the distance in miles that it would take to reach the greater downtown Columbus area. Also, include the mileage from your nearest office to the City of Columbus' Data Center.

3.3.2 Background Check: Once the contract is in place, all contractor technicians must pass the City of Columbus Division of Police background check requirements before entry into the City Data Center(s) is granted. Upon request of the City, the bidder shall withdraw any of the Bidder's employees on assignment to the City who is, in the City's reasonable opinion, unsatisfactory for servicing the City's needs under this agreement. In all such cases, the bidder agrees to assign a replacement employee who is acceptable to the City.

3.3.3 Subcontractor Identification: The bidder is required to provide a workforce with the experience and certified training required to complete the project. Where the employees are not employed directly by the bidder but are being provided by subcontractors in order to provide any of the necessary experience/certificates to perform the work for this project, those subcontractors must be identified on page 5G.

3.3.3.1 Information Required: If subcontractor(s) are to be used, please list (as part of the bid response) names, addresses, telephone numbers and a contact person for each subcontractor. The expectation is that subcontractor must be HPE software/hardware qualified to maintain and repair various HPE Enterprise and Mid-Range Servers, as well as EMC equipment. All subcontractors must have valid contract compliance certification.

3.3.3.2 Subcontractor Contact: Should the bidder use subcontractors, the City shall use the bidder as the primary contact point.

3.4 Specification Requirement: The bidder shall provide extended warranty maintenance, support and repair services as requested, and repair or replace all failed equipment and system-related software (including peripheral software or parts) to a safe and normal operation.

3.4.1 Maintenance and Support Services: The City of Columbus operations is 24/7/365 days a year. Support must be available throughout the year. The City reserves the right to have the bidder maintain mission critical systems during the holidays. City holidays are – New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day.

3.4.1.1 Preventative Maintenance: Preventative maintenance activity must be performed at regularly scheduled intervals for the upkeep of the equipment and the system-related software. A maintenance plan must be submitted with the bid for review. The plan must describe the procedure used to add equipment to the maintenance process, for example: what criteria are used to select devices for servicing in a preventative maintenance schedule? Explanation must be attached with the bid.

In collaboration with City of Columbus personnel, the successful bidder will develop a detailed inventory of equipment to be maintained that itemizes each piece of equipment and describes pertinent information related to each piece of equipment.

When the City of Columbus deletes and/or adds equipment to the inventory, the bidder will be provided a thirty (30) day notice of such changes. Such changes must be reflected on subsequent monthly invoices, as described in Section 5.3.

3.4.1.2 Change Management Logs: Change management logs for the server and associated peripherals shall be supplied and maintained by the bidder. A copy/example of the change management log shall be submitted with the bid. All copied must be submitted in Microsoft Office 2007 or higher.

3.4.1.3 Performance Measures Report: The bidder, on demand, shall supply and perform hardware diagnostics for all

equipment and make recommendations to resolve any hardware performance issues. The measures must be in report form. A sample report must be provided with the bid.

3.4.1.4 **Progress Meetings:** At the request of the City, the successful bidder must attend meetings as scheduled by the City of Columbus. If a problem needs to be addressed, the City of Columbus reserves the right to meet with the bidder more often.

3.4.1.5 **Support Services:** The bidder shall directly, or through subcontract, provide the City of Columbus access to support via phone line and electronic correspondence that is manned by engineers. The bidder shall give the City access to online knowledge base and resource database and also notify the City of any system updates, general hardware and O/S, firmware upgrades and security alerts, etc. The bidder shall submit supplemental pages describing their support processes and functionality. Description must include phone number(s), email address(es), web address(es), and service level targets for responding to and resolving incidents and requests.

3.4.1.5.1 The bidder must provide EMC support (not necessarily help desk) for enterprise storage devices, SAN switches, patches, and associated peripherals, and O/S.

3.4.1.5.2 Bidder will supply the City with an FTP site for use in transmitting files, patch updates, etc.

3.4.1.5.3 Bidder's telephone support personnel must be dedicated to supporting the City's enterprise hardware and associated peripheral systems.

3.4.1.5.4 The City expects call backs in a timely manner, thirty (30) minutes or less for telephone support.

3.4.1.5.5 Bidder shall describe their business process for opening a call, via online and telephone situations along with the subsequent steps required for customer follow-up.

3.4.1.5.6 Bidder shall describe their business process of designating priorities for service calls.

3.4.1.6 **Updates:** Any/all firmware upgrades and/or patches must not be installed unless written approval from the designated City point of contact has been given. The anticipated hardware and software costs for such updates shall be included in the item per month charges proposed on the Hardware/Product List starting on Page 6.

3.4.1.6.1 **O/S:** All service and support options must include provisions to notify the City of the update availability of patches, microcode, O/S, and supply the City with all hardware/software and security updates.

3.4.1.6.2 **Hardware and Software:** Hardware and software updates shall include (if applicable) security or firmware patches which must be disseminated to the City, as soon as the updates are published by the manufacturer.

3.4.1.7 **Monitoring:** Bidder must have the ability to perform advanced monitoring of specified equipment. Advanced monitoring shall include but is not limited to monitoring for failed components as well as health/performance of the monitored systems. Bidder must describe or document their ability to meet or exceed the advanced monitoring requirement.

3.4.1.8 **Alerting:** Bidder must ensure that there is a mechanism for sending/receiving alerts of monitored equipment. Alerts should be configured to notify both the provider as well as identified city staff. Bidder must describe or document their ability to meet or exceed this alerting requirement.

3.4.1.9 **Escalation Process:** Bidder must describe and document their alert escalation process for both technical and administrative concerns.

3.4.2 **Repair Services:** The bidder shall repair and replace all failed equipment and system-related software (including peripheral software and parts) to a safe and normal operation. The anticipated cost of such repairs shall be included in item per month charges proposed on the Hardware/Product List starting on Page 6.

3.4.2.1 **Response to Repair Calls:** Bidder must respond on-site, no longer than four (4) hours from the initial time a call for repair service is placed by the City. For instance, if a

specific hardware is designated as a 24/7 with four (4) hour response, this will require the bidder to be onsite within four hours or sooner with the parts and an action plan for problem resolution which will be conveyed to the City of Columbus' point of contact.

3.4.2.2 Parts Availability: Bidder must demonstrate the ability to support the City via their spare parts inventory business process. Bidder must provide onsite spare part capabilities to support the City. In the event that a part is not available onsite, the part must be shipped onsite, same day with a maximum of four (4) hours turnaround time or next day depending on the SLA requirement of the hardware.

3.4.2.3 Manufacturer Direct Support: A resolution plan will be conveyed to the City of Columbus' point of contact, if the bidder cannot resolve the problem. The bidder shall bring in the manufacturer's support technicians to repair any issues that are not resolved according to the contracted hardware service level agreement. Such repair costs will be the responsibility of the bidder.

3.4.2.4 Emergency Services: The bidder shall provide information on services or processes that are used in the event of a disaster or emergency situation such as a flood, power outage, technician not available, terrorism, biological, etc.

3.5 Termination: If the bidder neglects to perform work properly, refuses or delays extensively to remedy any inferior quality workmanship, or in any manner fails to perform any provision of this contract, the City of Columbus (10 calendar days after written notice) may terminate this agreement and make good such deficiencies, deducting the cost thereof from any payment then or thereafter due the bidder. Delay of the City to terminate the agreement shall not result in a waiver of any rights provided herein.

The City may at any time upon written notice to the bidder, in which notice shall specify that portion of the work to be terminated and the date said termination is to take effect, terminate (without prejudice to any right or remedy of the City) the whole or any portion of the work for convenience of the City. The bidder's sole remedy, in the event of such termination, will be payment for such portion of the work as is completed prior to the notice of termination.

The bidder shall surrender to the City all property belonging to the City upon completion, termination or cancellation of this Contract. All references to the bidder under this section shall include any of its employees, agents or subcontractors. The City may withhold any final payment due the bidder until the

bidder certifies to the City in writing that the bidder has returned all hard and soft copy works for hire, including but not limited to all drawings and documentation, and has removed said works from the bidder's files, including all types of storage media.

4.0 INSPECTION, TESTING AND EVALUATION PROCEDURES

4.1 Testing: All components of HPE, EMC, Brocade and Qlogic-infiniband san switches, equipment, parts, software and service will be tested by bidder with the aid of the City, if needed after hours to ensure proper functionality. Acceptance by the City shall be based upon proven and complete functionality for a period of 15 days.

5.0 PREPARATION FOR DELIVERY

5.1 Delivery Location: All deliveries for equipment/replacement parts will be FOB destination, inside delivery, onsite to DoT's Data Center and addressed to the City's designated point of contact. The bidder is responsible to inspect all equipment for damage and usability prior to any installation or repair delivery to the City of Columbus' DoT Data Center.

5.2 Contact Person: Contact person will be designated on the City of Columbus, Purchase Order. A 24-hour notice by phone call will be required prior to deliveries. Deliveries will be taken between 800AM and 500PM.

5.3 Invoices: Supplier will invoice the City of Columbus monthly, based on an up to date inventory of equipment which must be accompanied with the invoice, per section 3.4.1.1.. Accurate invoices shall be processed for payment Net 30 days.

5.3.1 Invoice Address:

City of Columbus / Department of Technology, Fiscal Section
PO Box 2949
Columbus, Ohio 43216

5.3.2 Invoice Content: Each invoice shall show the City PO Number, period of service (e.g. Jan 1 – Jan 31), an itemized list of the type and quantities of equipment maintained, the all-inclusive monthly cost associated with each item, and a total amount payable.

5.3.3 Invoice Backup: Each invoice must have attached the latest version of the equipment inventory, detailing each individual item and charges for the current month and all prior months. This backup information must be presented in a mutually agreeable format that enable the designated City staff person to verify the accuracy of the invoice, and approve for payment or resolve discrepancies with the supplier.

6.0 NOTES

6.1 Proposal Page Instructions: Bidders are required to respond to every item number requested on the Hardware/Products List (starting on Page 6), either in the form of a bid price, or as a “No Bid”. Failure to do so may be used as a basis for rejection of the bid.

6.2 Disclosure: The contractor agrees that no information will be disclosed to third parties or published in case studies, advertisements, white papers, customer testimonials, etc. without the written consent of the City of Columbus.

6.3 ITB Contact Information: All questions and communications relating to this ITB must be directed to the contact persons named. All other communications between a vendor and any other City staff concerning this ITB are prohibited.

6.4 Insurance Requirement:

6.5 Liability Insurance: The contractor shall take out and maintain during the life of the contract, such Public Liability (bodily injury and property damage) Insurance as shall protect him from claims from damages for personal injury, including accidental death, as well as from claims for property damage which may arise from operations under the contract, whether such operation be by himself or any subcontractor or by anyone directly or indirectly employed by either of them. Such insurance policy shall include the City as named insured. The contractor shall maintain coverage of the types and in the amounts specified below. Submitting a certificate of insurance shall evidence proof of such insurance coverage. A contractor’s “umbrella” type policy with limits specified below may be submitted for this requirement, with the City as named insured.

The amount of such insurance shall be as follows:

Bodily Injury Liability

Each Person	\$1,000,000.00
Each Accident	\$1,000,000.00

Property Damage Liability

Each Person	\$1,000,000.00
Each Accident	\$1,000,000.00

Such insurance shall remain in full force and effect during the life of the contract.

Insurance may not be changed or cancelled unless the insured and the City are notified in writing not less than thirty (30) days prior to such change or cancellation. If any part of the contract is sublet, the contractor is responsible for the part sublet being adequately covered by insurance herein above described.

Contractor assumes all risk of loss and damage to the equipment provided unless loss or damage occurs at the time the operator and equipment are

being operated for the purpose designated by the City and such loss or damages is caused by an act of the City or its employee, which constitutes gross negligence or wanton misconduct.

6.6 Worker's Compensation Insurance: The contractor shall take out and maintain, during the life of this contract, adequate worker's compensation insurance for all his employees employed at the site of the project and, in case any work is sublet, the contractor shall require the subcontractor similarly to provide worker's compensation insurance for the latter's employees, unless such employees are covered by the protection afforded by the contractor. The contractor shall furnish three (3) copies of the worker's compensation certificate showing that the contractor has paid his industrial insurance.

6.7 Save Harmless: Contractor shall protect, indemnify and save the City of Columbus harmless from and against any damage, cost, or liability, including reasonable attorney's fees resulting from claim, by third parties for any or all injuries to persons or damage to property arising from intentional, willful or negligent acts or omissions of contractor, its officers, employees, agents, or subcontractors.

REFERENCES

The bidder must briefly document its capabilities and submit an outline of its experience and work history in HPE equipment and services for the past five years by submitting the contact information of Professional References from five (4) separate implementation projects. References should consist of projects of a similar scope, complexity, and cost.

Business Name: _____ Tel #. _____

Address: _____

E-mail Address: _____ Fax #. _____

Contact: _____ Work performed from _____ to _____

Work Performed:

Business Name: _____ Tel #. _____

Address: _____

E-mail Address: _____ Fax #. _____

Contact: _____ Work performed from _____ to _____

Work Performed:

Business Name: _____ Tel #. _____

Address: _____

E-mail Address: _____ Fax #. _____

Contact: _____ Work performed from _____ to _____

Work Performed:

Business Name: _____ Tel #. _____

Address: _____

E-mail Address: _____ Fax #. _____

Contact: _____ Work performed from _____ to _____

Work Performed:

EXPERIENCE/CERTIFICATIONS REQUIRED

The bidder is required to provide a workforce with the experience and certified training required to complete this Project. Where the employees are not employed directly by the bidder but are being provided by subcontractors in order to provide any of the necessary experience/certificates to perform the work for this project, those subcontractors must be identified within this section of the bid at the date and time the bid is due.

SUBCONTRACTOR COMPANY NAME
SUBCONTRACTOR ADDRESS / PHONE
SUBCONTRACTOR FEDERAL ID#
DESCRIBE SUBCONTRACTOR PARTICIPATION

SUBCONTRACTOR COMPANY NAME
SUBCONTRACTOR ADDRESS / PHONE
SUBCONTRACTOR FEDERAL ID#
DESCRIBE SUBCONTRACTOR PARTICIPATION

SUBCONTRACTOR COMPANY NAME

SUBCONTRACTOR ADDRESS / PHONE

SUBCONTRACTOR FEDERAL ID#

DESCRIBE SUBCONTRACTOR PARTICIPATION

PROPOSAL

To the Department of Technology Director of the City of Columbus, Ohio:

We (I) propose to furnish the following article(s) and/or service(s) at the price(s) and terms stated subject to all instructions, conditions, specifications and all attachments hereto. We (I) have read all attachments including the specifications and fully understand what is required.

Delivery: _____ calendar day(s) after receipt of order.

Terms: _____

Company Name or Bidder's Name: _____

Business Address of Bidder: _____

REQUIRED Company Employee Information:

Total number of company employees = _____

Total number of company employees working in Columbus = _____ Additional number of employees that will be working in Columbus in the event this contract is awarded to your company = _____

The full name and residence of all persons and parties interested in the foregoing bid are: (If a corporation, give the name and address of the president and secretary; if firm or partnership, the names and address of the Members or partners.)

Name

Address

Authorized Signature X _____ **Title:** _____

(SIGNATURE MUST BE IN BLUE INK)

(TITLE MUST BE GIVEN)

CONTRACT SIGNATURE AFFIDAVIT

(Must be completed when the individual signing the Contract is NOT an officer or Member of the Company.)

STATE OF: _____ COUNTY OF: _____

_____, being duly sworn, deposes and says that he/she is _ of __, a Corporation, LLC, or LLP organized and existing under **(Title)** **(Company Name)** and by virtue of the laws of the State of _____, and having its principal office at

(City, State, Zip Code)

Affiant further says that he/she is familiar with the records, minute books and by-laws of

(Company Name)

Affiant further says that _____ is

(Name of Person Signing Contract) (Title)

Of the Company and is duly authorized to sign the Contract for: _____

For said Company by virtue of _____

(State whether the provision of by-laws or a resolution of the Board of Directors. If resolution, give date of adoption.)

Signature of Affiant**

**** AFFIANT MUST BE SOMEONE OTHER THAN THE INDIVIDUAL SIGNING THE CONTRACT.****

Sworn to before me and subscribed in my presence this _____ day of

_____ 20_____

Notary Public

My Commission Expires: _____