Request For Proposals

By

Union County, Ohio

For

Cloud Services

RFP Issue Date: September 16, 2024

RFP Response Due Date: October 18, 2024

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Request For Sealed Proposals By Union County For Information Technology Cloud Services

Union County is seeking written sealed proposals from qualified Cloud service providers for the following Information Technology services: VMWare-based or VMWare compatible virtual computing environment (physical hosts, disk storage, data center hosting, local network), backup/recovery services, network, security, system management, system monitoring, and disaster recovery services.

Complete proposal details and additional information is available online at https://www.unioncountyohio.gov/CloudServicesRFP2024 or upon request through Union County via email at bidresponse@unioncountyohio.gov.

Union County will evaluate and rank all conforming proposals. The County may conduct discussions with offerors to ensure a full understanding of the proposal. The County will enter into negotiations with the offeror who submits the proposal the County determines is the most advantageous to the County. The County may negotiate sequentially with more than one offeror.

Proposals must be received no later than 3:00 p.m. EST on October 18, 2024 at the Union County Commissioners Office, 233 West Sixth Street, Marysville, Ohio 43040. The submitted proposal shall be clearly marked "Proposal for Cloud Services" on the front of the envelope or the top of the package that encloses the proposal documents.

All proposals will be opened at 3:00 p.m. EST on October 18, 2024 in the Union County Commissioners hearing room located at 233 West Sixth Street, Marysville, Ohio. At that time, proposals will be opened publicly, logged, and the proposal company name and grand total read aloud. Respondents are not required to be present at the proposal opening. Each proposal must contain the full name of the party or parties submitting the proposal and all persons interested therein.

Union County reserves all rights under section 307.862(B)(10) of the Revised Code. The County reserves the right to cancel or reissue the request for proposals if any of the following apply: (1) the supplies or services offered through all of the proposals submitted are not in compliance with the requirements, specifications, and terms and conditions in the Request for Proposals; (2) the prices submitted are excessive compared to existing market conditions or exceed the available funds of the County; or (3) the County determines that award of a contract would not be in the best interest of the County.

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SECTION 1 – RFP BASICS

1.1 RFP Overview and Summary of Cloud Services Needed

Union County, acting through the Board of County Commissioners, 233 West Sixth Street, is releasing this Request for Proposals (RFP) seeking written proposals from qualified Cloud service providers for the following services: VMWare-based or VMWare compatible virtual computing environment (physical hosts, disk storage, data center hosting, local network), backup/recovery services, network, security, system management, system monitoring, and disaster recovery services.

Union County's server-storage environment is currently hosted at Dartpoints data center, 565 Metro Place S #300, Dublin, Ohio 43017. Union County is seeking Cloud services proposals to continue to achieve the benefits of a Cloud based server-storage environment maintained in a Tier 2 or better data center facility with robust backup and disaster recovery capabilities. Additionally, Union County would like to investigate the storage and establishment of immutable data backup and recovery services for approximately 75TB of locally stored data currently hosted on several on premise NAS devices. The data is largely archival in nature and includes a significant amount of data which must meet the minimum security standards listed in the FBI's latest version Criminal Justice Information Services (CJIS) security policy.

Union County seeks proposals for appropriate Cloud services primarily under the infrastructure as a service (IaaS) model. The Union County IT team will maintain administrative responsibility for the virtual machines, Windows Active Directory, security, network (WAN/LAN), applications and databases. Union County anticipates beginning the host environment setup and server-storage environment migration process with the selected vendor by late 2024.

1.2 Current Environment

Union County's server and server managed storage environment is currently hosted at:

Dartpoints Dublin Data Center
565 Metro Place S. #300
Dublin, Ohio 43017

Union County's server environment is virtualized in a VMWare ESXi 7.x cluster. The virtual servers are predominantly Microsoft Windows Server operating system and include several SQL servers, web servers, and Linux servers.

Key applications residing in this environment include Tyler Munis financial and payroll solution, Equivant court case management solution (Courtview), DTS land records system, Hyland Onbase document management solution, and several additional department specific applications. Additionally, key data files are stored across multiple file servers.

The Union County IT team supports the virtual server and storage environment hosted at Dartpoints Data Center, including all application and system administration functions. Dartpoints provides and manages the server and storage hardware infrastructure (IaaS) as well

as Backup as a Service (BaaS) and Disaster Recovery as a Service (DRaaS). County network and firewall management is outsourced with an external IT services vendor, Aunalytics.

Union County's current Cloud hosted server and supported storage environment consists of the following personnel and resources:

1. 4 County IT Staff.
2. Approximately 400 county employees supported; over 20 county departments and agencies supported at various levels of IT support.
3. VMWare ESXi v7.x virtualized server environment.
4. Microsoft Windows Server AD and Group Policy.
5. 22 Microsoft Windows Servers (v2016, v2019, v2022):
     o 5 Microsoft SQL Servers (v2016, v2019, v2022)
          ▪ 3 SQL Server 4 core licenses
          ▪ 2 SQL Server 2 core license.
     o 4 Web application (Microsoft IIS hosted) servers.
6. 3 Linux Servers.
7. Detailed Server Resource List: To view a per server listing of vRAM, vCPU, and storage resources in use, see Table 1.
8. 5 Buffalo NAS Data Storage Devices for 75TB archival data.
9. Local Network: Network firewalls and Cisco layer 2 and layer 3 network switch environment supported by managed IT services provider Aunalytics (https://www.aunalytics.com).
10. Data Backup: Information available upon request.
11. Disaster Recovery: Information available upon request.
12. Microsoft Office 365 Government Cloud licensing.
13. Website: Union County's primary website www.unioncountyohio.gov is hosted with a web hosting provider, Evogov. Additionally, Union County has created numerous public and department internal use web applications which are hosted across several county web servers which are included in this RFP.
14. Endpoint Anti-virus: Union County IT staff licenses and manages endpoint anti-virus for all servers. Further details are available upon request.
15. Connectivity to Dartpoints Data Center: Dedicated fiber between the city of Marysville and the Columbus metropolitan area is available for Union County's use. The fiber was installed as part of a recent State and Local government joint Smart Mobility project along U.S. 33 in Union County. This fiber currently provides dedicated connectivity to Dartpoints Dublin Data Center, Expedient Columbus-Dublin Data Center, and can traverse the City of Dublin's Dublink fiber system to reach additional Columbus area data centers.

Please be aware that approximately 25% of the Cloud hosted server resources remain under several separate, smaller active agreements which have varying future end dates. These active agreements will all end within the next 2.5 years. Union County intends to continue to host the remaining servers in the current environment and migrate the remaining servers when feasible as their resource agreements end.

Additional environment and resource related details are available upon request. Upon request, Union County is prepared to provide respondents with data collected using tools such as RVTools and Live Optics.

If you would like any further information or details regarding Union County's current environment, resource utilization related information, or if you would like to schedule a brief walk through of the hosted server environment, please contact Union County via email at bidresponse@unioncountyohio.gov with your request no later than 4:00 p.m. EST on October 11, 2024. Questions and requests for further information will not be accepted after this date.

1.3 Key Objectives

Union County seeks to accomplish the following major objectives in continuing to house the majority of its VMWare virtual server environment in the Cloud as well as considering the migration of approximately 75TB of largely archival data currently stored on on-premise NAS devices to the Cloud environment:

1. Seek high quality, "best practice" Cloud services hosting environment at a cost effective price.
2. Must meet appropriate security and compliance standards as required by County departments and agencies, including CJIS compliance.
3. Seek flexible, highly reliable data center/Cloud hosting service that meets or exceeds all service levels consistently.
4. Provide a managed service for IaaS
5. Obtain, on a monthly basis, clearly measurable metrics for success and failure within network, infrastructure, and support.
6. Obtain, on a monthly basis minimally, virtual server environment health and performance metrics.
7. Seek highly flexible and scalable Cloud host environment to meet changing and growing IT resource requirements.
8. Streamline and improve the current new/additional resources provisioning timeframe.

SECTION 2 – RFP PROCEDURES AND INSTRUCTIONS

2.1 RFP Contact For Clarifications, Corrections, and Questions

Respondents may contact Union County for RFP document clarification or additional IT environment details. All requests, questions or other communications regarding this RFP shall be made to the following email address: bidresponse@unioncountyohio.gov.

Server virtualized environment and resource utilization related data is available upon request. Upon request, Union County is prepared to provide respondents with data gathered using tools such as RVTools, Live Optics, or alternative data gathering tools approved by the Union County IT Director.

Respondents must contact Union County at the above listed email with your questions or requests no later than 4:00 p.m. EST on October 11, 2024. Questions and requests for further information after this date will not be accepted.

Union County will endeavor to provide responses and requested information to respondents within 2 business days. RFP corrections, clarifications, responses to questions, and other information will be added to the following Cloud Services RFP web page: https://www.unioncountyohio.gov/CloudServicesRFP2024

Respondents are strongly encouraged to visit this website for the latest RFP information prior to submitting their proposal.

2.2 RFP Key Dates

1. September 16, 2024: RFP release date.
2. October 11, 2024: Last day for questions and additional information requests to be submitted to Union County by 4:00 p.m. EST.
3. October 18, 2024: RFP responses due to Union County by 3:00 p.m. EST.
4. October 18, 2024: Proposal opening at 3:00 p.m. EST.

Following the proposal opening, the next steps include: RFP responses review, possible respondent interviews or presentations, respondent selection, agreement negotiations, and agreement finalization. Union County anticipates awarding the contract within three weeks of the proposal opening date and expects agreement finalization and project planning to begin with the selected vendor within one month of the contract award date.

2.3 RFP Response Preparation Costs

Expenses incurred by respondents to develop, prepare, or submit any proposal information, documentation, presentation, or other materials in response to this RFP and/or by attending meetings directly or indirectly related to this RFP are entirely the responsibility of the respondents. The County will neither pay nor reimburse those expenses. This RFP does not commit or bind Union County to enter into a contract or other relationship or to proceed with

the procurement described herein.

2.4 Proposal Submittal Instructions

All RFP responses must be submitted to Union County by 3:00 p.m. EST on October 18, 2024. Respondents must mail or otherwise deliver one hard copy version plus include an electronic version of your proposal on USB flash drive. Proposals are to be mailed or hand delivered to the following address:

Union County Commissioners Office
Attn: Proposal for Cloud Services
233 West Sixth Street
Marysville, Ohio 43040

The submitted proposal shall be clearly marked "Proposal for Cloud Services" on the front of the envelope or the top of the package that encloses the proposal documents and USB flash drive. Facsimile or other electronic submissions will not be accepted.

Each proposal must contain the full name of the party or parties submitting the proposal and all persons interested therein.

2.5 Proposal Opening

All proposals will be opened at 3:00 p.m. EST on October 18, 2024 in the Union County Commissioners hearing room located at 233 West Sixth Street, Marysville Ohio. At that time, proposals will be opened publicly, logged, and the proposal company name and grand total read aloud. Respondents are not required to be present at the proposal opening.

2.6 Selection Process and Criteria

Union County will select a Cloud service provider which they determine to be capable of providing a high performance, reliable, scalable, and secure Cloud environment at a reasonable cost, in accordance with Section 307.862 of the Ohio Revised Code.

Respondents may be contacted during the selection process to present their proposal to the Union County selection committee and support staff.

The following criteria (in no particular order of importance) will be used to evaluate proposals:

1. Number of partners proposed by primary Cloud Service Provider
2. Cloud Service Provider (and partner) experience
3. Support personnel qualifications
4. Compliance with RFP instructions
5. Pricing
6. Proposed Cloud/Data Center environment
7. Ability to meet or exceed minimum suggested and required specifications detailed under Section 3

8. Cloud service provider responses to questions under Section 4
9. Proposed migration approach and timeline
10. Proposed quoting and provisioning process and timeline for additional resources
11. Proposed SLA(s) terms
12. Quality of technical team
13. Cloud Service Provider (and partner) stability plus future capability
14. References

Union County reserves the right to reject any proposal in which the offeror takes exception to the terms and conditions of the request for proposals; fails to meet the terms and conditions of the request for proposals, including but not limited to, the standards, specifications, and requirements specified in the request for proposals; or submits prices that the contracting authority considers to be excessive, compared to existing market conditions, or determines exceed the available funds of the contracting authority.

The County reserves the right to reject, in whole or in part, any proposal that the County has determined, using the factors and criteria the County develops pursuant to division R.C. §307.862(A)(1), would not be in the best interest of the County.

The County may conduct discussions with offerors who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure full understanding of, and responsiveness to, the requirements specified in the request for proposals.

The County reserves the right to cancel or reissue the request for proposals if any of the following apply: (1) the supplies or services offered through all of the proposals submitted are not in compliance with the requirements, specifications, and terms and conditions in the Request for Proposals; (2) the prices submitted are excessive compared to existing market conditions or exceed the available funds of the County; or (3) the County determines that award of a contract would not be in the best interest of the County.

2.7 RFP Proposal Format Requirements

All proposals must conform to the following format requirements. Deviation from these requirements may disqualify a respondent from the process.

The proposal should be divided into sections and tabbed as follows:

1. Section 1 – Cover letter
2. Section 2 – Proposal executive summary
3. Section 3 – Respondent contact information
4. Section 4 – Cloud service provider specifications summary worksheet and additional specifications details (see Section 2.8)
5. Section 5 – Responses to Section 4 Questions for Cloud Service Providers
6. Section 6 – Proposed migration approach and timeline (see Section 2.9)
7. Section 7 – Proposed service level agreements (see Section 5)
8. Section 8 – Pricing proposal (see Section 2.10)
9. Section 9 – Additional services offered (see Section 2.11)

10. Section 10 – Cloud service provider (and Partner) company information (see Section 2.12)
11. Section 11 – References (see Section 2.13)
12. Section 12 – Proof of Insurance (see Section 2.14)

2.8 Cloud Service Provider Specifications Summary Worksheet Explanation and Additional Specifications Details

Respondents must complete the Cloud Service Provider specifications summary worksheet located under Section 3.8 of this RFP and provide an explanation for each of the specifications listed under Section 3 that respondents are not able to meet or that may not apply. Additionally respondents may use this section to provide additional details regarding the Section 3 Cloud Service Provider Specifications such as key or additional areas where their data center facility or services exceeds the minimum specifications detailed in Section 3 of the RFP.

2.9 Proposed Migration Approach and Timeline

Respondents must describe in detail their recommended migration approach for Union County and include a proposed timeline which includes the number of estimated days or weeks to progress through each step of the hosted environment setup and server migration process. Include all key steps and milestones.

2.10 Pricing

Respondents must provide a detailed list of all one-time costs related to the migration and startup of the hosted environment and ongoing hosting costs. The Pricing section should include the following:

1. Any software or other one-time charges that Union County would be required to pay up front.
2. Any one-time or ongoing costs associated with the installation and termination of data circuits from Union County's telecommunications vendors to connect to the respondent's Primary data center and Disaster Recovery data centers.
3. Ongoing Costs – Provide an itemized list of the estimated ongoing costs required to deliver the services described in this RFP. Each service area described in Section 3 of this RFP should be included. Additional proposed services not described specifically in Section 3 of this RFP should be identified separately under Section 9 of the RFP response.
4. Services pricing list which can be used during the initial contract term when Union County desires to add additional capacity, reduce capacity, or add/remove services in the virtual environment.
    a. Include a separate pricing section to simulate the addition of 1 VMWare virtual Windows server with 4vCPU, 8vRAM, 500GB storage resources plus Backups and Disaster Recovery services to the hosted server environment based upon the costs you have proposed.

b. Include a separate pricing section to simulate the addition of 1 virtual Windows server with 2 core Microsoft SQL Server licensing, 4vCPU, 8vRAM, 500GB storage resources plus Backups and Disaster Recovery services to the hosted server environment based upon the costs you have proposed.

Respondents should factor into their proposed pricing that the virtual server environment migration process may need to be phased, grouped according to major County applications hosted across several servers, and the server migration cutover would primarily be scheduled off hours and during weekends.

2.11 Additional Services and Alternative Proposals Offered

Respondents may use Section 9 of their proposal to provide information about additional services or options for Union County to consider. Additionally, Union County is open to considering alternative solutions and pricing which include the migration of the entire hosted server environment from the current Cloud provider to the proposed Cloud hosted provider's server environment.

2.12 Cloud Service Provider (and Partner) Company Information

Respondents may include in this section additional company information not already provided under Section 4.2 of this RFP.

2.13 References

Respondents must provide at least <u>five</u> references with contact information, preferably from other Ohio local government customers or at least from similar sized customers with a similar environment.

2.14 Insurance

Respondents are required to provide proof of insurance with a minimum amount of one million dollars each to cover the following: technology errors and omissions liability insurance; a commercial blanket bond, including electronic and computer crime or unauthorized computer access insurance; commercial general liability, and cyber liability. The successful offeror will need to make Union County an Additional Insured under those policies, providing primary and non-contributory coverage, but need not have finalized those arrangements in the initial response to the RFP.

2.15 Contract Requirements

The contract with the successful offeror will include the following:

A. COMPLIANCE WITH LAWS. Consultant, in the execution of its duties and obligations under this Agreement, agrees to comply with all applicable federal, state and local laws, rules, regulations and ordinances.

B. DRUG FREE WORKPLACE. Consultant agrees to comply with all applicable federal, state, and local laws regarding smoke-free and drug-free work places and shall make a good faith effort to ensure that none of its employees or permitted subcontractors engaged in the Work purchase, transfer, use, or possess illegal drugs or alcohol, or abuse prescription drugs in any way.

C. NONDISCRIMINATION OF EMPLOYMENT. Pursuant to R.C. 125.111, Consultant agrees that Consultant, any subcontractor, and any person acting on behalf of Consultant or a subcontractor, shall not in the hiring of employees for the performance of work under the contract or any subcontract, no contractor or subcontractor, by reason of race, color, religion, sex, age, disability or military status as defined in section 4112.01 of the Revised Code, national origin, or ancestry, shall discriminate against any citizen of this state in the employment of a person qualified and available to perform the work to which the contract relates.

D. That neither Consultant, contractor, subcontractor, nor person acting on behalf of any contractor or subcontractor, in any manner, shall discriminate against, intimidate, or retaliate against any employee hired for the performance of work under the contract in a way inconsistent with the laws of the United States or the State of Ohio on the basis of race, sex (including gender identity, sexual orientation, or pregnancy), creed, color, religion, age, national origin, political affiliation, disability, genetic information, or veteran status.

E. AFFIRMATIVE ACTION PROGRAM. Consultant represents that it has a written affirmative action program for the employment and effective utilization of economically disadvantaged persons pursuant to R.C. 125.111(B) and has filed an Affirmative Action Program Verification form with the Equal Employment Opportunity and Affirmative Action Unit of the Department of Administrative Services.

F. CONFLICTS OF INTEREST. No personnel of Consultant who exercise any functions or responsibilities in connection with the review or approval of this Agreement or carrying out of any of the Work, shall, prior to the completion of the Work, voluntarily acquire any personal interest, direct or indirect, which is incompatible or in conflict with the discharge and fulfillment of his or her functions and responsibilities with respect to the carrying out of the Work. Any such person who acquires an incompatible or conflicting personal interest, on or after the effective date of this Agreement, or who involuntarily acquires any such incompatible or conflicting personal interest, shall immediately disclose his or her interest to the Attorney General in writing. Thereafter, he or she shall not participate in any action affecting the Work, unless the Attorney General shall determine in its sole discretion that, in the light of the personal interest disclosed, his or her participation in any such action would not be contrary to the public interest.

G. ETHICS COMPLIANCE. Consultant represents, warrants, and certifies that it and its employees engaged in the administration or performance of this Agreement are

knowledgeable of and understand the Ohio Ethics and Conflicts of Interest laws. Consultant further represents, warrants, and certifies that neither Consultant nor any of its employees will do any act that is inconsistent with such laws. Consultant agrees to abide by the Ohio Peace Officer Training Academy's Code of Ethics and Code of Conduct set forth in Exhibit 1, Ohio Peace Officer Training Academy's Code of Ethics and Code of Conduct, attached hereto and made a part hereof. Consultant represents, warrants, and certifies that it and its employees engaged in the administration or performance of this Agreement are knowledge of and understand the Code of Ethics and Code of Conduct set forth in Exhibit 1.

H. QUALIFICATIONS TO DO BUSINESS. Consultant affirms that it has all of the approvals, licenses, or other qualifications needed to conduct business in Ohio and all are current. If at any time during the term of this Agreement Consultant, for any reason, becomes disqualified from conducting business in the State of Ohio, Consultant will immediately notify the Attorney General in writing and will immediately cease performance of the Work.

I. CAMPAIGN CONTRIBUTIONS. Consultant hereby certifies that neither Consultant nor any of Consultant's partners, officers, directors, shareholders nor the spouse of any such person has made contributions to any County official in excess of the limitations specified in R.C. 3517.13.

J. FINDINGS FOR RECOVERY. Consultant warrants that it is not subject to an "unresolved" finding for recovery under R.C. 9.24.

K. DEBARMENT. Consultant represents and warrants that it is not debarred from consideration for contract awards by the Director of the Department of Administrative Services, pursuant to either R.C. 153.02 or R.C. 125.25.

L. REPAYMENT. If the representations and warranties in paragraphs J or K of this Article XIII are found to be false, this Agreement is void ab initio and Consultant shall immediately repay to the Attorney General any funds paid under this Agreement.

M. Non-Collusion representations and affidavits;

N. Indemnification and hold harmless provisions for the benefit of the County

O. Performance bond or other guaranty arrange (such as an irrevocable letter of credit) to be in place for the life of the contract.

SECTION 3 – CLOUD SERVICE PROVIDER SPECIFICATIONS

This section contains the specifications Union County expects Cloud service providers to meet or exceed. Respondents are required to complete the 3.8 Cloud Service Provider Specifications Section 3 summary worksheet and provide an explanation for each of the specifications in this Section that you are not able to meet or exceed.

3.1 Data Center Facility

The data center facility is a critical component which will support Union County's production environment. The data center facility should include the following characteristics:

1. Adequate physical building security to protect from outside intrusion.
2. Adequate internal data center security to isolate Union County's equipment from that of other customers.
3. Diverse power feeds into the facility from diverse substations.
4. Multiple, redundant Uninterruptible Power Supplies.
5. Multiple, redundant data Internet/data feeds with diverse entry points.
6. Backup generator system including agreements for fuel in the event of extended power outages.
7. Adequate fire suppression and detection system.
8. Cooling capability must meet ASHRAE standards.
9. Isolation from outside elements (No windows).
10. Room for future expansion if Union County's business requires additional data center capacity.
11. Documented change management processes and controls for all facility-wide enhancements.
12. Proper management of data center components. (i.e. cable management controls and standards).
13. Permanency – the data center facility location should not change during the term of the agreed upon contract.
14. The facility must have passed the controls requirement of a SSAE 21 audit within the past 12 months.
15. The facility must meet at least Tier 2 data center requirements.

3.2 Virtual Environment Provision & Hosting

The Cloud services provider should have the ability to deliver a highly scalable and flexible virtual environment with the following elements:

1. Capacity to initially support at least 503GB vRAM and 98 vCPU to be allocated across 25 virtual servers.
2. 19,120GB of usable, tiered disk storage available to the virtual environment in a RAID configuration.
3. Adequate network switch capacity to support Union County's bandwidth needs.

4. All necessary operating systems (Windows Server, Linux) and virtualization (VMWare) software licenses to support the full virtual environment.
5. Adequate separation/security between Union County's virtual environment and the virtual environments of other customers.

3.3 Backup and Recovery Service (BaaS)

Union County requires robust backup and recovery services for its Cloud hosted environment. This will include both the virtual production server environment as well as the archival data storage specified under Section 3.4. This service should include the following elements:

1. Provide fully featured backup and recovery software/hardware solution to support the virtual environment.
2. Provide required software licensing and agents required for all backup and recovery functions. This includes hot (online) backup capability for 4 Microsoft SQL Server instances.
3. Ensure that the predefined backup schedule is executed according to a mutually agreed upon schedule. Provider to report any variances in the backup schedule to the Union County IT staff.
4. Monitor system backups, troubleshoot failed backups and alert on failed backups per the Service Level Agreements.
5. Backups should be immediately stored or replicated to a different physical location from the data center which houses Union County's production environment data.
6. Must comply with all minimum standards described in the latest version of the FBI's Criminal Justice Information Services (CJIS) security policy.
7. Backups must at least meet Union County's data retention policies (MAY need modified depending on DR capabilities):
    1. Daily backup sets to be retained for 7 days
    2. Weekly (one full backup per week) backup sets to be retained for one month
    3. Monthly (one full backup per month) backup sets should be retained for six months
    4. Yearly backup set to be retained for one year
8. In non-disaster scenarios, the backup and recovery infrastructure must be able to complete large scale restorations at SAN speeds and not be constrained by a network-based (TCP/IP) architecture.

3.4 Archival Data Storage Service

Union County is considering the migration of approximately 75TB of locally stored data currently hosted across several NAS devices into the hosted data center. The data is largely archival in nature and includes a large amount of data which must comply with all minimum standards described in the latest version of the FBI's Criminal Justice Information Services (CJIS) security policy. The proposed service should include the following characteristics:

1. Capacity to initially support at least 75TB of storage with performance and capabilities comparable to Amazon Web Service's S3 Standard-Infrequent Access (S3 Standard-IA) storage option.

2. Adequate network switch capacity to support Union County's bandwidth needs.
3. Adequate separation/security between Union County's virtual environment and the virtual environments of other customers.

3.5 Network Services & Support

Union County requires the following network-related services:

1. Connectivity from the Union County local network to the Cloud provider's data center housing Union County's production environment (virtual and co-location equipment access).
2. Connectivity from the Union County local network to the designated Disaster Recovery data center (virtual and co-location equipment access).
3. Block of 5 public IP addresses in the Disaster Recovery data center.
4. Internet service availability at server production environment and Archival data housed data center and Disaster Recovery data center.

3.6 Security & Compliance

Union County requires the Cloud services provider to meet the following security standards:

1. Union County's IT infrastructure must maintain compliance with **NIST standards** at all times.
2. Vendors providing hosting services must complete and maintain the required standards of a SSAE 21 audit on an annual basis.
3. Cloud service providers must meet the minimum security requirements for various County department data/files including: **CJIS, HIPAA**, Sheriff Investigation files and video, Prosecutor case files, HR files, Health and other related benefits files, payroll files within and outside of SQL database, etc. Vendor must provide HIPAA BAA documentation.
4. **CJIS** Resources:
    a. https://le.fbi.gov/cjis-division/cjis-security-policy-resource-center
    b. https://le.fbi.gov/cjis-division/cjis-security-policy-resource-center/cjis_security_policy_v5-9-5_20240709.pdf

3.7 Disaster Recovery Service – Virtual Environment

Union County seeks robust Disaster Recovery services for certain applications and data in the virtual environment. Union County understands that there are a wide variety of Disaster Recovery solutions with various available Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO). For the purposes of responding to this proposal, respondents are to provide Disaster Recovery service pricing for the **25 hosted virtual servers** (including vCPU, vRAM, and storage) based upon a 1 hour or less RTO and RPO. Disaster Recovery service is not needed for the 75TB archival storage. Following proposal selection, Union County will re-visit this service and the selected vendor's available Disaster Recovery service options. The virtual environment disaster recovery services should also include the following elements:

1. Replication of changes in the virtual environment to a secondary Disaster Recovery site must support a Recovery Point Objective of 1 hour or less.
2. Disaster Recovery facility must have enough computing and disk storage capacity to support the full virtual server environment in the event of a disaster.
3. Disaster Recovery facility must have similar physical security and redundancy capabilities as the primary facility.
4. The disaster recovery approach must be able to support a Recovery Time Objective of 1 hour or less for the servers listed in Table 1.
5. In the event of a disaster, full backup/recovery capabilities must be in place to support ongoing operations until all services are migrated back to the primary facility.
6. Assist in planning and execution of annual disaster recovery testing with Union County IT team.
7. Maintain documentation on the disaster recovery procedures required to migrate operations to the Disaster Recovery site/infrastructure.

3.8 Cloud Service Provider Specifications Summary Worksheet

Respondents are required to complete and submit this worksheet and provide an explanation for each of the specifications under Section 3 of this RFP that you are not able to meet or exceed. This completed worksheet and any explanations should be placed under Section 4 of your proposal document.

A. **The proposed environment and solution meets or exceeds the minimum specifications listed under Section 3.1 Data Center Facility: YES / NO**

B. **The proposed environment and solution meets or exceeds the minimum specifications listed under Section 3.2 Virtual Environment Provision & Hosting: YES / NO**

C. **The proposed environment and solution meets or exceeds the minimum specifications listed under Section 3.3 Backup and Recovery Service: YES / NO**

D. **The proposed environment and solution meets or exceeds the minimum specifications listed under Section 3.4 Archival Data Storage Service: YES / NO**

E. **The proposed environment and solution meets or exceeds the minimum specifications listed under Section 3.5 Network Services & Support: YES / NO**

F. **The proposed environment and solution meets or exceeds the minimum specifications listed under Section 3.6 Security & Compliance: YES / NO**

G. **The proposed environment and solution meets or exceeds the minimum specifications listed under Section 3.7 Disaster Recovery Service – Virtual Environment: YES / NO**

SECTION 4 – QUESTIONS FOR CLOUD SERVICE PROVIDERS

Responses are required for all of the questions listed in this section.

4.1 Questions and Information Requested from Cloud Service Providers

1. Data Center:
    a. What is the Tier level of the data center you are proposing to host Union County's production environment in?
    b. What are the physical locations (City and State) you propose to house Union County's primary production environment, offsite Backups, and Disaster Recovery environment?
    c. Please describe how your organization's data center staff would monitor and support our production environment.
    d. Please describe the available support for County IT staff to contact in the event of a problem, service request, or resource request?
    e. Does the proposed hosted data center have onsite technicians on a 24x7x365 basis?
        i. If Yes, how many onsite technicians are typically scheduled for each shift over a 24 hour period.
        ii. If No, please explain onsite technician coverage and onsite ETA capability of technician(s) on call.
    f. If you do not own and manage the data center you propose to house Union County's primary production environment, please explain your relationship and detail the responsibilities which are being managed or serviced by the partner company.
2. Infrastructure as a Service (IaaS) Hardware. Please provide a detailed list of proposed hardware and virtual appliances, including details regarding:
    a. Manufacturers for all Cloud product offerings being proposed for Union County
    b. Compute
    c. Storage
    d. Network
    e. Security
    f. Any additional hardware relevant to the delivery of the service.
    g. If you do not own and manage the hardware you propose to house Union County's primary production environment, please explain your relationship and detail the responsibilities which are being managed or serviced by the partner company.
    h. Scalability and availability to meet additional resource needs quickly
3. Backup and Recovery Service (BaaS): Please provide details regarding the proposed backup service to be used, including:
    a. Backup solution product name
    b. Full and Incremental backups, including frequency
    c. Immutable capability of product
    d. RTO options
    e. RPO options

      f.   Union County's hosted server environment includes several virtual servers which serve non-critical functions and therefore do not require high level RTO and RPO capabilities. If you also offer alternative BaaS solutions for these less critical servers, please provide details regarding this alternative backup solution and potential cost savings by selecting this alternative BaaS for selected servers.

4. Union County must comply with a number of security requirements for various department data/files including: **CJIS** data requirements, **HIPAA** data requirements, Sheriff Investigation files and video, Prosecutor case files, HR files, Health and other related benefits files, payroll files within and outside of SQL database, etc. Please list the security and compliance standards of your proposed IaaS environment, including additional security and compliance standards achieved in addition to those listed under Section 3.6 of this RFP document.

5. If selected to host Union County's environment and provide all services requested in this RFP document, would you be partnering with another service provider for any of the services?

6. Under Section 9 of your response, please provide descriptions or proposals for additional Cloud provider services which Union County should also consider that were not already requested in this RFP.

7. Connectivity to host data center. Union County will have over 300 concurrent end user connections to the host data center environment.
   a. Based on the information provided under the previous sections which includes fiber resource availability, please recommend an appropriately sized dedicated circuit to connect to your data center which would provide high performance end user access to applications and other resources.
   b. Please describe the direct peering process and potential fees involved to establish a dedicated circuit from Union County's network to the host Data Center. Also, please explain potential inbound and outbound data transfer fees to be factored into the ongoing cost.

8. Microsoft SQL Server, Microsoft Windows Server, and VMWare licensing. Union County currently does not maintain Microsoft Software Assurance for its server and SQL systems. Are the costs associated with this licensing built into your Cloud services or would Union County separately purchase the necessary Microsoft Windows Server and/or SQL Server licensing for the Cloud environment? Is VMWare licensing built into the cost of your Cloud services offered? Please include the proposed costs for these licenses if any of they are not built in to the server resource costs.

9. System monitoring. Please describe in detail the various server and environment health and performance monitoring tools which will be available to the Union County IT staff as a part of the bundled cost or available as an additional service offering to Union County.

10. Service Reporting. Please provide a list of the standard service reporting that will be delivered as a part of the proposed service.

11. Insurance for Cloud environment. Approximately what percentage of your customers have either a separate insurance policy in place or existing coverage under their overall insurance policy to cover their Cloud environment? Do you recommend Union County consider separate Cloud insurance?

12. At the end of the contract terms, if Union County decides not to renew the agreement, please describe your standard approach for:
    a. Migrating all data and applications from your hosting facility to the newly selected provider.
    b. Destruction of data from your equipment after the migration to the new provider is complete.
13. Technology Refreshes. During the contract term, explain how hardware will be refreshed or replaced to ensure high performance availability. Is there a current stated lifecycle and refresh schedule for equipment in the virtual environment? If yes, please describe.
14. Quoting and provisioning of additional virtual server resources. Please describe the process and estimated timeline to obtain a quote or proposal to add vCPU, vRAM, or storage resources to existing hosted virtual servers or new hosted virtual servers. Please describe the process and timeline to provision additional vCPU, vRAM, or storage resources, once approved, to existing hosted virtual servers or to create new hosted virtual servers. In the event that Union County needed to expedite the resource provisioning process, please explain how your organization would handle this request and the typical timeline for an expedited request of this nature.
15. Support. Please explain your service ticket response time and procedures, escalation procedures, updates, etc. for low, medium, and high priority support issues.
16. Availability of hosted server environment. Do you anticipate one or more planned maintenance outages (hardware replacement, upgrades, etc.) per year will be scheduled causing the proposed hosted server environment to become unavailable to Union County?
17. DRaaS. What Disaster Recovery service or tool is being proposed to meet Union County's DRaaS needs? What is your proposed solution's shortest available RTP and RPO?
18. De-Provisioning and Billing. Describe how systems and resources are de-provisioned and removed from billing, including typical timeframes to carry out these procedures.
19. Ability to reduce contracted services to reflect actual resources in use. At any point during the agreement period, do you offer a periodic opportunity for Union County to reduce contracted services to reflect actual resources in use due to changes in server utilization, over provisioning, server consolidation, County application environment changes, or other circumstances?
20. Additional Resource Requests Co-Terminus. Are additional services and server resource requests added as a new contract or co-terminus to the original agreement? If Yes, are these requests handled differently within the final year or final six months of the current agreement term?

4.2 Company Background Questions

Please provide the following details about your company:
1. Short history of firm
2. Ownership structure
3. Total staff count (W2 and 1099)
4. Important national partnerships
5. Major recognitions

6. Do you own your own data center(s)? If Yes, please list location(s) - City and State. If a partner owns the data center(s), please describe this relationship and the location (City and State).
7. Are you SOC audited?
8. Which of these standards of compliance do you meet?
    a. SSAE 21
    b. CJIS
    c. NIST
    d. PCI
    e. HIPAA
    f. FedRAMP
    g. SOX
9. If you or your partner owns multiple data centers, what is the connectivity between data centers?
10. How long has your company provided Cloud services?
11. What is the redundancy level of your Cloud environment?
12. What are the approximate number of client VMs running on your Cloud environment?
13. How many governmental customers do you currently provide Cloud hosting services to?
14. What are the various managed services that you offer in addition to those requested by Union County in this RFP?
15. What is the level of oversubscription on your Cloud environment?
16. What is the redundancy level of your Cloud environment (N, N+1, N+2, etc.)?

SECTION 5 – SERVICE LEVEL AGREEMENTS

Cloud service providers (and partners) are required to submit proposed service level agreements (SLA) in each major service delivery area listed under this section. The proposed SLAs must at least meet the minimum guidelines detailed under each SLA service delivery area. Respondent SLAs must include proposed financial incentives/disincentives for assurance that the SLA requirements are being adhered to. Please include the proposed % uptime for the SLA in each major service delivery area listed under this section. The proposed SLAs are to be placed under Section 7 of your submitted proposal.

5.1 Data Center Facility SLA

1. The data center facility SLA should apply to both the virtual and co-location environments.
2. Cooling and HVAC must meet ASHRAE standards 99.999% of the time.
3. Conditioned power must be available 99.999% of the time.

5.2 Virtual Environment Hosting SLA

1. All changes to Union County's virtual host environment must be:
    a. Properly authorized
    b. Executed as agreed upon in the planning meeting with Union County and captured in change management documentation.
2. Outages that occur due to unauthorized or improperly executed changes will result in a missed SLA.
3. Outages resulting from a security breach that is caused by the Cloud service provider will result in a missed SLA.
4. Uptime – The virtual environment must be available 99.99% of the time. This excludes the prescheduled monthly maintenance windows.
5. Maximum Interruption Time – The virtual environment must not incur any single outage that lasts longer than 1 hour. At the point of 1 hour of unplanned downtime in the virtual environment, an SLA will be missed. After the initial 1-hour SLA, additional SLA's will be missed for every 1-hour increment that passes without the environment being fully available. This does not include the prescheduled monthly maintenance windows.

5.3 Backup and Recovery Services SLA

1. Backup Schedule Compliance – Union County must be notified via email or phone within 4 hours of a problem with a regularly scheduled backup. Any undetected failures beyond the 4-hour window will result in a missed SLA.
2. Emergency Restore Requests – In the event of an outage or other emergency, Union County may require an emergency system restore. Such restorations should begin within 30 minutes of the request.
3. Casual Restore Requests – In the event of a typical system or file restoration request, the restore should begin within 2 hours of the request.

5.4 Disaster Recovery Services SLA

1. After declaration of a disaster, the designed high priority servers in the virtual environment (highlighted in <mark>yellow</mark> in Table 1) must be available in the Disaster Recovery facility with a Recovery Time Objective (RTO) of 1 hour or less and a Recovery Point Objective (RPO) of 1 hour or less. All remaining servers must be available in the Disaster Recovery facility with an RTO of 24 hours or less. Any deviation beyond these objectives will result in a missed SLA.

5.5 Network Services SLA

1. All changes to the Company Name networking environment must be:
   a. Properly Authorized
   b. Executed as agreed upon in the planning meeting with Union County and captured in change management documentation.
2. Outages that occur due to unauthorized or improperly executed changes will result in a missed SLA. In addition, any such outages will result in additional missed SLA's beginning at 90 minutes and increasing at each additional 60-minute increment that is encountered.
3. Outages resulting from a security breach that is caused by the Cloud Service Provider or partner will result in a missed SLA.
4. If the Cloud service provider provides Internet bandwidth, the following SLA requirements must apply:
   a. Roundtrip latency (as measured from the Company Name edge device to the Internet gateway located at the Internet provider's local premise) should be 35 milliseconds or lower per month.
   b. Uptime for the Internet service will be at least 99.8% per month.

TABLE 1. Detailed Server Resource List

ServerName	OS Info	SQL Server Lic	vCPU	vRAM	Total HD (GB)
SERVER1	Windows Server		4	16	240
SERVER2	Windows Server		4	24	240
SERVER3	Windows Server		8	16	440
SERVER4	Windows Server	4 cores	8	64	1580
SERVER5	Windows Server	4 cores	8	72	2280
SERVER6	Windows Server		4	16	670
SERVER7	Linux		4	8	260
SERVER8	Windows Server		4	32	330
SERVER9	Windows Server		4	24	240
SERVER10	Windows Server	4 cores	4	64	2060
SERVER11	Windows Server		4	8	360
SERVER12	Windows Server	2 cores	4	8	510
SERVER13	Windows Server		4	8	260
SERVER14	Windows Server		2	16	320
SERVER15	Windows Server		2	16	420
SERVER16	Windows Server	2 cores	4	8	610
SERVER17	Windows Server		4	8	360
SERVER18	Windows Server		4	8	260
SERVER19	Linux		1	2	10
SERVER20	Linux		1	1	10
SERVER21	Windows Server		4	16	6280
SERVER22	Windows Server		4	16	120
SERVER23	Windows Server		2	16	170
SERVER24	Windows Server		2	16	420
SERVER25	Windows Server		4	20	670
TOTALS			98	503	19120