

**Title:**

**REQUEST FOR PROPOSALS**

**OFFSITE DISASTER RECOVERY SERVICES PLAN**

**Issued: January 27, 2010**

**Issued by:**

**Northeast Ohio Areawide Coordinating Agency**

**1299 Superior Ave.**

**Cleveland OH 44114-3204**

**(216) 241-2414**

**Closing date: March 1, 2010**



## TABLE OF CONTENTS

<b>I. Introduction.....</b>	<b>3</b>
<b>A. Summary.....</b>	<b>3</b>
<b>B. Statement of Purpose .....</b>	<b>3</b>
<b>C. Background .....</b>	<b>3</b>
<b>II. Recovery Configuration Requirements .....</b>	<b>3</b>
<b>A. Scope of Work .....</b>	<b>3</b>
<b>B. Technical Requirements .....</b>	<b>4</b>
<b>C. Bidder Requirements.....</b>	<b>4</b>
<b>D. Support Staff Services .....</b>	<b>4</b>
<b>E. Sharing Services .....</b>	<b>4</b>
<b>F. Testing and Training Services.....</b>	<b>4</b>
<b>III. Proposal Preparation and Submission .....</b>	<b>5</b>
<b>A. Anticipated Timetable .....</b>	<b>5</b>
<b>B. Question &amp; Answer Period.....</b>	<b>5</b>
<b>C. Format and Submission of Proposals.....</b>	<b>5</b>
<b>D. General RFP Disclosures.....</b>	<b>6</b>
<b>E. Reservation of Rights .....</b>	<b>7</b>
<b>F. Compliance with Local and Federal Regulations.....</b>	<b>7</b>
<b>G. Review and Evaluation.....</b>	<b>7</b>
<b>H. Budget, Payments and Term.....</b>	<b>7</b>
<b>I. Cost of Preparation .....</b>	<b>7</b>
<b>J. News Releases .....</b>	<b>7</b>
<b>K. Acceptance of Proposal .....</b>	<b>7</b>

## **I. Introduction**

### **A. Summary**

The Northeast Ohio Areawide Coordinating Agency (NOACA) has determined it is essential that its critical business systems be restored so that daily information technology system needs for the agency are met. NOACA is seeking proposals from qualified bidders to provide high availability and secured solutions that allow NOACA to continue its information technology infrastructure in the event of an emergency or disaster that interrupts its information processing.

### **B. Statement of Purpose**

The successful bidder will develop and implement readily available, accessible, secure disaster recovery solutions that restore mission-critical agency functions for its information technology infrastructure.

### **C. Background**

NOACA's disaster recovery plan addresses and prioritizes processes and procedures if its information processing systems are interrupted from power failure, water-related damage, fire, or any system outage. It is important to recover from agency-critical technology services in an efficient and effective manner to resume and support its business processes with reliable and redundant solutions.

NOACA's infrastructure operates and supports an Ethernet network with Microsoft Windows 2003 servers and XP clients as its main operating system platforms. The servers' hardware is configured using energy efficient, redundant hard disks, dual power fans and processors. The network has a dedicated 3Mbps Internet access line through its Internet service provider.

The daily differential backup for user data is in the range of 20-30Gb and daily full backup for Exchange and SQL databases is approximately 5.5Gb. Key user applications include: Microsoft Office Professional, Symantec Endpoint Protection, ESRI ArcView 9.3, CitiLabs Cube 5, Caliper TransCAD 5, Adobe Creative Suite 4, AutoCAD 2010, Highway Capacity Software 5.4, Synchro Plus Sim Traffic 7, TransCAD 5, F9 (for MS Excel). We have a CISCO PIX appliance that has customized access rules for incoming and outgoing traffic. We are currently reviewing upgrades to include Exchange 2007, Office 2007, Windows Servers 2008 and Windows 7.

## **II. Recovery Configuration Requirements**

A detailed work proposal should be included on how the scope will be accomplished, including a time schedule, budget, itemized costs of hardware and software, installation, training, annual maintenance and support. Bidders must provide a detailed explanation of whether it can or cannot meet the specification in this section or provide an alternative solution.

### **A. Scope of Work**

To protect and replicate these agency critical information systems and maintain integrity of its data assets, a highly available (hot or warm) offsite recovery facility is needed. NOACA currently utilizes and considers the following high priority services/functions:

- AccuFund Accounting Suite
- Windows Active Directory 2003
- Exchange 2003 messaging system
- NOACA's current Website (IIS)

- User file-data (350Gb capacity) and applications
- Remote backup nightly or weekly

## **B. Technical Requirements**

Minimum needs required to provide detailed information as follows:

- 1) Develop and implement hot or warm recovery solutions using replicated and redundant technology of the services mentioned above.
- 2) Provide Internet connectivity access 24/7 accessibility to these services through a secured managed firewall, secured socket layer virtual private network.
- 3) Be operational within 24 hours of NOACA's emergency or disaster declaration.
- 4) Offsite data center must be in a different power grid location than our office, and have backup UPS, HVAC, fire suppression, generator, and include redundant utilities, security, surveillance, network monitoring, technical or operations support staff.
- 5) Conduct testing and training to DR critical users during contract term at least once a year.
- 6) Clearly indicate that periodic maintenance and upgrades must be flexible to adapt to both contractor's and NOACA's changing data and technology; include estimated costs associated with them.
- 7) Prepare a detailed documentation plan and procedures in the event of a disaster or emergency and be amenable to change.
- 8) Coordinate with our ISP and include estimated costs, if needed, for additional bandwidth services.

## **C. Bidder Requirements**

- 1) Identification of the project manager or contact person to whom NOACA staff should address questions about the proposal, company, email address, and phone number.
- 2) References for disaster recovery related projects completed by company and proposed team firms, including name, address and telephone number of the contact person, and a description of the work.
- 3) Ability to provide samples of services or demonstrate its facility's capabilities and services
- 4) Description of current financial condition and prior year's annual report.
- 5) Provision of insurance, for example, property casualty, business interruption, worker's compensation and unemployment compensation.
- 6) Compliance with *Health Insurance Portability and Accountability Act (HIPAA)* requirements.

## **D. Support Staff Services**

- 1) Describe the level of support services during contract term.
- 2) Offer technical support 24 hours a day including holidays.

## **E. Sharing Services**

- 1) Indicate whether bidder's facility shares hardware with other subscribers or if NOACA will own equipment.
- 2) Describe the policy when a disaster or emergency is invoked, the order of priority access given to NOACA if disaster declarations occur from multiple subscribers.

## **F. Testing and Training Services**

- 1) Describe testing and training methodology.
- 2) Approximate hours and costs needed for the testing and training.

### III. Proposal Preparation and Submission

#### A. Anticipated Timetable

<b>January 27, 2010</b>	NOACA issues RFP. Question & Answer (Q&A) period opens.
<b>February 12, 2010</b>	Bidder Q & A period closes, 12:00 noon. No further inquiries for RFP will be provided.
<b>March 1, 2010</b>	Deadline for bidders to submit proposals 4:00 P.M.
<b>March 12, 2010</b>	Recommendation to Executive Committee.
<b>March 12, 2010</b>	Successful bidder recommendation to Governing Board.

NOACA reserves the right to revise this schedule if it is in the best interest of NOACA and/or to comply with the agency's procurement procedures and regulations.

According to requirements of ORC 126.07, NOACA contracts are not valid and enforceable until the Board approves appropriate funding. The selected bidder may neither perform work nor submit an invoice for payment for work performed prior to the Governing Board approval and/or completion of the work.

#### B. Question & Answer Period

Potential bidders may ask clarifying questions regarding this request for proposal via the email address: [marzaga@mpo.noaca.org](mailto:marzaga@mpo.noaca.org) during the Question and Answer period.

- 1) The email subject should be RFP Question and reference the relevant part of this RFP, the heading or section for the provision under question, and the page number (if applicable). The potential bidder must also include the name of a representative, the company name and business phone number.
- 2) NOACA may, at its option, disregard any questions which do not appropriately reference an RFP provision or location, or which do not include identification for the originator of the question.
- 3) NOACA will not respond to any questions submitted after 12:00 noon, on Friday, February 12, 2010.
- 4) All responses will be posted (continuously) to NOACA's webpage at [www.noaca.org](http://www.noaca.org).
- 5) No questions will be answered other than by this method. Please do not call with questions.

#### C. Format and Submission of Proposals

Public or private sector, organizations, companies, firms, or individuals who are interested in submitting letterhead bids must make their submission not later than **4:00 P.M. on Monday, March 1, 2010**. Faxes and emails will not be accepted.

Proposals must be addressed to:

**Northeast Ohio Areawide Coordinating Agency (NOACA)**  
**Attn: Marsha Arzaga**  
**1299 Superior Ave.**  
**Cleveland, OH 44114**

Clearly marked on the envelope, "**Proposal for Offsite Disaster Recovery Services Plan**"

- 1) A signed original and five copies of your proposal must be submitted in one sealed envelope.
- 2) NOACA is not responsible for any proposals delivered to any address other than the address provided above.
- 3) All proposal submissions must include a cover letter and be complete and received by mail or hand delivery by the specified date and time.
- 4) Materials received after the submission deadline will not be considered. No confirmations of mailed proposals received will be provided.
- 5) Submission of a proposal indicates acceptance by the bidder of the conditions contained in this request for proposal.
- 6) The format should follow the sequence:
  - Cover letter
  - Bidder requirements
  - Detailed proposal for recovery configuration requirements
  - Itemized list of hardware, software and network components required for proposed solutions
  - Cost breakdown similar to Figure 1
  - Pertinent additional information or documentation for consideration

**Figure 1**

<b>Proposed Pricing</b>			
<b>Service</b>	<b>Term</b>		
	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Hot Site Services Monthly Subscription Disaster Declaration Daily Usage Annual Test Time			
One-Time Fees (detail)			
Optional Services or Other Costs (detail)			

**D. General RFP Disclosures**

- 1) Requirements and specifications of this request are considered to be the minimum required.
- 2) As stated above, any questions relating to this RFP are taken by email and responded to all bidders via NOACA’s web page.
- 3) If any modifications are made to NOACA’s requirement, all those receiving a copy of the RFP will be sent those modifications.
- 4) Once submitted, an RFP becomes the property of NOACA. NOACA will release no information about the RFP submittal until all requests have been received and are deemed a matter of public record.
- 5) All firms submitting an RFP must follow all instructions to be considered responsive.
- 6) If an individual or firm feels that the RFP is unfair for any reason, they should request, in writing, a copy of NOACA’s Protest Procedures.
- 7) NOACA encourages the use of Disadvantaged Business Enterprises (DBE).

**E. Reservation of Rights**

NOACA reserves the right to reject any and all proposals and to negotiate with one or more firms. NOACA reserves the right to award a contract to the firm whose initial proposal is determined to be the lowest and best value and is most advantageous to NOACA.

**F. Compliance with Local and Federal Regulations**

All pertinent local, state and federal regulations – including those related to DBE requirements– apply, whether or not specifically identified.

**G. Review and Evaluation**

Evaluation of the proposals are based on, but not necessarily limited to, demonstrated clear understanding of the project, detailed and sound approach to completing elements of the scope of work, and past experience on similar projects by firms and their staff members assigned to this project and cost.

NOACA reserves the right to reject any or all offers and continue the RFP process without obligation or liability to any potential bidders, to accept a proposal other than the lowest priced offer.

**H. Budget, Payments and Term**

*Budget:* Bidders are encouraged to be conservative in their financial estimates, bearing in mind that they are working with a public entity expending public funds.

*Payments:* No advance payments may be made. Payment is made only for work completed upon submission of an approved invoice.

*Term:* Contract is for 36 months with renewable option.

**I. Cost of Preparation**

NOACA is not liable for any cost incurred prior to issuance of a contract.

**J. News Releases**

No news releases, pertaining to the request for proposal are to be made without prior approval of NOACA.

**K. Acceptance of Proposal**

A bidder's submission of a proposal create a presumption that bidder accepts all conditions set forth by NOACA. Failure to accept any obligation will result in cancellation of any contract award. NOACA reserves the right to accept or reject any and all submissions, in whole or in part, and to postpone or cancel the execution of any contract, if NOACA deems it to be in its interest to do so, subject to the rules and regulations set forth by the U.S. Department of Transportation, Federal Transit Administration and Federal Highway Administration.