



REQUEST FOR PROPOSALS

Hyperconverged Storage Refresh

Quesnel, BC

Issued: Monday, March 28, 2022

Closing Time: 4:30pm (Pacific Standard Time),
Friday, April 8, 2022

Contact Person: Robert Bardua,
Manager of Information Technology
rbardua@quesnel.ca



1. Introduction

The City of Quesnel is seeking proposals from qualified and experienced companies for the supply, delivery, installation, training, and support of a Hyperconverged storage refresh.

2. Definitions

Throughout this Request for Proposal the following definitions apply:

- a) "City" means the municipal corporation, generally known as the City of Quesnel in British Columbia, Canada;
- b) "City's Designated Representatives" means the City employees or representatives who are authorized in writing to deal with the Contractor on behalf of the City in connection with the goods, materials, equipment and services or to make decisions in connection with the Contract;
- c) "Closing Time" means the closing date, time, and place as set out in subsection 4.1 of this Request For Proposal;
- d) "Respondent" means same as "Contractor";
- e) "Contract Documents" means the purchase order, the Contractor's Proposal, the RFP and such other documents as applicable, including the City's purchase order all amendments or addenda agreed between the parties;
- f) "Contract" or "Agreement" means the agreement formed between the City and the Contractor as resulting from this Request for Proposal, executed by the City and the Contractor and evidenced
- g) "G.S.T." means the Goods and Services tax administered under the Excise Tax Act (Canada) and any successor tax or levy therefore in force from time-to-time;
- h) "Lead Contractor" is the Contractor whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;
- i) "Project" means the scope of work, requirements, and deliverables as described in this Request For Proposal;
- j) "Contractor" means an individual partnership, corporation or combination thereof, including joint ventures or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal; who or which is awarded a Contract who enters into a written Contract with the City to perform and to oversee the Work.



- k) "Proposal" or "Submission" means a proposal submitted by a Contractor in response to this Request For Proposal;
- l) "Requirements" means all of the specifications, requirements and services set out in the RFP that describes the general requirements that the goods, materials, equipment and services must meet, and the Successful Contractor must provide;
- m) "Response" means the same as "Proposal" or "Submission";
- n) "RFP" or "Request for Proposals" means this request for proposals, inclusive of all appendices and any addenda that may be issued by the City;
- o) "Services" means the same as "Work";
- p) "Proponent" means the same as "Contractor" and;
- q) "Work" or "Works" means the provision of all labor, services, materials, equipment, and any other necessary items and actions for the Successful Contractor to complete and perform its obligations in accordance with the Requirements and terms and conditions of the Contract

3. Key Dates

- 3.1 In order to assist Contractors, following are the key target dates and Events with respect to this RFP process. Such dates are not guaranteed and may change based upon circumstances.

Activity	Date
Release RFP	March 28 2022
RFP Closing Time	4:30pm PST Apr 8 2022
Proposal evaluations and Award of Contract	April 15 2022

4. Submission Details

- 4.1 Submissions will be accepted until April 8, 2022 at 4:30pm PST. Proposals received later than the specified closing time will not be accepted.
- 4.2 The proposal shall be submitted electronically to: rbardua@quesnel.ca
- 4.3 Amendments to a Proposal may be submitted if delivered prior to the Closing Time to rbardua@quesnel.ca.
- 4.4 Proposals already delivered to the City may be withdrawn by email notice only, provided such notice is received 1 day prior to the closing time.



-
- 4.5 Any and all costs associated with the preparation and submission of the Proposal, including any costs incurred by the Contractor after the Closing Time, will be borne solely by the Contractor.
 - 4.6 By submitting a Proposal, the Contractor acknowledges and agrees that the City will not be responsible for any costs, expenses, losses, damages (including damages for loss of anticipated profit) or liabilities incurred by the Contractor as a result of or arising out of submitting a Proposal for the proposed Contract, or due to the City's acceptance or non-acceptance of their Proposal or any breach by the City of the bid contract between the City and each of the Contractors or arising out of any contract award not made in accordance with the express or implied terms of the Proposal documents.
 - 4.7 The proposal will be evaluated in accordance with the criteria outlined in Section 10.3, Evaluation Criteria.
 - 4.8 Submission of a proposal indicates acceptance by the respondent of all of the conditions contained in this Request for Proposal. The City reserves the right to negotiate with any Contractor.
 - 4.9 The Successful Contractor will be required to sign a contract within 30 days.

5. Enquiries and Addenda

- 5.1 Enquiries regarding this Request for Proposal are to be directed to: Robert Bardua City of Quesnel at rbardua@quesnel.ca.
- 5.2 The City, its agents and employees shall not be responsible for any information, instructions or suggestions given by way of oral or verbal communication.
- 5.3 All clarification requests are to be sent in writing to the individual mentioned above. No clarification requests will be accepted by telephone.
- 5.4 Any and all changes to the RFP required before the proposal closing will be issued in the form of a written addendum and posted on the City of Quesnel Website and BC Bid. It is the sole responsibility of potential Contractors to check the above websites to ensure that all available information has been received prior to submitting a Proposal. If addenda are issued, their receipt must be acknowledged by the Contractors in the appropriate section of the Form of Proposal.
- 5.5 The decision to issue or not issue an addendum is entirely at the sole discretion of the City.
- 5.6 The deadline for enquiries for this RFP is 4:30pm local time on Tuesday April 5th 2022. The City reserves the right not to respond to inquiries received after this deadline.



-
- 5.7 Each addendum will be incorporated into and become part of the RFP document. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the City.

6. Scope of Services

- 6.1 The successful proponent; along with any required sub-consultants, will work collaboratively with the City' staff to ensure successful project completion.
- 6.2 The City of Quesnel reserves the right to award part or all of the services and equipment as outlined in **Appendix B – Scope of Work** to one or more proponents.

7. Project Plan

- 7.1 In their own words, the Proponent must show they have an understanding of what equipment and services are required.
- 7.2 Proponents must include the following:
- a) A summary of the project methodology used to manage and deliver their projects.
 - b) A high level project approach noting the major phases, activities or tasks, and milestones.
 - c) A table or list of all project deliverables.
 - d) A draft timeline for the project that clearly outlines the work needed to fully implement the proposed good and/or services. This timeline is for planning purposes only and is subject to change based upon circumstances.

8. Contractor Duties

- 8.1 The Contractor shall dedicate an experienced and efficient team capable of undertaking the necessary project tasks that include but are not limited to those set out in **Appendix B – Scope of Work**.
- 8.2 The Contractor shall manage necessary communications with City departments and other regulatory agencies or parties.
- 8.3 All contractors required to enter a City owned and or/operated facility or worksite interacting with City staff or dealing with the public on behalf of the City will be required to be vaccinated as per the City's Mandatory Vaccination Policy and must complete the City's COVID-19 Vaccination Requirement Certification Form before a contract is awarded.

9. Submission format



9.1 The City is requesting proposals from Contractors who are both interested and capable of undertaking The Project. The onus is on the Contractor to show their knowledge, understanding and capacity to conduct the work outlined in this Request for Proposals. The responses will be assessed according to how well they assure the City of success in relation to the submission requirements. The detail and clarity of the written submission will be considered indicative of the respondent’s expertise and competence.

9.2 The Proposal must include the following sections:

Subject area	Sections to include	Points
Qualifications and Experience	<ul style="list-style-type: none">• Business and technical reputation, experience and capabilities, financial stability, capacity and resources• Minimum of three relevant references required. Provide organization, date of work and contact information.• Sub-contractors used (if any)	10
Technical	<ul style="list-style-type: none">• Compliance with preferred requirements• Project plan (section 7)• Proposed equipment• Training plan• Support services available	50
Financial and Value added	<ul style="list-style-type: none">• An all-inclusive and maximum price for the equipment and scope of services included in the response.• Any additional costs or disbursement charges and fees.• Completed RFP Requirements and Pricing workbook <p>Note: Both tabs in the RFP Requirements and Pricing Workbook (Excel format) need to be completed and the workbook is to be included as a part of the proposal submission. Failure to do so may result in disqualification of the Contractor’s proposal.</p>	40

10. Evaluation of Proposals

10.1 Evaluation Team: An evaluation team will evaluate proposals. By responding to this RFP Contractors agree to accept the recommendation of the Evaluation Team as to the successful Contractor and acknowledge and agree that the City makes the final decision.

10.2 The following are mandatory criteria for services required under this RFP. Proposals that do not meet the mandatory requirements will be rejected and returned to the respondent.

Mandatory Criteria



1	The Proposal must be received before the specified closing date and time.
2	The Proposal must be in English.
3	Completed proposal as requested.
4	The Contractor must sign, accept and return the Contractor Acceptance Form (Appendix A)

10.3 Proposals meeting all of the mandatory criteria will be further assessed against the following evaluation criteria referred to in Section 9.2.

Evaluation Criteria	Weight
Experience and Qualifications	10
Technical	50
Financial and Value added	40
Maximum total weighted score:	100

10.4 The evaluation team may select up to three top ranked Contractors for interviews. Alternatively, at the City’s sole discretion, the City may by-pass the interview process if the top ranked Contractor clearly demonstrates its proposal is superior.

10.5 If interviewed by the City each Contractor should be prepared to demonstrate or otherwise substantiate any areas of the Response, its own qualifications for services required, and any other area of interest relative to its Response.

10.6 Reference checks may also be conducted by the City.

10.7 Prior to Contract award, the Contractor must provide Confirmation of Work Safe BC coverage. (See section 16 of this RFP). Confirmation of Required Insurance (See section 17 of this RFP). The successful Contractor may be required to purchase a City business license.

10.8 Prior to Contract award, the Contractor may be required to demonstrate financial stability. As such, the Contractor may be required to provide annual financial reports, or a set of financial statements prepared by an accountant and covering the last 2 (two) fiscal years.

10.9 The City may, prior to Contract award, negotiate changes to the scope of the Work, the materials, the Requirements or any conditions with any one or more of the Contractors without having any duty or obligation to advise any other Contractors or to allow them to vary their prices as a result of changes to the scope of Work, the materials, the Specifications, or any conditions, and the City shall have no liability to any other Contractor as a result of such negotiations or modifications.

11. RFP Process



-
- 11.1 This RFP is not an agreement to purchase goods or services. The City is not obligated to select a Contractor or to proceed to negotiations for a Contract, or to award any Contract. As such, the City reserves the right to unilaterally take the following actions, and shall not be liable for any such actions:
- a) accept a Proposal that deviates from the Requirements, Specifications or the conditions specified in this Proposal;
 - b) accept a Proposal which is not the lowest cost Proposal;
 - c) Accept all or any part of a Proposal. Contractors are free to bid on any part or all of the Technical Requirements;
 - d) amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;
 - e) assess the ability of the Contractor to perform the Contract and reject any Proposal where, in the City's sole estimation, the personnel and/or resources of the Contractor are deemed insufficient;
 - f) cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements;
 - g) cancel the RFP process at any time and reject all submissions;
 - h) not accept any Proposal in response to this RFP;
 - i) reject a Proposal even if it is the only Proposal received by the City;
 - j) reject any and all Proposals, including without limitation the lowest priced Proposal, even if the lowest priced Proposal conforms in all aspects with the RFP;
 - k) reject or accept any or all Proposals at any time prior to execution of a Contract;
 - l) reject Proposals which are incomplete, conditional or obscure or contain erasures or alterations of any kind, or
 - m) Split the Requirements between one or more Contractors.
- 11.2 The Contractor acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Proposal by any Contractor does not in any way whatsoever create a binding agreement. The Contractor acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.



12. Negotiations

- 12.1 The award of the contract may be subject to negotiations with the Lead Contractor. Such negotiations include, but are not limited to, the following:
- a) changes or work refinements in the service requirements or scope of work proposed by the Lead Contractor;
 - b) price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Contractor and
 - c) Specific contract details as deemed reasonable for negotiation by the City.
 - d) structure of the Contractor team and participants

13. Working Agreement

- 13.1 The Successful Contractor will enter into a contract for services with the City based upon the information contained in this RFP and the Successful Contractor's Submission and any negotiated modifications thereto.
- 13.2 If a written contract cannot be negotiated within 30 (thirty) days of notification to the Lead Contractor, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Contractor and either enters into negotiations with the next qualified Contractor or cancel the RFP process and not enter into a contract with any Contractor.

14. Award of Contract

- 14.1 Award of a Contract is contingent on funds being approved and the contract award being made by the appropriate City authority.
- 14.2 No Contract will be formed, with any Contractor, until the Contract terms have been successfully negotiated between both parties (the City and the Successful Contractor). The City is not obligated to any Contractor in any manner until a purchase order is issued and an agreement has been signed by an authorized person to sign on behalf of the City.
- 14.3 The City's purchase order, the Proposal, the RFP and such other documents including all amendments or addenda, shall form the basis for the Contract between the Contractor and the City. In the event of a conflict between any of the Contract Documents, the following documents will take precedence and govern over each other in the following order of priority from highest to lowest:
- a) The City's purchase order;
 - b) Or any mutually agreed to amendments between the Contractor and the City;



-
- c) The Proposal; and
 - d) The RFP and any subsequent addenda.
- 14.4 Where the head office of the Successful Contractor is located within the City and/or where the Successful Contractor is required to perform the Service at a site located within the City, the Successful Contractor should have a valid City business license prior to Contract execution.
- 14.5 The City is not under any obligation to award a Contract and may elect to terminate this RFP at any time.
- 15. Publication of the Results of this Request for Proposal**
- 15.1 The City will inform all the applicants of the final result of the Request for Proposal.
- 16. Workers' Compensation**
- 16.1 The successful Contractor shall abide by all provisions of the Workers Compensation Act of British Columbia and upon request by the City, supply proof that all assessments have been paid.
- 17. Insurance and Indemnification**
- 17.1 The successful Contractor shall at its own expense obtain and maintain until the termination of the contract and provide the City with evidence of:
- a) Comprehensive general liability insurance on an occurrence basis for an amount not less than two million dollars (\$2,000,000) and shall include the City as an additional insured with respect to the Contractor's operations, acts and omissions relating to its obligations under this Agreement. Such policy to include non-owned automobile liability, personal injury, broad form property damage, contractual liability, City's and contractors' protective, products and completed operations, contingent employers liability, cross liability and severability of interest clauses;
 - b) Automobile liability insurance for an amount not less than one million dollars (\$1,000,000) on forms meeting statutory requirements covering all vehicles used in any manner in connection with the performance of the terms of this Agreement.
- 17.2 The policies shown above will not be cancelled or permitted to lapse unless the insurer notifies the City in writing at least thirty (30) days prior to the effective date of cancellation or expiry.
- 17.3 The successful Contractor by its acceptance of a negotiated agreement and purchase order, agrees to indemnify and hold harmless the City, its elected



officials, agents and employees, from and against all loss or expense that may be incurred by the City, its officials, officers, employees and agents as a result of bodily injury, including death sustained by any person or persons, or on account of damage to property including loss of use thereof arising out of or as a consequence of the performance of the work stipulated in the RFP and any negotiated agreement.

18. General Terms of this Request for Proposal

- 18.1 The terms and conditions of the proposal offer shall remain firm and open for acceptance by the City for a period of forty-five (45) calendar days from date of closing whether or not another Proposal has been accepted.
- 18.2 The City reserves the right to cancel this RFP for any reason without any liability to any Contractor or to waive irregularities at its own discretion.
- 18.3 The City is not liable for any costs incurred by interested parties in the preparation of their response to this request or interviews if held. Furthermore, the City shall not be responsible for any liabilities, cost, loss or damage incurred, sustained or suffered by any interested party, prior or subsequent to, or by reason of the acceptance or non-acceptance by the City of any response, or by reason of any delay in the acceptance of the response.
- 18.4 Contractors are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.
- 18.5 The City may, in its absolute discretion, reject a proposal submitted by the Contractor, if the Contractor, or any officer or director of the Contractor is or has been engaged either directly or indirectly through another corporation in legal action against the City, its elected or appointed officers and employees in relation to any other Contract for works or services or any matter arising from the City's exercise of its powers, duties or functions.
- 18.6 A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP, including the Proposal format and content requirements, may be rejected in whole or in part by the City at its sole discretion.
- 18.7 Notwithstanding the foregoing or any other provision of this RFP, the City may in its sole discretion elect to retain for consideration Proposals which deviate either materially from the Proposal Format and Content Requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP.
- 18.8 The City may waive any non-compliance with the RFP, specifications, or any conditions of anything required by the RFP and may, at its sole discretion, elect



to retain for consideration Proposals which are nonconforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.

- 18.9 The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.
- 18.10 The City may accept or waive a minor and inconsequential irregularity where practicable to do so. The City may, as a condition of acceptance of the Proposal, request a Contractor to correct a minor and inconsequential irregularity with no change in the Proposal.

The determination of what is or is not a minor and inconsequential irregularity, the determination of whether to accept, waive, or require correction of an irregularity, and the final determination of the validity, will be at the sole discretion of the City.

- 18.11 These terms of reference and the accepted proposal documents will form part of the contract made with the Contractor. All proposals are subject to the provisions of the British Columbia Freedom of Information and Protection of Privacy Act.
- 18.12 Only personnel listed in the successful proposal shall perform the work unless otherwise approved by the City.
- 18.13 Any disputes will first be attempted to be resolved via frank and open negotiations. If negotiations are unsuccessful, the dispute will be referred to a mutually agreeable third party mediator/arbitrator whose decision will be final and binding.
- 18.14 Neither party will be responsible for carrying out their duties, nor will they be entitled to any compensation if events beyond their control occur. Examples of such events are, but are not limited to, acts of God, labor disruptions, political decision delays, and protests.
- 18.15 All Proposals will remain confidential, subject to the Freedom of Information and Protection of Privacy Act of British Columbia.

19. Ownership of Proposals and Sole Use of Reports

- 19.1 All Proposals submitted, other than any Proposal withdrawn prior to the opening of Proposals or any late Proposals, become the property of City and will not be returned to Contractors.
- 19.2 Any design, report and other material provided by the Contractor, or their sub-contractors, will become the property of and for the sole use of the City.



20. Conflict of Interest

- 20.1 Contractors shall disclose any potential conflicts of interest and existing business relationships they may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure. The City may reject a Proposal from any Contractor that the City judges would be in a conflict of interest if the Contractor is awarded a Contract. Failure to disclose or provide false or insufficient disclosure of the nature and extent of any relationship the Contractor may have with any employee, officer or director of the City shall be grounds for immediate termination of any Contract with the City, in the City's sole discretion, without further liability of notice.
- 20.2 By submitting a Proposal, the Contractor warrants that neither it nor any of its officers or directors, or any employee with authority to bind the Contractor, has any financial or personal relationship or affiliation with any elected official or employee of the City or their immediate families which might in any way be seen by the City to create a conflict.

21. Confidentiality

- 21.1 Information about the City obtained by Contractors must not be disclosed unless prior written authorization is obtained from the City.
- 21.2 The Contractor agrees that this obligation of confidentiality will survive the termination of the Contract between the Contractor and the City.

22. Relationship of the Parties

- 22.1 The Contractor and the City expressly acknowledge that they are independent entities and neither an agency, partnership nor employer-employee relationship is intended or created by submission of a proposal or subsequent contract.

23. Information Disclaimer

- 23.1 The City, including its Designated Representatives and its directors, officers, employees, agents, contractors and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to any Contractor pursuant to this RFP.
- 23.2 The City makes no representation, warranty, or undertaking of with respect to this RFP and the City, its Designated Representatives and its directors, officers, employees, agents, contractors and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFP 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.



23.3 While the City has made considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for the Contractor and is not necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve the Contractor from forming its own opinions and conclusions in respect of the matters addressed in the RFP.

24. Freedom of Information and Protection of Privacy Act (BC)

24.1 Contractors should note that the City is subject to the Freedom of Information and Protection of Privacy Act (British Columbia), which imposes significant obligations on the City's Contractors to protect all personal information acquired from the City in the course of providing any service to the City.



25. APPENDIX A: CONTRACTOR ACCEPTANCE FORM

We certify that we have read and understood the information provided in the RFP and all subsequent documentation. The information provided in our submission is accurate and we agree to be bound by the all conditions, statements and representations contained herein.

We further certify that we agree to fully comply with all terms and conditions outlined in this document, as well as the Technical Requirements unless otherwise indicated in the box below:

We acknowledge the following addenda: _____

Failure to provide signatures below will result in immediate rejection of the proponent's proposal. The person signing this RFP declares that they are duly authorized signing authority with the capacity to commit their firm/company to the conditions of this RFP.

Executed this _____ day of _____, 2022

Authorized Signature _____

Printed Name _____

Title/Position _____

Company Name _____

Address _____

Phone _____

Fax _____

Email _____



26. APPENDIX B: Scope of Work

While the City of Quesnel has made an effort to ensure an accurate representation of information in this RFP, the information contained herein is given solely as a guideline for Proponents.

26.1 Background

The City of Quesnel is seeking a vendor (or vendors) to provide a Hyper Converged Infrastructure (HCI) solution to reduce infrastructure costs, eliminate infrastructure complexity, and have improved system performance, durability, security and reliability. The solution should be simple to manage and scalable.

The City of Quesnel currently holds a VMWare Essentials Plus 6.5 license running on 3 ESXi hosts. Two hosts in HA mode are located at City Hall and run our production load of 13 servers and one host is located at our DR site that provides virtual standby of most production workloads in case of business disruption. Production VMs are backed up to a local repository using Dell Rapid Recovery and replicated to an offsite repository. A virtual standby of the replicated VMs are then sent to the DR host. The production hosts are connected via iscsi to our SANs located at City Hall while the DR site utilizes direct attached storage. Currently switches are running at 1Gbps but 10Gbps SFP+ copper and fiber connections are available if necessary. VMs are a mix of OS ranging the Server 2012r2 to Server 2019. We have 2 Windows Server Datacenter licenses with Software Assurance that were purchased to facilitate flexible OS loading on the current system design.

26.2 Capacity Estimates

The following table notes the capacity estimates required.

Production	DR
13 VMs	7 VMs
Disk Usage - 5TB	Disk Usage - 7.2TB
CPUs - 44 (average 4 per VM)	CPUs - 30 (average 4 per VM)
Memory - 124,928MB	Memory - 73,728MB

Any systems specified by the Proponent for production or DR workloads must accommodate at a minimum:

- a) **CPU** - Each node must have a minimum CPU clock speed of 3.2GHz

Note: In order to balance the cost of purchasing Windows Server Datacenter licensing and subscription models, hosts with core counts less than or equal to 8/host, but that still provide sufficient processing power will receive a higher score in Appendix A.

- b) **Memory** - Each node must have a minimum of 128GB of RAM



- c) **Storage** - Each node must have a SSD + HDD Hybrid Storage Configuration with a minimum of 16% SSD: HDD ratio and
 - A minimum of 16.37 TB usable storage capacity for production
 - A minimum of 13.84 TB usable storage capacity for DR
- d) **Networking** – Each node must have redundant 1/10G Base-T, and 10G SFP+ networking interfaces
- e) **Power** – Each node must have redundant power supplies
- f) **Hypervisor** - Each node must support all mainstream hypervisors (ESXi, Hyper-V, KVM) or provide a hypervisor native to the product.

26.3 Project expectations

The following encompasses, at minimum, the areas to be investigated / considered during the Project all while minimizing the risk or impact to production services:

- a) Assess and, if necessary, replace current VMWare licensing with revised VMWare licensing or alternative hypervisor licensing to support new HCI system.
- b) Review current Microsoft Server Datacenter licensing and recommend adjustments required for the success of the project.
- c) Assess current switching configuration and make recommendations to remedy any network requirements for optimal system operation.
- d) Install, test and commission an HCI cluster for City of Quesnel production workloads in City Hall.
- e) Migrate existing production workloads to the new HCI cluster.
- f) Provision of or technical consideration for any migration software or services required to migrate existing VMWare guests into any new hypervisor introduced as a byproduct of moving to HCI.
- g) Provision of any on-site configuration / professional services required that fall outside the in-house capacities of the City's IT staff. It is incumbent on the proponent to establish which, if any, professional services the City may require.
- h) Provision of or technical consideration for an integration with a Cloud based, offsite replication service that uses strictly Canadian data centers.



- i) Assess feasibility of integrating existing Dell Rapid Recovery DR/BC setup into new HCI system or Install, test and commission DR components into the new HCI cluster for protection of production workloads.
- j) Provide training and knowledge transfer for in-house IT support staff on Administration and Management of the infrastructure, supporting systems (including backup systems) and hypervisor and/or provide certified training course (directly or through 3rd party)

26.4 Post Implementation expectations

- a) Provide Support and maintenance agreements with SLA details for a period of 1 or 3 years including:
 - 24x7x365 support with next business day hardware replacement preferred but state support options
 - A single point of contact for all support incidents and service requests for all the hardware and software elements of the proposed solution.
 - Anticipated lifecycle of hardware and replacement strategies
- b) Project team provides post-implementation support for a suitable period of time (up to 3 months) prior to the commencement of regular support and maintenance agreements.

26.5 Documents

The City will require electronic copies of any architectural, product information sheets, or as-built diagram documents in formats that are compatible with the software available at the City (i.e. Microsoft Visio, Excel, PDF or AutoCAD formats) that are necessary for completion of on-site configuration.

27. APPENDIX C: Requirements and Pricing Excel Workbook

The two tabs noted within the 'RFP Requirements and Pricing Workbook' must be completed and submitted with the Proposal.

27.1 Requirements

Contractors must note compliance on each line item within the requirements tab in the workbook.

27.2 Pricing

Instructions on how to provide pricing:



-
- a) Must be completed within the 'RFP Requirements and Pricing Workbook'; Pricing tab.
 - b) Rates quoted must be all-inclusive and must include all labour and material costs, licensing (system and MS requirements), subscription costs, all travel and lodging costs, all insurance costs, all costs of delivery, all costs of installation and setup, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.
 - c) Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for GST, which should be itemized separately.
 - d) Include costs for 1 year and 3 years on all hardware, subscription, licensing, and support option line items.