



REQUEST FOR PROPOSALS

Data Backup and Disaster Recovery Services for

Polk County

Balsam Lake, Wisconsin

PROJECT

Polk County is soliciting proposals for Backup and Disaster Recovery services capable of fulfilling the tasks outlined in the RFP at offices located at the Government Center in Balsam Lake, Wisconsin.

PROPOSAL CLOSING DATE

Deadline for submission: 4:00 P.M., Tuesday, August 9, 2022

Tuesday, August 9, 2022 at 4:00 PM is the final submission deadline for proposals for the project. Proposals must be sealed, endorsed with the *Name of the Provider*, and delivered by email, mail or hand delivered to the office of:

Scott Good
100 Polk County Plaza, Suite 205
Balsam Lake, WI 54810

Proposals must be physically received by Polk County prior to the deadline established by this RFP. Proposals received after this date and time will not be considered.

PROPOSAL DOCUMENTS

The RFP document is available on the county website www.co.polk.wi.us under the Open Bids/RFP section of the website. A copy of the RFP document can also be obtained by contacting:

Scott Good
100 Polk County Plaza, Suite 205
Balsam Lake, WI 54810
Email: scott.good@polkcountywi.gov
Phone: (715) 485-9220

REJECTION PROPOSALS

The Polk County Board or its designee reserves the right to reject all proposals, or any proposal which, in their opinion, will be inappropriate to carry out the work under the terms of the contract and to waive any irregularities.

This document constitutes a request for sealed proposals, including prices, from qualified individuals and organizations to furnish those services and/or items as described herein. Polk County is exempt by statute from payment of certain taxes.

SPECIFICATIONS

1.0 Background Information

Polk County Government is requesting proposals from qualified data backup and disaster recovery solution providers to provide, install, implement, and train county IT staff on use and maintenance of the system. The proposed solution must be compatible existing technology systems implemented within Polk County.

The scope of work consists of the following goals:

- Replacement of the current backup system including remote off-site backups
- Implementation and at least annual testing of an off-site disaster recovery system
- Maintaining or reducing current backup window requirements
- Reduced Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)

2.0 Specifications

Polk County's current IT environment consists of 75 servers of which 25 are physical servers and 50 are virtual servers running on ESXi. The environment also consists of approximately 4 TB of data within a Microsoft 365 environment.

The above data will need to be able to be backed up and restored within an RTO of 24-72 hours depending on the criticality of the system and an RPO of a minimum of 2 hours and a maximum of 24 hours.

Current Backup Statistics and Methodologies

- Data type breakdown: ~ 80% Files, ~ 20% Database
- Estimated annual data growth rate: ~ 10%
- FULL system backup size and incremental for a month: 12 TB with deduplication and standard compression.
- FULL Microsoft 365 environment backup: ~4 TB
- FULL system backup time: 36+ hours
- FULL backup retention: Daily, Weekly (5), Monthly (3), Quarterly (3), Annual

Current Environment:

- VM's VMWare: 50
- ESXi Hosts: 12
- Physical servers: 13
- Windows 2008 R2, 2012, 2012 R2, 2016, 2019
- SQL 2008 R2, 2016, 2019
- Exchange 2013
- Microsoft 365 (Exchange Online, SharePoint, OneDrive, Teams, etc.)
- Physical Sites: 4. Government Center (GC), Justice Center (JC), Highway Department, and Golden Age Manor (GAM). All sites are connected via fiber.

General Requirements:

1. Virtual Server Backup/Restore
2. Physical/Standalone Server Backup/Restore
3. Centralized Operations Management
4. Centralized Backup Storage
5. Granular restoration of MS Active Directory.
6. Granular restore of MS SQL Server.
7. Granular restore of Exchange
8. Granular restore of Microsoft 365 Environment
9. The ability to archive offsite to either another facility or the cloud
10. Shall accommodate bare metal disaster recovery.

Services and Maintenance:

The Vendor must have staff that is knowledgeable and capable of servicing and maintaining all proposed equipment. The costs for installation, service, maintenance, and support must include support from the successful vendor and from the equipment manufacturer. Further, the County expects the costs for installation, service, maintenance, and support to be included in any submission for all hardware and software proposed. Support costs for all hardware and software proposed must be for a period of one (1) year and include the following minimums:

- Next Business Day equipment replacement hardware maintenance
- 5 day, 8 a.m. – 4:30 p.m. (Central Time) business hours Technical Assistance Center (TAC) support. US based support is preferred.
- Software maintenance/subscription
- Annual reoccurring maintenance and service costs for five (5) years from date of implementation

Training:

The proposed cost must include all training costs. The Vendor must have certified and qualified personnel train appropriate county personnel via “hands-on” methods on all hardware and software specified in the proposal to implement the backup solution. The amount of time required for the training will be determined by the county and the vendor. However, for the purposes of this RFP please assume 2 County IT personnel to receive the training.

The training will be split up as needed and may take place after successfully implementing the backup solution proposed. Training may also be part of the implementation process with county personnel.

Acceptance:

After the selected backup and disaster recovery solution has been successfully implemented, the county’s project manager and the Vendor shall agree on the start date of the test period. Acceptance of the solution shall be based on the results of the test period. This test period will include a complete failover and running of all county systems from the disaster recovery site noted in the solution. If during the test period the backup and recovery solution experiences no failures and functions according to the requirements of the RFP, as determined by the county’s project manager, the solution shall be considered accepted by the County. After the backup solution has been accepted by the County, the Vendor may submit an invoice for the Backup Solution.

3.0 Proposal Award Timetable

- Request for Proposals Released- July 26, 2022
- Written Questions Received by- 4:00pm on August 2, 2022
- Response to Questions Released - By 4:00pm on August 5, 2022
- Proposals Due- 4:00pm August 9, 2022
- Interviews- conducted, if needed, prior to 4:00 on August 22, 2022
- Selection- By August 31, 2022, unless additional interviews needed
- Contract Negotiation- within 2 weeks of selection.

Email all questions to Scott Good at scott.good@polkcountywi.gov.

All responses will be completed in writing.

Polk County reserves the right to decline to respond to any questions if, in Polk County 's assessment, the information cannot be obtained and shared with all potential vendors in a timely manner.

4.0 Contract Terms

Polk County intends to award the contract by August 31st, 2022

Polk County reserves the right to negotiate with the chosen Proposer to arrive at favorable scope and cost terms.

5.0 Insurance Requirements and W-9 Provided

1. Worker's Compensation: minimum amount statutory
2. Comprehensive General Liability: \$1,000,000 per occurrence and in aggregate of bodily injury and property damage
3. Auto Liability (if applicable): \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
4. Professional Liability (if applicable): minimum amount \$500,000
5. Excess Liability Coverage: \$1,000,000 over the General Liability and Automobile Liability Coverages

The successful vendor must provide a Certificate of Insurance made out to Polk County as well as a completed W-9.

6.0 Confidential Information

Proposals will be considered confidential. Any proposals submitted in conjunction with this request, upon contract signing, will become a public record.

7.0 Required Proposal Submission Materials

Please submit the following in the order referenced below:

- **Introduction Letter.** Include your company name, location, and the primary and backup contact for any questions regarding your proposal. Include the contact person's phone number and email address.
- **Proposal.** Responds to all information addressed in 1.0 Specifications, identifies personnel assigned to the project and summarizes relevant qualification and experience completing relating projects, and provides an itemized cost estimate for services
- **References.** Include the name and contact information for 3 professional references with projects of comparable size and scope

8.0 Purchasing Policy & Procedure Information

Don Wortham
Interim Director of General Government
715-485-8352
don.wortham@co.polk.wi.us

9.0 Clarification and/or Revisions to the Specifications and Requirements

Proposer must examine the RFP documents carefully and before submitting a Proposal and may request clarification from the County 's contact person. A Proposer's failure to request additional information or clarification shall preclude the Proposer from subsequently claiming any ambiguity, inconsistency, or error.

The County will issue responses to inquiries and any other corrections or amendments it deems necessary in written addenda prior to the Proposal due date. Each change or addenda issued in relation to the RFP will be on file within Polk County and posted on the RFP website. All such changed or addenda issued shall become part of the contract and all bidders shall be bound by such changes or addenda. Where there appears to be a conflict between the RFP and any addenda issued, the last addenda issued will prevail.

10.0 County Reservation

Polk County reserves the right to accept or reject, any or all proposals, in whole or in part as deemed in the best interest of the County.

- 9.1.1 This proposal request does not commit Polk County to make an award or to pay any costs incurred in the preparation of a proposal in response to this request.
- 9.1.2 The proposals will become part of Polk County's files without any obligation on Polk County's part.
- 9.1.3 The vendor shall report to Polk County any manufacturer product price reductions, model changes, and product substitutions. No substitutions are allowed without prior approval from Polk County.

9.1.4 Polk County has the sole discretion and reserves the right to cancel this proposal and to reject all proposals received prior to award, to waive any or all informalities and or irregularities, or to re-advertise with either an identical or revised specification.

9.1.5 Polk County reserves the right to request clarifications for any proposal.

9.1.6 Polk County reserves the right to select elements from different individual proposals and combine and consolidate them in any way deemed to be in the best interest of Polk County.

11.0 Closing Date

Polk County will receive proposals up to August 9, 2022 at 4:00 p.m. Central Time

Deliver your proposals to:

Email: scott.good@polkcountywi.gov

Or

Polk County IT Department
Attn: Scott Good
"IT Backup/Disaster Recovery"
100 Polk County Plaza, Suite 205
Balsam Lake, WI 54810

12.0 Taxes

Polk County is exempt from Federal Excise Tax, Wisconsin Sales Tax, and local tax. It is the intent that the chosen proposer would be treated as an independent contractor as measured by the IRS 20 Factor Test.

13.0 Proposal Evaluation

Polk County may accept the proposal it deems to be in the County's best interest. Not necessarily the proposal with the lowest cost. Polk County reserves the right to reject any or all proposals.

The proposal award shall be based on, but not limited to, the following factors:

- Qualifications and experience in providing the noted Backup and Disaster Recovery Services
- Quality of the proposal and adherence to all conditions and requirements of the RFP
- Cost
- Response from References

Vendors selected as finalists may be required to offer a presentation of their system to The Polk County IT Department before award of this contract. After evaluation of the proposals and selection of a vendor, all proposers will be notified of the selected vendor