



**CITY OF SANTA FE**

**"REQUEST FOR PROPOSALS"**

**DISASTER RECOVERY SERVICES FOR DATA CENTER**

**RFP #'16/53/P**

**PROPOSAL DUE:**

July 22, 2015

**2:00 P.M.**

**PURCHASING OFFICE**

**CITY OF SANTA FE**

**2651 SIRINGO ROAD**

**BUILDING "H" SANTA FE,**

**NEW MEXICO 87505**

# TABLE OF CONTENTS

<b>REQUEST FOR PROPOSALS</b> .....	<b>4</b>
<b>PROPOSAL SCHEDULE</b> .....	<b>5</b>
<b>INFORMATION FOR PROPONENTS</b> .....	<b>6</b>
<b>SPECIAL CONDITIONS</b> .....	<b>10</b>
<b>INTRODUCTION</b> .....	<b>13</b>
A. SUMMARY STATEMENT .....	13
B. BACKGROUND INFORMATION .....	13
<b>DETAILED OBJECTIVES, REQUIREMENTS AND SPECIFICATIONS</b> .....	<b>20</b>
1. RFP OBJECTIVES.....	20
2. FACILITY REQUIREMENTS .....	21
3. OPTIONAL MANAGED SERVICES .....	24
4. MANAGED SERVICES ALERT PROCESSES.....	26
5. SERVICE LEVEL AGREEMENTS.....	26
6. MONITORING AND PROFESSIONAL SERVICES.....	27
7. SECURITY AND PRIVACY SERVICES .....	28
<b>SUBMITTAL REQUIREMENTS</b> .....	<b>33</b>
ORGANIZATIONAL AND PERSONNEL QUALIFICATIONS.....	33
PROJECT EXPERIENCE & QUALIFICATIONS.....	33
REQUIREMENTS RESPONSE.....	33
COST PROPOSAL .....	34
FINANCIAL STABILITY .....	34
PERFORMANCE SURETY BOND.....	34
<b>APPENDIX A</b> .....	<b>35</b>
EVALUATION PROCESS.....	35
EVALUATION CRITERIA .....	36
<b>APPENDIX B</b> .....	<b>37</b>
INSTRUCTIONS FOR LOCAL PREFERENCE CERTIFICATION FORM .....	37
LOCAL PREFERENCE CERTIFICATION FORM.....	38
<b>APPENDIX C</b> .....	<b>39</b>
RESIDENT VETERANS PREFERENCE CERTIFICATION.....	39
<b>APPENDIX D</b> .....	<b>40</b>
LIVING WAGE ORDINANCE.....	40
<b>ATTACHMENT A</b> .....	<b>41</b>
COST PROPOSAL MONTHLY FEES.....	41
<b>ATTACHMENT B</b> .....	<b>42</b>
MANAGED SERVICE RATES .....	42
<b>APPENDIX E</b> .....	<b>43</b>

SAMPLE CITY OF SANTA FE PROFESSIONAL SERVICES AGREEMENT .....	43
<b>EXHIBIT A</b> .....	<b>50</b>
PSA SCOPE OF WORK .....	50

# REQUEST FOR PROPOSALS

## PROPOSAL NUMBER '16/53/P


Proposals will be received by the City of Santa Fe and shall be delivered to the City of Santa Fe Purchasing Office, 2651 Siringo Road Building "H" Santa Fe, New Mexico 87505 **until 2:00 P.M. local prevailing time, July 22, 2016.** Any proposal received after this deadline will not be considered. This proposal is for the purpose of procuring professional services for the following:

### DISASTER RECOVERY SERVICES FOR DATA CENTER

The proponent's attention is directed to the fact that all applicable Federal Laws, State Laws, Municipal Ordinances, and the rules and regulations of all authorities having jurisdiction over said item shall apply to the proposal throughout, and they will be deemed to be included in the proposal document the same as though herein written out in full.

The City of Santa Fe is an Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation or national origin. The successful proponent will be required to conform to the Equal Opportunity Employment regulations.

Proposals may be held for sixty (60) days subject to action by the City. The City reserves the right to reject any of all proposals in part or in whole. Proposal packets are available by contacting: Shirley Rodriguez, City of Santa Fe, Purchasing Office, 2651 Siringo Road, Building "H" Santa Fe, New Mexico, 87505, (505) 955-5711.

  
\_\_\_\_\_  
Robert Rodarte, Purchasing Officer

Received by the Santa Fe New Mexican Newspaper on: 06/21/16  
To be published on: 06/24/16

Received by the Albuquerque Journal Newspaper on: 06/21/16  
To be published on: 06/24/16

## PROPOSAL SCHEDULE

### RFP # '16/53/P

- |    |  |   |
|----|--|---|
| 1. | Advertisement                                    | June 24, 2016   |
| 2. | Issuance of RFP'S:                               | June 24, 2016   |
| 3. | Pre-Proposal Conference                          | July 8, 2016 at 10:00 a.m.<br>2651 Siringo Road<br>Building E CIP Conference Room<br>Santa Fe, NM   |
| 4. | Receipt of proposals:                            | July 22, 2016 at 2:00 p.m.<br>local prevailing time.<br>Purchasing Office 2651<br>Siringo Road Bldg., "H"<br>Santa Fe, New Mexico<br>87505 (505) 955-5711 |
| 5. | Evaluation of proposals:                         | July 29, 2016   |
| 6. | Interviews:                                      | August 5, 2016  |
| 7. | Recommendation of award<br>to Finance Committee: | August 15, 2016   |
| 8. | Recommendation of award<br>to City Council:      | August 31, 2016   |

**DATES OF CONSIDERATION BY FINANCE COMMITTEE AND CITY COUNCIL ARE TENTATIVE AND SUBJECT TO CHANGE WITHOUT NOTICE.**

## **INFORMATION FOR PROPONENTS**

### **1. RECEIPT OF PROPOSALS**

The City of Santa Fe (herein called "City"), invites firms to submit (5) five copies of the proposal. Proposals will be received by the Purchasing Office, until 2:00 p.m. local prevailing time, July 22, 2016.

The packets shall be submitted and addressed to the Purchasing Office, at 2651 Siringo Road Bldg. "H" Santa Fe, New Mexico 87505. No late proposals will be accepted whether hand delivered, mailed or special delivery. Do not rely on "overnight delivery" without including some lead-time. "Overnight delivery" will be determined to be non-responsive if delivered late, no matter whose fault it was. It is recommended that extra days be included in the anticipated delivery date to ensure delivery is timely. The Purchasing Office is closed 12:00 p.m. to 1:00 p.m. The outside of the envelope should clearly indicate the following information:

Proposal number: '16/53/P  
Title of the proposal: Disaster Recovery Services for Data Center  
Name and address of the proponent:

Any proposal received after the time and date specified shall not be considered. No proposing firm may withdraw a proposal within 60 days after the actual date of the opening thereof.

### **2. PREPARATION OF PROPOSAL**

Vendors shall comply with all instructions and provide all the information requested. Failure to do so may disqualify your proposal. All information shall be given in ink or typewritten. Any corrections shall be initialed in ink by the person signing the proposal.

This request for proposal may be canceled or any and all proposals may be rejected in whole or in part, whenever the City of Santa Fe determines it is in the best interest of the city.

### **3. ADDENDA AND INTERPRETATIONS**

No oral interpretation of the meaning of any section of the proposal documents will be binding. Oral communications are permitted in order to make an assessment of the need for an addendum. Any questions concerning the proposal must be addressed prior to the date set for receipt of proposal.

Every request for such interpretation should be in writing addressed to, Purchasing Officer, 2651 Siringo Road Bldg. "H" Santa Fe, New Mexico, 87505 and to be given

consideration must be received at least (5) days prior to the date set for the receiving of proposals.

Any and all such interpretations and any supplemental instruction will be in the form of written addenda to the RFP, which if issued, will be delivered to all prospective firms not later than three days prior to the date fixed for the receipt of the proposals. Failure of any proposing firm to receive any such addenda or interpretations shall not relieve such firm from any obligation under their proposal as submitted. All addenda so issued shall become part of the contract documents.

The City reserves the right to not comply with these time frames if a critical addendum is required or if the proposal deadline needs to be extended due to a critical reason in the best interest of the City of Santa Fe.

#### **4. LAWS AND REGULATIONS**

The proposing firm's attention is directed to the fact that all applicable Federal Laws, State Laws, Municipal Ordinances, and the rules and regulations of all authorities having jurisdiction over said item shall apply to the contract throughout. They will be deemed to be included in the contract the same as though herein written out in full.

#### **5. METHOD OF AWARD**

The proposal is to be awarded based on qualified proposals as per the enclosed rating system and at the discretion and consideration of the governing body of the City of Santa Fe. The selection committee may interview the top three rated proponents; however, contracts may be awarded without such interviews. At its discretion the city reserves the right to alter the membership or size of the selection committee. The City reserves the right to change the number of firms interviewed.

#### **6. COMPLIANCE WITH CITY'S MINIMUM WAGE RATE ORDINANCE (LIVING WAGE ORDINANCE)**

A copy of the City of Santa Fe Ordinance No. 2003-8, passed by the Santa Fe City Council on February 26, 2003 is attached. The proponent or bidder will be required to submit the proposal or bid such that it complies with the ordinance to the extent applicable. The recommended Contractor will be required to comply with the ordinance to the extent applicable, as well as any subsequent changes to the Ordinance throughout the term of this contract.

## **7. RESIDENT, LOCAL OR VETERANS PREFERENCE**

### **INTENT AND POLICY**

The city recognizes that the intent of the state resident preference statute is to give New Mexico businesses and contractors an advantage over those businesses, policy is to give a preference to those persons and companies who contribute to the economy of the State of New Mexico by maintaining businesses and other facilities within the state and giving employment to residents of the state (1969 OP. Att'y Gen. No. 69-42). The city also has adopted a policy to include a local preference to those persons and companies who contribute to the economy of the County of Santa Fe by maintaining businesses and other facilities within the county and giving employment to residents of the county.

With acknowledgment of this intent and policy, the preference will only be applied when bids are received from in-state and county businesses, manufacturers and contractors that are within 5% of low bids received from out-of-state businesses, manufacturers and contractors (13-1-21 (A) -1-21 (F) and 13-4-2 (C) NMSA 1978).

To be considered a resident for application of the preference, the in-state bidder must have included a valid state purchasing certification number with the submitted bid.

Thus it is recommended that in-state bidders obtain a state purchasing certification number and use it on all bids, in order to have the preference applied to their advantage, in the event an out-of-state bid is submitted. In submitting a bid, it should never be assumed that an out-of-state bid will not be submitted.

For information on obtaining a state purchasing certification number, the potential bidder should contact the State of New Mexico Taxation and Revenue Department.

All resident preferences shall be verified through the State Purchasing Office. Applications for resident preference not confirmed by the state Purchasing Office will be rejected. The certification must be under the bidder's business name submitting the bid.

### **NON-APPLICATION-COMPETING IN-STATE BIDDERS**

If the lowest responsive bid and the next responsive bids within 5% of the lowest bid, are all from the state of New Mexico, then the resident preference will not be applied and the state purchasing certification number will not be considered. To be considered an in-state bidder in this situation, the bidders must meet the definition criteria of Chapter 13-1-21 (A)(1) and Chapter 13-4-2 (A) NMSA 1978. After examining the information included in the bid submitted, the city Purchasing Director may seek additional information of proof to verify that the business is a valid New Mexico business. If it is determined by the city Purchasing Director that the information is not factual and the low responsive bid is actually an out-of-state bidder and not a New Mexico business, then the procedures in the previous section may be applied.



If the bidder has met the above criteria, the low responsive "resident" bid shall be multiplied by .95. If that amount is then lower than the low responsive bid of a "non-resident" bidder, the award will be based taking into consideration the resident preference of 5%.

## APPLICATION FOR LOCAL PREFERENCE

For the purposes of this section, the terms resident business and resident manufacturer shall be defined as set out in Section 13-1-21 NMSA 1978; the term local as applied to a business or manufacturer shall mean:

Principal Office and location must be stated: To qualify for the local preference, the principal place of business of the enterprise must be physically located within the Santa Fe County Geographic Boundaries. The business location inserted on the Form must be a physical location, street address or such. DO NOT use a post office box or other postal address. Principal place of business must have been established no less than six months preceding application for certification.

The PREFERENCE FACTOR for resident and local preferences applied to bids shall be .95 for resident and .90 for local. The preference for proposals shall be 1.10 for local.

New Mexico Resident Veteran Business Preference: New Mexico law, Section 13-1-22 NMSA 1978, provides a preference in the award of a public works contract for a "resident veteran business". Certification by the NM Department of Taxation and Revenue for the resident veteran business requires the Offeror to provide evidence of annual revenue and other evidence of veteran status.

An Offeror who wants the veteran business preference to be applied to its proposal is required to submit with its proposal the certification from the NM Department of Taxation and Revenue and the sworn affidavit attached hereto as Appendix E.

If an Offeror submits with its proposal a copy of a valid and current veteran resident business certificate, 7%, 8%, or 10% of the total weight of all the evaluation factors used in the evaluation of proposal may be awarded.

The local preference or resident business preference is not cumulative with the resident veteran business preference.

Proposals for Goods and Services. When proposals for the purchase of goods or services pursuant to Section 23 are received, the evaluation score of the proposal receiving the highest score of all proposals from those proponents in the first category listed above shall be multiplied by the Preference Factor. If the resulting score of that proposal receiving the preference is higher than or equal to the highest score of all proposals received, the contract shall be recommended to that proponent receiving the preference. If no proposal are received from proponents in

the first category, or if the proposal receiving the preference does not qualify for an award after multiplication by the Preference Factor, the same procedure shall be

followed with respect to the next category of proposals listed to determine if a proponent qualifies for award.

Qualifications for Local Preference. The Central Purchasing Office shall have available a form to be completed by all bidders/proponents who desire to apply for the local preference as a local business. The completed form with the information certified by the offeror must be submitted by the bidders/proponents with their bid or proposal to qualify for this preference.

Limitation. No offeror shall receive more than a 10% for local preference pursuant to this section on any one offer submitted. A bidder may not claim cumulative preferences.

Application. This section shall not apply to any purchase of goods or services when the expenditure of federal and/or state funds designated for a specific purchase is involved and the award requirements of the funding prohibit resident and/or local preference(s). This shall be determined in writing by the department with the grant requirements attached to the Purchasing Office before the bid or request for proposals is issued.

Exception. The City Council at their discretion can approve waiving the Local Preference requirements for specific projects or on a case by case basis if it is the City's best interest to do so.

## **8. PROTESTS AND RESOLUTIONS PROCEDURES**

Any proponent, offeror, or contractor who is aggrieved in connection with a procurement may protest to the Purchasing Officer. The protest must be in writing and submitted within fifteen (15) days and requirements regarding protest and resolution of protests are available from the Purchasing Office upon request.

## **SPECIAL CONDITIONS**

### **1. GENERAL**

When the City's Purchasing Officer issues a purchase order document in response to the vendor's bid, a binding contract is created.

### **2. ASSIGNMENT**

Neither the order, nor any interest therein, nor claim under, shall be assigned or transferred by the vendor, except as expressly authorized in writing by the City Purchasing Officer's Office. No such consent shall relieve the vendor from its obligations and liabilities under this order.

### **3. VARIATION IN SCOPE OF WORK**

No increase in the scope of work of services or equipment after award will be accepted, unless means were provided for within the contract documents. Decreases in the scope of work of services or equipment can be made upon request by the city or if such

variation has been caused by documented conditions beyond the vendor's control, and then only to the extent, as specified elsewhere in the contract documents.

**4. DISCOUNTS**

Any applicable discounts should be included in computing the bid submitted. Every effort will be made to process payments within 30 days of satisfactory receipt of goods or services. The City Purchasing Officer shall be the final determination of satisfactory receipt of goods or services.

**5. TAXES**

The price shall include all taxes applicable. The city is exempt from gross receipts tax on tangible personal property. A tax exempt certificate will be issued upon written request.

**6. INVOICING**

(A) The vendor's invoice shall be submitted in duplicate and shall contain the following information: invoice number and date, description of the supplies or services, quantities, unit prices and extended totals. Separate invoices shall be submitted for each and every complete order.

(B) Invoice must be submitted to ACCOUNTS PAYABLE and NOT THE CITY PURCHASING AGENT.

**7. METHOD OF PAYMENT**

Every effort will be made to process payments within 30 days of receipt of a detailed invoice and proof of delivery and acceptance of the products hereby contracted or as otherwise specified in the compensation portion of the contract documents.

**8. DEFAULT**

The City reserves the right to cancel all or any part of this order without cost to the City if the vendor fails to meet the provisions for this order, and except as otherwise provided herein, to hold the vendor liable for any excess cost occasioned by the city due to the vendor's default. The vendor shall not be liable for any excess cost if failure to perform the order arises out of causes beyond the control and with the fault or negligence of the Vendor and these causes have been made known to the City of Santa Fe in written form within five working days of the vendor becoming aware of a cause which may create any delay; such causes include, but are not limited to, acts of God or the public enemy, acts of the State or of the Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of sub-contractors due to any of the above unless the city shall determine that the suppliers or services to be furnished by the sub-contractor are obtainable from other sources in sufficient time to permit the vendor to meet the required delivery schedule. The rights and remedies of the city are not limited to those provided for in this paragraph and are in addition to any other rights provided for by law.

**9. NON-DISCRIMINATION**

By signing this City of Santa Fe bid or proposal, the vendor agrees to comply with the Presidents Executive Order No. 11246 as amended.

**10. NON-COLLUSION**

In signing this bid or proposal, the vendor certifies they have not, either directly or indirectly, entered into action in restraint of full competition in connection with this bid or proposal submittal to the City of Santa Fe.

## **INTRODUCTION**

### **A. SUMMARY STATEMENT**

The goal of this RFP is to acquire the disaster recovery services needed to support the City of Santa Fe's (CoSF) disaster recovery and business continuity plan. The CoSF is looking for a disaster recovery services provider that can provide space, power, cooling, and physical security for the planned servers, storage, and networking equipment outlined in this RFP. The facility and related services will serve as the secondary (backup) to the CoSF primary Data Center and will provide data and internet connectivity via telecommunications service providers with a goal to minimize cost and complexity.

The services must replicate the detailed Servers and Applications listed in Attachment "C" for CoSF use in the event the primary data center is not accessible or is inoperable.

The City of Santa Fe requires that their off-site Disaster Recovery Data Center be highly reliable. Redundancies in cooling, power and communication systems are essential. The facility shall have around-the-clock monitoring with flexible expansion options if needed. Risk management capabilities are also crucial as mission-critical applications/equipment will require a mirror site to ensure constant connectivity during any emergency.

The City of Santa Fe will consider a Disaster Recovery as a Service (DRaaS) response for the replication and hosting of physical and virtual servers by a Vendor. A proposed DRaaS would have to meet the same requirements listed in this RFP for the local co-location Data Center facility provider.

The City of Santa Fe is requiring this secondary back-up Data Center to meet basic Tier 3 data center specifications.

### **B. BACKGROUND INFORMATION**

The City of Santa Fe (CoSF) is currently engaged in an enterprise Information Systems Infrastructure upgrade and modernization project. The CoSF is planning and executing several initiatives that will move CoSF Systems and Networks towards a more effective model that is resilient and scalable for the foreseeable future.

The City of Santa Fe's present Data Center does not meet minimum requirements and standards for a suitable metropolitan Data Center. The facility is housed in an historic building that cannot be upgraded to meet these minimum standards.

Requirements outlined in the City of Santa Fe's Disaster Recovery Plan for Business Continuity dictate that the City of Santa Fe transfers our primary data center to a state of the art Co Location facility. Additionally a disaster recovery services will need to be established in a separate physical data center location or as a cloud based solution or a combination of the two.

Prior to the primary data center move, the City of Santa Fe plans to modernize its computing environment and transition from the present physical server platform to a converged/hyper-converged virtual hardware and software platform.

The City of Santa Fe's current - server environment consists of approximately 80 physical servers (Primarily Windows OS Servers). The primary server for the City of Santa Fe's Enterprise Resource Planning (ERP) system resides on an IBM I Series AS400 platform with backup hardware in one isolated rack. The City of Santa Fe plans to virtualize most of the existing Microsoft Windows servers (see addendum # 1). Some of these existing "un-virtualized" servers will be moved to the new Data Center. Please see attached addendum # 2 for details.

The City of Santa Fe is looking to modernize and simplify the CoSF Data Center environment while still being able to meet all future computing and storage needs. The CoSF believes that Virtual/Converged types of technologies will allow us to easily increase both storage space and computing power without significant future expense to the planned virtual computing infrastructure.

To accomplish modernization goals, the City of Santa Fe is releasing three RFPs. The three RFPs support the strategy and objectives of the CoSF Information Technology Business Continuity plan for **the next five to ten years**. As this is a long term investment, the CoSF IT team is seeking a technology partner that will invest heavily in and commit to the strategic success of CoSF modernization efforts. Vendors are urged to review all three RFPs to fully understand the City's IT Strategies and design objectives.

The basic design objectives are:

- Performance – Faster processing, faster backup and restore
- Resiliency – No single point of failure
- Scalable – Fast and inexpensive capacity growth
- Disaster Recovery – Instant failover for all critical components

The three RFPs are:

- City of Santa Fe **Data Center Hardware Modernization Request for Proposal** – The primary driver is to virtualize CoSF computing and storage environment with the intent of increasing performance, resilience and cost savings for the CoSF IT Infrastructure. This includes hardware/software for both a Primary Data Center and Disaster Recovery Data Center model.
- City of Santa Fe **Primary Data Center Co-Location Facility Request for Proposal** – This RFP is driven by the need to place CoSF newly acquired Data Center Hardware in a State of the Art facility somewhere in the Santa Fe area that meets all of CoSF performance criteria.
- City of Santa Fe **Disaster Recovery Data Center Facility Request for Proposal** - This RFP is driven by CoSF Disaster Recovery Plan that has basic requirements for

the City's IT Business Continuity strategy. This facility can be either Virtual (Cloud based) as well as a physical location.

## SCOPE OF PROCUREMENT

The scope of procurement encompasses Offerors that will provide Services that will assess, design and implement solutions as described in the Detailed Scope of Work. The initial contract shall begin on the date of award, as indicated in Section II.A "Sequence of Events", or as soon as possible thereafter. The contract may be amended by mutual agreement of both parties. The initial term of the Price Agreement shall be for four years or forty-eight (48) months. The proposed price for services shall remain fixed for (2) two years and subsequent increases shall not exceed 2% or the increase to the Consumer Price Index (CPI) whichever is lower. The template format that will be utilized for the awarded agreement is included as Appendix C Sample Contract. The proposed price for services shall remain fixed. The Agency, and the City of Santa Fe Purchasing Agent (COSPA) must approve all amendments and adjustments. This procurement will result in a single source award.

1. City of Santa Fe has assigned a Procurement Manager who is responsible for the conduct of this procurement whose name, address, telephone number and e-mail address are listed below:

- a. Name: Robert Rodarte, Purchasing Agent
- b. Address: City of Santa Fe

1. Santa Fe, New Mexico 87501

- c. Telephone: (505) 974-5905
- d. Email: rrodarte@ci.santa-fe.nm.us

2. All deliveries of responses via express carrier must be addressed as follows:

- a. Name: City of Santa Fe Purchasing Department
  - a. C/O Robert Rodarte, Purchasing Agent
- b. Reference RFP Name:
- c. Address: City of Santa Fe Purchasing Department

- a. Santa Fe, New Mexico 87501

3. **Any inquiries or requests** regarding this procurement should be submitted, in writing, to the Procurement Manager. Offerors may contact **ONLY** the Procurement Manager regarding this procurement. Other state employees or Evaluation Committee members do not have the authority to respond on behalf of the COSPA. **Protests of the solicitation or award must be delivered by mail to the Protest**

**Manager.** As A Protest Manager has been named in this Request for Proposals, pursuant to NMSA 1978, § 13-1-172, ONLY protests delivered directly to the Protest Manager in writing and in a timely fashion will be considered to have been submitted properly and in accordance with statute, rule and this Request for Proposals. Emailed protests will not be considered as properly submitted nor will protests delivered to the Procurement Manager be considered properly submitted.

#### 4. **Definition of Terminology**

This section contains definitions of terms used throughout this procurement document, including appropriate abbreviations:

**“Agency”** means the City of Santa Fe Purchasing Department sponsoring the Procurement action.

(Ensure definition is appropriately placed in sample contract pro-forma as required).

**“Award”** means the final execution of the contract document.

**“Business Community”** means business areas of the Agency

**“Business Days”** means Monday through Friday excluding City of Santa Fe holidays.

**“Business Hours”** means 8:00 AM thru 5:00 PM Mountain Standard or Mountain Daylight Time, whichever is in effect on the date given.

**“Close of Business”** means 5:00 PM Mountain Standard or Daylight Time, whichever is in use at that time.

**“Confidential”** means confidential financial information concerning offeror’s organization and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act NMSA 1978 57-3-A-1 to 57-3A-7. See NMAC 1.4.1.45. As one example, no information that could be obtained from a source outside this request for proposals can be considered confidential information.

**“Contract”** means any agreement for the procurement of items of tangible personal property, services or construction.

**“Contractor”** means any business having a contract with a state agency or local public body.

**“Deliverable”** means any measurable, tangible, verifiable outcome, result, or item that must be produced to complete a project or part of a project.

**“Desirable”**—The terms “may,” “can,” “should,” “preferably,” or “prefers” identify a desirable or discretionary item or factor (as opposed to “mandatory”).



**“Determination”** means the written documentation of a decision of a procurement manager including findings of fact supporting a decision. A determination becomes part of the procurement file to which it pertains.

**“Electronic Version/Copy”** means a digital form consisting of text, images or both readable on computers or other electronic devices that includes all content that the Original and Hard Copy proposals contain. The digital form may be submitted using a compact disc (cd) or USB flash drive. The electronic version/copy can NOT be emailed.

**“Employer”** means any for-profit or not-for-profit business, regardless of location, that employs one or more persons that qualify as a “City of Santa Fe Employee”. (See below.) Such definition does not include governmental entities.

**“Evaluation Committee”** means a body appointed to perform the evaluation of Offerors’ proposals.

**“Evaluation Committee Report”** means a report prepared by the Procurement Manager and the Evaluation Committee for contract award. It will contain written determinations resulting from the procurement.

**“FERPA”** or Family Educational Rights and Privacy Act is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

**“FIPS 140-2”** or Federal Information Processing Standard Publication 140-2 is a U.S. government computer security standard used to accredit cryptographic modules.

**“Finalist”** means an Offeror who meets all the mandatory specifications of this Request for Proposals and whose score on evaluation factors is sufficiently high to merit further consideration by the Evaluation Committee.

**“HIPAA”** or The Health Insurance Portability and Accountability Act of 1996 provides federal protections for individually identifiable health information held by covered entities and their business associates and gives patients an array of rights with respect to that information.

**“HLFR”** or High Level Functional Requirements may be calculations, technical details, data manipulation and processing and other specific functionality that define what a system is supposed to accomplish at a high level.

**“Hourly Rate”** means the proposed fully loaded maximum hourly rates that include travel, per diem, fringe benefits and any overhead costs for contractor personnel, as well as subcontractor personnel if appropriate.

**“IT”** means Information Technology.

**“Job Classification”** means an arrangement of tasks in an establishment or industry into a limited series of jobs or occupations, rated in terms of skill, responsibility, experience,

training, and similar considerations, usually for wage setting purposes. This term, or job class, refers to a single cluster of jobs of approximately equal “worth.”

“**Job Title**” means a specific designation of a position within an organization, normally associated with a job description that details the tasks and responsibilities that go with it.

“**Mandatory**” – the terms "must", "shall", "will", "is required", or "are required", identify a mandatory item or factor. Failure to meet a mandatory item or factor will result in the rejection of the Offeror’s proposal.

“**Minor Technical Irregularities**” means anything in the proposal that does not affect the price quality and quantity or any other mandatory requirement.

“**New Mexico Employee**” means any resident of the State of New Mexico, performing the majority of their work within the State of New Mexico, for any employer regardless of the location of the employer’s office or offices.

“**Offer**” means to make available to all New Mexico employees, without unreasonable restriction, enrollment in one or more health coverage plans and to actively seek and encourage participation in order to achieve the goals of the Executive Order. This could include State publicly financed public health coverage programs such as *Insure New Mexico!*

“**Offeror**” is any person, corporation, or partnership who chooses to submit a proposal.

“**Procurement Distribution List**” means the list of Offerors whom, by returning the most currently required “Acknowledgement of Receipt” form (concerning the latest communication regarding procurement); wish to continue to be notified of any subsequent changes regarding that procurement. This list is maintained by the Procurement Manager.

“**Procurement Manager**” means any person or designee authorized by a state agency or local public body to enter into or administer contracts and make written determinations with respect thereto.

“**Procuring Agency**” means all the City of Santa Fe agencies, commissions, institutions, political subdivisions and local public bodies allowed by law to entertain procurements.

“**Project**” means a temporary process undertaken to solve a well-defined goal or objective with clearly defined start and end times, a set of clearly defined tasks, and a budget. The project terminates once the project scope is achieved and project acceptance is given by the project executive sponsor.

“**Redacted**” means a version/copy of the proposal with the information considered confidential as defined by NMAC 1.4.1.45 and defined herein and outlined in Section II.C.8 of this RFP blacked out BUT NOT omitted or removed.

“**Request for Proposals (RFP)**” means all documents, including those attached or incorporated by reference, used for soliciting proposals.

**“Responsible Offeror”** means an Offeror who submits a responsive proposal and who has furnished, when required, information and data to prove that his financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services, or items of tangible personal property described in the proposal.

**“Responsive Offer”** or means an offer which conforms in all material respects to the requirements set forth in the request for proposals. Material respects of a request for proposals include, but are not limited to price, quality, quantity or delivery requirements.

**“Sealed”** means, in terms of a non-electronic submission, that the proposal is enclosed in a package which is completely fastened in such a way that nothing can be added or removed. Open packages submitted will not be accepted except for packages that may have been damaged by the delivery service itself. The State reserves the right, however, to accept or reject packages where there may have been damage done by the delivery service itself. Whether a package has been damaged by the delivery service or left unfastened and should or should not be accepted is a determination to be made by the Procurement Manager. By submitting a proposal, the Offeror agrees to and concurs with this process and accepts the determination of the Procurement Manager in such cases.

**“Staff”** means any individual who is a full-time, part-time, or an independently contracted employee with the Offerors’ company.

**“State (the State)”** means the State of New Mexico.

**“City Agency”** means any department, commission, council, board, committee, institution, legislative body, agency, government corporation, educational institution or official of the government of the City of Santa Fe.

**“City Purchasing Agent”** means the director of the purchasing division of the City of Santa Fe

**“Statement of Concurrence”** means an affirmative statement from the Offeror to the required specification agreeing to comply and concur with the stated requirement(s). This statement shall be included in Offerors proposal. (E.g. “We concur”, “Understands and Complies”, “Comply”, “Will Comply if Applicable” etc.)

**“Unredacted”** means a version/copy of the proposal containing all complete information including any that the Offeror would otherwise consider confidential, such copy for use only for the purposes of evaluation.

**“Written”** means typewritten on standard 8 ½ x 11 inch paper. Larger paper is permissible for charts, spreads

## Detailed Objectives, Requirements and Specifications

### 1.0 RFP Objectives

The City of Santa Fe is seeking a vendor to provide Disaster Recovery and Business Continuity Services utilizing a high availability solution that will minimize downtime if a disruption in the City's systems or infrastructure should occur. The proposed solution must meet the criteria listed below.

- Minimize the recovery time objective (RTO) and recovery point objective (RPO) timeline with a maximum of 15 minutes for Exchange and Phone servers with a 1 hour RTO for the File servers listed in Attachment C.
- Provide fault tolerance and ensure data integrity
- Provide capability to easily and seamlessly switch over to the backup system housed at the Disaster Recovery Site.
- Include remote access from either the Siringo Road Complex or an alternate site provided by the vendor.
- All required hardware, software, and network facilities should be included in the proposal
- One (1) full-scale test within four (4) months of the completion of the installation
- Additional full-scale tests on an annual basis
- Must include unlimited 24/7 technical support by telephone. Any consulting services required for successful implementation

## 2.0 Facility Requirements

The City Of Santa Fe seeks a disaster recovery services provider that meets the following requirements. The requirements set forth below are intended to serve as a baseline reference only. Offerors shall submit detailed descriptions of their data center facility in section C of this RFP.

### City Of Santa Fe Requirements Matrix (Attachment E)

**INSTRUCTIONS:**

Complete the worksheet by indicating one of the following responses in the RESPONSE column. The response shall indicate the current state of a particular product or service. More than one response to a single requirement will be treated as a non-response.

**RESPONSE KEY:**

**F - Requirement is fully supported. M - Requirement can be fully supported with minor modifications, T - Requirement can be fully supported with a third party solution, F - Requirements can be fully supported by July 1 2017, N - Requirement is not supported and will not be supported by July 1, 2017**

**Criticality**

**Response**

**Comment**

### **Data Center Requirements**

**Staffing Requirements: The proposed facility shall meet minimum staffing requirements in a 24 hour 7 days a week Data Center operation which includes facility, IT, and security personnel. Staff must meet the following criteria:**

<b>F1</b>	Adequate personnel needed to meet the workload requirements for specific maintenance activities and shift presence.	Critical		
<b>F2</b>	The licenses, experience, and technical training required to properly maintain and operate the installed infrastructure (Please Include Resumes of Responsible Personnel).	Critical		

<b>F3</b>	The reporting chain for escalating issues or concerns, with roles and responsibilities defined for each group.	Critical		
<b>Power Requirements</b>				
<b>F4</b>	N+1 fault tolerant providing at least 72 hour power outage protection	Critical		
<b>F6</b>	All IT equipment must be dual-powered and fully compatible with the topology of a site's architecture	Critical		
<b>F8</b>	Concurrently maintainable site infrastructure with expected availability of 99.982%	Critical		
<b>Cooling Requirements - The facility computer room must meet the cooling needs of the computing equipment:</b>				
<b>F10</b>	Low-end temperature 64.4°F (18°C)	Critical		
<b>F11</b>	High-end temperature 80.6°F (27°C)	Critical		
<b>F12</b>	Low end moisture at 40% relative humidity	Critical		
<b>F13</b>	Low end moisture at 41.9°F (5.5°C) dew point	Critical		
<b>F14</b>	High-end moisture at 60% relative humidity	Critical		
<b>F15</b>	High-end moisture at 59°F (15°C) dew point	Critical		
<b>Physical Security Requirements: The Data Center must meet basic Data Center security standards including:</b>				
<b>F16</b>	Ability to limit or restrict physical access to the data center.	Critical		
<b>F17</b>	24/7 In-house security staff.	Critical		
<b>F18</b>	Layered security zones.	Critical		
<b>F19</b>	Camera and security systems monitor the 360-degree data center picture	Critical		
<b>Redundant Networks: The facility shall have two or more distinct network paths for data to travel to and from an upstream network, including:</b>				

F20	2 or more distinct network paths to the City Disaster Recover Data Center.	Critical		
F21	2 or more distinct network paths to the City of Santa Fe Wide Area Network.	Critical		
<b>Fire Suppression:</b>				
F22	The facility should have modern fire suppression systems which can be either halocarbons or inert gases system with effect alarm systems that will prevent electronic equipment from being destroyed by fire and water damage.	Critical		
<b>Physical Infrastructure Requirements: Proposed Data Center shall have certain physical capabilities built into the facility infrastructure including:</b>				
F23	In-house elevators, ramps, doors, and other passageways to accommodate large equipment	Critical		
F24	Stand-by generator physically isolated and secured with a run time capacity of 72 hours	Critical		
F25	UPS (batteries) located in a separate, secured, and ventilated area	Critical		
F26	Computer room is air-tight if a gaseous fire suppression agent is to be used	Critical		
F27	No external windows in computer room	Critical		
F28	Raised floor does not require ramps for access	Critical		
F29	Water lines under computer room floor only used for cooling equipment	Critical		
F30	Equipment staging areas secure, conditioned and physically separated from computer room	Critical		
F31	Power metering and monitoring solutions	Critical		
F32	Facility has isolated equipment grounding in place	Critical		
F33	A secure, building code compliant fuel storage area for generators	Critical		
F34	External cooling equipment (chillers, pumps, towers) able to be secured and made accessible only by authorized personnel	Critical		
F35	Parking area physically separated from the building by barriers	Critical		

<b>F36</b>	Loading dock and staging area secure and segregated from sensitive areas	Critical		
<b>F37</b>	Secure utility service entries	Critical		
<b>F38</b>	Physical Address of Data Center must be within 100 miles of CoSF			
<b>F39</b>	Adjacent space for expansion – as much as one full Cabinet/Rack immediately next to proposed rack space	Desired		
<b>F40</b>	The right of first refusal on space adjacent to their allocated location for expansion in the future.	Desired		
<b>Reporting and Monitoring</b>				
<b>F41</b>	A web based portal for The City of Santa Fe to use for monitoring the status of the facility, SLA reporting, and billing.	Desired		
		Desired		



### 3.0 Optional Managed Services

Future managed services under consideration:

- Disaster recovery and data replication services
- Automated device configuration management
- Automated device patch and update management
- Cisco VOIP system management.

For each of the services listed below, provide the following information:

- A Do you provide this service for existing customers?
- B Describe what is covered or not covered

Ref	Description	Offeror Response Question A	Offeror Response Question B
MS1	Managed virtual server environment: Remote monitoring of the OS, connectivity, troubleshooting and resolving hardware issues, s/w updates, patch management, configuration, capacity planning, monitoring & performance tuning services.		
MS2	Application monitoring: Application monitoring outside of the standard server monitoring (e.g., windows services, web services, web sites, etc.).		
MS3	Managed routers and switches: Remote network monitoring, management, configuration changes, troubleshooting, & replacing any failures on the routers or switches.		
MS4	Managed backups & restore services: Daily, weekly and monthly backups. Verify the successful disk to disk and disk to tape backups and providing status notifications to customer. Providing data and file restore services.		
MS5	Internet Service Provider: ISP services for all inbound and outbound traffic. Includes monitoring of traffic and bandwidth utilization. Ability to provide "burstable bandwidth" to ensure the necessary level of response time during peak periods.		
MS6	Managed security and firewall: Firewall security for all external traffic, intrusion detection, virus protection, denial of service attacks, unauthorized access and security threat analysis.		

Ref	Description	Offeror Response Question A	Offeror Response Question B
MS7	Workload analysis and capacity planning: Ability to proactively provide these services.		
MS8	Architecture planning: Ability to provide architecture planning including options for co-location and / or leased equipment as components of our environment come up for replacement.		
MS9	Replication of backup data to your site – Ability to replicate our backup data to your site. C4HCO is open to alternative backup solutions to accomplish the above.		

#### 4.0 Managed Services Alert Processes

Ref	Description	Offeror Response
MA1	Describe your escalation procedures for critical issues and how CoSF is kept informed throughout the process?	
MA2	Describe the notification process and service level expectations outside of normal business hours?	

#### 5.0 Service Level Agreements

Describe the service level agreement option(s) for the services requested:

Ref	Description	Offeror Response
<b>Service Level Agreements</b>		
SA1	How do you provide communication on Service standards and results? Monthly (or weekly as requested by client) types or reports on SLAs incidents, problems?	
SA2	What service level guarantees are offered? Problem severity / types and definitions of severities.	
SA3	Describe the response time standards for the various types of incidents reported?	

Ref	Description	Offeror Response
SA4	What is your process when SLAs are not met? Is there compensation for Failure to Meet Service Level Guarantees?	

## 6.0 Monitoring and Professional Services

Provide information on the monitoring and other professional services:

Ref	Description	Offeror Response
<b>Monitoring and Professional Services</b>		
PS1	Describe how you provide for Monday – Saturday 7:00 AM – 8:00 PM Mountain Time monitoring of our environment (e.g., do you have staff monitoring customer environments around the clock, do you rely on alerts after hours, etc.)?	
PS2	What types of management or monitoring reports are available for customers?	
PS3	Describe your change management process, including methods for backing out changes that do not function as planned?	
PS4	Do your core competencies include disaster recovery?	
PS5	Explain the on-boarding process for new customers and how you go about learning the customer's environment?	
PS6	Explain the level of documentation (process + architecture and how you keep these documents up to date) on the customer's architecture environment and how this is kept up-to-date?	

Ref	Description	Offeror Response
PS7	Is there a monthly review with the customer to discuss issues, status and proactive recommendations as well as 3 month planning and 6 month planning and adjustments? Is this included as part of your service offering?	

## 7.0 Security and Privacy Services

The Contractor must provide a security plan for the proposed solution. The plan shall describe the administrative, physical, technical and systems controls to be used by the system and/or services. The Contractor's security plan must, at a minimum, provide security measures for the following Security Control areas:

- Access Control
- Audit and Accountability
- Awareness and Training
- Configuration Management
- Contingency Planning
- Incident Response
- Maintenance
- Media Protection
- Personnel Security
- Physical and Environment Protection
- Planning
- Program Management
- Risk Assessment
- Security Assessment and Authorization
- Systems and Communication Protection
- Systems and Information Integrity
- Systems and Services Acquisition

The security plan shall provide for review of the Contractor's operations and control system for the proposed solution. The Contractor shall have the capability to detect and report attempted unauthorized entries into the facility and system. All security requirements for the Contractor apply to development, testing, production and backup systems.

In addition, the security plan provided by the Contractor shall identify, address and/or define:

Regulations and security requirements – how the Contractor will address security requirements such as PCI DSS v3-1, HIPAA, FISMA, NIST and etc.

System, Administrative and Personnel Security - **the security responsibilities of and supervision required for information owned and/or operated by the Contractor.** Security responsibilities include responsibilities for administration of the infrastructure, implementing or maintaining security and the protection of the confidentiality, integrity, and availability of information systems or processes.

Workforce Security - the control process for hiring and terminating of Contractor's employees, and method used for granting and denying access to the Contractor's network, systems and applications. Identify and define audit controls when employment of the employee terminates. Identify rules of behavior.

- Role-based security access – the products and methods provides role-based security, access enforcement and least privilege.
- Account Management – the products and methods identify and control the account types to meet defined regulation and security requirements.
- Password Management – the appropriate password management controls to meet defined regulation or security requirements.
- Logging / Auditing controls – the Contractor's audit control methods and requirements. The controls must address but not limited to all user access and user identification linked to any changes to the system and data, and provide an audit process that will make all audit data accessible to the City of Santa Fe Security and information technology personnel. The audit trail of all transactions should track date, time, user, and end-user device that initiated the transaction. The audit data must be protected, non-repudiated and restricted to authorized staff. Retention of the audit records will be retained online for at least ninety days and further preserve offline for a period of the contract or required State and Federal laws and regulations.
- Incident Management – the methods for detecting, reporting and responding to an incident, vulnerabilities and threats. The methods are tested and exercised.
- Vulnerability / Security Assessment – the products and methods used for scanning for vulnerabilities and remediation of the vulnerabilities. Identify and define methods used for initiating and completing security assessments. All systems and applications shall be subject to vulnerability assessment scans by an independent and accredited third party on an annual basis.

- Application Security – where the Contractor is providing application hosting or development services, the Contractor at a minimum shall run application vulnerability assessment scans during development and system testing. Vulnerabilities shall be remediated prior to production release.
- Application Partitioning and Single Tenant – where the Contractor is providing application hosting or development services, the Contractor will have a separate and unique (single tenant) partition, infrastructure and media.
- Anti-virus / malware controls – the products and methods for anti-virus and malware controls that meet industry standards. It shall include policy statements that require periodic anti-viral software checks of the system to preclude infections and set forth its commitment to periodically upgrade its capability to maintain maximum effectiveness against new strains of software viruses.
- Network Security – where the Contractor has access to City confidential data, and that data will traverse the Contractor's network, the Contractor shall maintain the Contractor's network security to include, but not be limited to: network firewall provisioning, intrusion detection and prevention, denial of service protection, annual independent and accredited third party penetration testing, and maintain a hardware inventory including name and network address. The Contractor shall maintain network security that conforms to current standards set forth and maintained by the Security industry standards. ([See References Section](#)).
- Database – the products and methods for safeguarding the database(s).
- Data Integrity – the products and methods on the integrity of all stored data and the electronic images, and the security of all files from unauthorized access. The Contractor must be able to provide reports on an as-needed basis on the access or change for any file within the system.
- Server and infrastructure – the products and methods for "hardening" of the hardware' operating systems and software.
- Wireless, Remote and Mobile Access – where the Contractor has access to City confidential data, and that data traverses the Contractor's network, the Contractor shall have security controls for provisioning accounts, authorization, account/credential verification, audit/logging, VPN, and TCP/UDP ports restrictions.
- Transmission - the products and methods on how its system addresses security measures regarding communication transmission, access and message validation.

- Continuous Monitoring – where the Contractor has access to City confidential data, and that data will traverse the Contractor’s network, the Contractor shall have products and methods for monitoring malicious activity, malware, intrusions and audit records within the Contractor’s network.
- Security Audit – the Contractor must allow City security and information technology assigned staff full access to all operations for security inspections and audits which may include reviews of all issues addressed in description of the security approach and willingness to enter into good faith discussions to implement any changes.
- Change / Configuration Management and Security Authorization – the Contractor has established a change / configuration methodology, establish a baseline configuration and track changes to the configuration. Identify and maintain a list of software programs authorized to execute on a system. When the Contractor has a major change to the system or application, the City’s Chief Information Officer is notified and a security reauthorization must be approved.
- Risk Management – the Contractor has established a risk management plan, technical and security risks are identified, reported and mitigated.
- Confidentiality and Non-Disclosure Agreements – when requested, the Contractor and all project staff including its subcontractor(s) must complete and sign confidentiality and non-disclosure agreements provided by the City of Santa Fe. The Contractor may be required to view yearly security awareness and confidentiality training modules provided by the City. Where required, it shall be the Contractor’s responsibility to ensure that any new staff sign the confidentiality agreement and complete the security awareness and confidentiality training modules within one month of the employees’ start date.

The City of Santa Fe reserves the right to obtain, or require the Contractor to obtain, criminal history background checks from the New Mexico State Police for all Contractor and project staff (to protect the City of Santa Fe, New Mexico from losses resulting from contractor employee theft, fraud or dishonesty) when requested. If the City exercises this right, the results of the background check(s) must be made available to the City for consideration before the employee is assigned to work on the City’s project. Prospective employees with positive criminal backgrounds for cyber-crimes will not be approved to work on City Projects. Refer to the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-12, An Introduction to Computer Security: The NIST Handbook, Section 10.1.3, Filling the Position – Screening and Selecting.

The Contractor shall disclose to the City of Santa Fe, New Mexico a description of their roles and responsibilities related to electronic discovery, litigation holds, discovery searches, and expert testimonies. The Contractor shall disclose its process for responding to subpoenas, service of process, and other legal requests.

**Security References:**

PCI DSS v3-1 Data Security Standards

[https://www.pcisecuritystandards.org/documents/PCI\\_DSS\\_v3-1.pdf](https://www.pcisecuritystandards.org/documents/PCI_DSS_v3-1.pdf)

NSIT Security Control

<https://web.nvd.nist.gov/view/800-53/Rev4/home>

NIST System Configuration

<http://web.nvd.nist.gov/view/ncp/repository>

HIPPA Security Rule

<http://www.hhs.gov/hipaa/for-professionals/security/>

FISM Security Rules

<http://csrc.nist.gov/groups/SMA/fisma/controls.html>



## **SUBMITTAL REQUIREMENTS**

The Offeror shall prepare and submit a three ring binder with tabs for each section as indicated below:

### **A. Organizational and Personnel Qualifications**

#### **Tab #1:**

- Name and address of Vendor
- Overview of the company emphasizing lines of business, size, business results (key performance indicators)
- Primary Contact(s) Name and Phone #
- Provide an organizational chart with number of employees specified for each work area
- Provide profiles of the owners and executives and key personnel anticipated to perform work on the project
- Additionally, include the length of time in operation under the current business structure

### **B. Project Experience & Qualifications**

#### **Tab #2**

- Provide resumes of Responsible Personnel.
- The Offeror shall describe their experience in serving as a Data Center Colocation provider and Managed Services expert, leader and consultant. Vendor performance over the prior five (5) years (reliability, availability, serviceability)
- The Offeror shall provide detailed information on at least three (3) recent, within the past three (3) years, customer engagements that reflect experience with projects of a similar type and scope. Additionally, provide customer references for these three (3) engagements, including the name of the organization; contact name, title and project role, phone number and email address. Ensure that engagements provided are for work performed by members of the project team being proposed.

### **C. Requirements Response**

The Offeror shall provide their requirements and specifications responses for colocation, managed services.

#### **Tab #3**

- Mandatory Functional Requirements (Section 2.0 of Detailed Objectives, Requirements and Specifications Attachment E page 21)
- Optional Functional Requirements (Section 2.0 of Detailed Objectives, Requirements and Specifications)
- Detailed Requirements (Sections 3.0, 4.0, 5.0, 6.0 and 7.0, of Detailed Objectives, Requirements and Specifications)
- Submit Information Security Plan

## D. Cost Proposal

Provide a pricing breakdown with the cost for the rendering of all services, including any additional expenses (e.g. travel, per diem, etc.) that will be charged to the City of Santa Fe. Reference to Attachment C.

### Tab #4;

- Complete Attachment A and Attachment B.
- Please provide monthly prices plus 1-10 year pricing options **for One Full Cabinet (42U)** private, vented, enclosures to store servers and network equipment. The cabinet shall be furnished with a power distribution unit. Cost associated with addition Amperage and/or cooling necessary for a single AS400 I series rack is also required.

## E. Financial Stability

### Tab #5

Offerors must submit copies of the most recent years independently audited financial statements and the most current 10K, as well as financial statements for the preceding three years, if they exist. The submission must include the audit opinion, the balance sheet, and statements of income, retained earnings, cash flows, and the notes to the financial statements. If independently audited financial statements do not exist, Offeror must state the reason and, instead, submit sufficient information (e.g. D & B report) to enable the Evaluation Committee to assess the financial stability of the Offeror.

## Performance Surety Bond

Offeror(s) must have the ability to secure a Performance Surety Bond in favor of the Agency to insure the Contractor's performance upon any subsequent contract award. Each engagement will be different but the option to require a Performance Surety Bond must be available to the Agencies at time of contract award. **A statement of concurrence must be submitted in the Offeror's proposal.**

## **APPENDIX A**

### **EVALUATION PROCESS & CRITERIA**

#### **EVALUATION COMMITTEE MEMBERS:**

**Renee Martinez, ITT Director**

**William Smith, NOC Manager**

**Larry Worstell, Infrastructure Services Manager**

**Robert Rodarte, Purchasing Officer**

#### **Evaluation Process**

The City's Evaluation Committee will initially review and evaluate each proposal received to determine the proposer's ability to meet the requirements of the City. The evaluation criteria described below will be the basis for evaluation.

The Evaluation Committee will determine the vendor's best suited to meet the needs of the City based on the scoring of the evaluation criteria. These vendors will form the Vendor Short List.

The City, at its sole discretion, reserves the right to have oral presentations with those proposers on the Vendor Short List, or any other vendor. Oral presentations will be conducted at City offices. Time limitations and presentation requirements will be provided with the notification. Each Evaluation Committee member will score the presentation.

A Pre-Presentation Vendor Teleconference will take place for those vendors that have been short-listed. The presentation schedule and script will be provided in advance of the Pre-Presentation Vendor Conference and vendors will have an opportunity to review the format of the presentations and ask questions related to procedure and specific presentation scenarios. This meeting will be conducted via teleconference.

Presentations will be assigned a portion of the overall Technical Capability score. The City may elect, at its sole option, not to conduct discussions or demonstrations with respondents. Demonstrations will involve a scripted demonstration and potentially a separate room for questions and answers.

Vendors who are invited to participate in presentations are advised that the provided scripts must be strictly adhered to while presenting. Optional services or functionality must not be presented if they fall outside the scope of requested functionality or that functionality which has been proposed by the vendor.

The City may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria set forth below.

## Evaluation Criteria

The evaluation criteria in the following table are intended to be the basis by which each proposal will be evaluated, measured, and ranked. The City hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to the stated criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria through all stages of the evaluation process (e.g., review of written proposals, vendor demonstrations, reference checks, etc.)

**Table I: Evaluation Criteria**

Criteria	Description	Maximum Score
Technical & Functional Requirements*	This criterion considers the ability how well the proposed Data Center and associated services meets the current and future requirements of the City of Santa Fe and aligns with the City's Business Continuity/Disaster Recovery plans.	40
Vendor Qualifications*	This criterion considers the Proposer's experience in providing a Co-Location Data Center and associated services as set forth in the Proposer's response and as learned from references	30
Cost	This criterion considers the costs associated with the Data Center facility, services, and ongoing maintenance solicited by this RFP. Proposers will be evaluated on their pricing scheme as well as on their price in comparison to the other proposers.	30

*\*Final scoring for these criteria may be adjusted for Short Listed Vendors based on the results of the demonstrations, reference calls, site visits, or supplemental information requests.*

## APPENDIX B

### INSTRUCTIONS RELATING TO LOCAL PREFERENCE CERTIFICATION FORM

1. **All information must be provided.** A 10% local preference may be available for this procurement. To qualify for this preference, an offeror **must** complete and submit **the local preference certification form with its offer**. If an offer is received without the form attached, completed, notarized, and signed or if the form is received without the required information, the preference will not be applied. **The local preference form or a corrected form will not be accepted after the deadline for receipt of bids or proposals.**
2. **Local Preference precedence over State Preference:** The Local Preference takes precedence over the State Resident Preference and only one such preference will be applied to any one bid or proposal. If it is determined that the local preference applies to one or more offerors in any solicitation, the State Resident Preference will not be applied to any offers.
3. **Principal Office and location must be stated: To qualify for the local preference, the principal place of business of the enterprise must be physically located within the Santa Fe County Geographic Boundaries. The business location inserted on the Form must be a physical location, street address or such. DO NOT use a post office box or other postal address. Principal place of business must have been established no less than six months preceding application for certification.**
4. **Subcontractors do not qualify:** Only the business, or if joint venture, one of the parties of the joint venture, which will actually be performing the services or providing the goods solicited by this request and will be responsible under any resulting contract will qualify for this preference. A subcontractor may not qualify on behalf of a prime contractor.
5. **Definition:** The following definition applies to this preference.

A local business is an entity with its Principal office and place of business located in Santa Fe County.

A Principal office is defined as: The main or home office of the business as identified in tax returns, business licenses and other official business documents.

A Principal office is the primary location where the business conducts its daily operations, for the general public, if applicable. A temporary location or movable property, or one that is established to oversee a City of Santa Fe project does not qualify as a Principal office.

**Additional Documentation:** If requested a business will be required to provide, within 3 working days of the request, documentation to substantiate the information provided on the form. Any business which must be registered under state law must be able to show that it is a business entity in good standing if so requested.

**LOCAL PREFERENCE CERTIFICATION FORM**

**RFP/RFB NO:** \_\_\_\_\_

**Business Name:** \_\_\_\_\_

**Principal Office:** \_\_\_\_\_  
                                    **Street Address**                    **City**                    **State**                    **Zip Code**

**City of Santa Fe Business License #** \_\_\_\_\_ **(Attach Copy to this Form)**

**Date Principal Office was established:** \_\_\_\_\_ **(Established date must be six months before date of Publication of this RFP or RFB).**

**CERTIFICATION**

**I hereby certify that the business set out above is the principal Offeror submitting this offer or is one of the principal Offerors jointly submitting this offer (e.g. as a partnership, joint venture). I hereby certify that the information which I have provided on this Form is true and correct, that I am authorized to sign on behalf of the business set out above and, if requested by the City of Santa Fe, will provide within 3 working days of receipt of notice, the necessary documents to substantiate the information provided on this Form.**

**Signature of Authorized Individual:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Subscribed and sworn before me by** \_\_\_\_\_ **this** \_\_\_\_\_ **, day of**  
\_\_\_\_\_

**My commission expires** \_\_\_\_\_

**Notary Public**

**SEAL**

# APPENDIX C

(YOU MUST RETURN THIS FORM WITH YOUR OFFER)

## RESIDENT VETERANS PREFERENCE CERTIFICATION

\_\_\_\_\_ (NAME OF CONTRACTOR) hereby certifies the following in regard to application of the resident veterans' preference to this procurement.

Please check one box only:

I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is less than \$1M allowing me the 10% preference discount on this solicitation. I understand that knowingly giving false or misleading information about this fact constitutes a crime.

I. I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is more than \$1M but less than \$5M allowing me the 8% preference discount on this solicitation. I understand that knowingly giving false or misleading information about this fact constitutes a crime.

II. I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is more than \$5M allowing me the 7% preference discount on this solicitation. I understand that knowingly giving false or misleading information about this fact constitutes a crime.

I agree to submit a report or reports to the State Purchasing Division of the General Services Department declaring under penalty of perjury that during the last calendar year starting January 1 and ending on December 31, the following to be true and accurate:

In conjunction with this procurement and the requirements of this business application for a Resident Veteran Business Preference/Resident Veteran Contractor Preference under Sections 13-1-21 or 13-1-22 NMSA 1978, which awarded a contract which was on the basis of having such veterans preference, I agree to report to the State Purchasing Division of the General Services Department the awarded amount involved. I will indicate in the report the award amount as a purchase from a public body or as a public works contract from a public body as the case may be.

I understand that knowingly giving false or misleading information on this report constitutes a crime. I declare under penalty of perjury that this statement is true to the best of my knowledge. I understand that giving false or misleading statements about material fact regarding this matter constitutes a crime.

\_\_\_\_\_  
(Signature of Business Representative)\* (Date)

\*Must be an authorized signatory of the Business.

The representation made by checking the above boxes constitutes a material representation by the business. If the statements are proven to be incorrect, this may result in denial of an award or un-award of the procurement.

SIGNED AND SEALED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2012.

\_\_\_\_\_  
NOTARY PUBLIC

\_\_\_\_\_ My Commission Expires:

## APPENDIX D






# City of Santa Fe Living Wage Ordinance







PURSUANT TO THE CITY OF SANTA FE  
LIVING WAGE ORDINANCE, SECTION 28-1 SFCC 1987  
EFFECTIVE MARCH 1, 2016 ALL WORKERS WITHIN THE  
CITY OF SANTA FE  
SHALL BE PAID A LIVING WAGE OF

**\$10.91**  
**PER HOUR**

### **Santa Fe's Living Wage**

-  The Santa Fe Living Wage Ordinance establishes minimum hourly wages.
-  The March Living Wage increase corresponds to the increase in the Consumer Price Index (CPI).
-  All employers required to have a business license or registration from the City of Santa Fe ("City") must pay at least the adjusted Living Wage to employees for all hours worked within the Santa Fe city limits.

### **Who is Required to Pay the Living Wage?**

-  The City to all full-time permanent workers employed by the City;
-  Contractors for the City, that have a contract requiring the performance of a service but excluding purchases of goods;
-  Businesses receiving assistance relating to economic development in the form of grants, subsidies, loan guarantees or industrial revenue bonds in excess of twenty-five thousand dollars (\$25,000) for the duration of the City grant or subsidy;
-  Businesses required to have a business license or registration from the City; and
-  Nonprofit organizations, except for those whose primary source of funds is from Medicaid waivers.
-  For workers who customarily receive more than one hundred dollars (\$100) per month in tips or commissions, any tips or commissions received and retained by a worker shall be counted as wages and credited towards satisfaction of the Living Wage provided that, for tipped workers, all tips received by such workers are retained by the workers, except that the pooling of tips among workers shall be permitted.

More Information, including the Living Wage Ordinance, is available at  
<http://www.santafenm.gov>  
(Click on Hot Topics/Living Wage)





**ATTACHMENT B**

**MANAGED SERVICE RATES**

<b>ATTACHMENT A - MANAGED SERVICES RATES</b>		
<b>Managed Services Level</b>	<b>Services Description</b>	<b>Monthly or Hourly Rate</b>
<b>Tier 1</b>	<i>i.e. server reboots, equipment power cycling, CD insertion, etc.</i>	
<b>Tier 2</b>		
<b>Tier 3</b>		

**APPENDIX E**  
CITY OF SANTA FE

PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made and entered into by and between the City of Santa Fe (the "City") and \_\_\_\_\_ (the "Contractor"). The date of this Agreement shall be the date when it is executed by the City and the Contractor, whichever occurs last.

1. SCOPE OF SERVICES

The Contractor shall provide the following services for the City:

A. Provide data center services for City hardware and software systems and related equipment. The scope of services is detailed further in Exhibit A - Data Center Service level Agreement.

2. STANDARD OF PERFORMANCE; LICENSES

A. The Contractor represents that it possesses the experience and knowledge necessary to perform the services described under this Agreement.

B. The Contractor agrees to obtain and maintain throughout the term of this Agreement, all applicable professional and business licenses required by law, for itself, its employees, agents, representatives and subcontractors.

3. COMPENSATION

A. The City shall pay to the Contractor a monthly payment for services rendered, a sum not to exceed \_\_\_\_\_ (\$--), per month inclusive of applicable gross receipts taxes.

B. The Contractor shall be responsible for payment of gross receipts taxes levied by the State of New Mexico on the sums paid under this Agreement.

C. Payment shall be made upon receipt, approval and acceptance by the City of detailed statements containing a report of services completed. Compensation shall be paid only for services actually performed and accepted by the City.

4. APPROPRIATIONS

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the City for the performance of this Agreement. If sufficient appropriations and authorization are not made by the City, this Agreement shall terminate upon written notice being given by the City to the Contractor. The City's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final.

5. TERM AND EFFECTIVE DATE

This Agreement shall be effective when signed by the City and the Contractor, whichever occurs last, and shall terminate on December 31, 2020 unless sooner pursuant to Article 6 below.

6. TERMINATION

A. This Agreement may be terminated by the City upon 30 days written notice to the Contractor.

(1) The Contractor shall render a final report of the services performed up to the date of termination and shall turn over to the City original copies of all work product, research or papers prepared under this Agreement.

(2) If compensation is not based upon hourly rates for services rendered, therefore the City shall pay the Contractor for the reasonable value of services satisfactorily performed through the date Contractor receives notice of such termination, and for which compensation has not already been paid.

(3) If compensation is based upon hourly rates and expenses, Contractor shall be paid for services rendered and expenses incurred through the date Contractor receives notice of such termination.

7. STATUS OF CONTRACTOR; RESPONSIBILITY FOR PAYMENT OF EMPLOYEES AND SUBCONTRACTORS

A. The Contractor and its agents and employees are independent contractors performing professional services for the City and are not employees of the City. The Contractor, and its agents and

employees, shall not accrue leave, retirement, insurance, bonding, use of City vehicles, or any other benefits afforded to employees of the City as a result of this Agreement.

B. Contractor shall be solely responsible for payment of wages, salaries and benefits to any and all employees or subcontractors retained by Contractor in the performance of the services under this Agreement.

C. The Contractor shall comply with City of Santa Fe Minimum Wage, Article 28-1-SFCC 1987, as well as any subsequent changes to such article throughout the term of this Agreement.

8. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the City.

9. CONFLICT OF INTEREST

The Contractor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this Agreement. Contractor further agrees that in the performance of this Agreement no persons having any such interests shall be employed.

10. ASSIGNMENT; SUBCONTRACTING

The Contractor shall not assign or transfer any rights, privileges, obligations or other interest under this Agreement, including any claims for money due, without the prior written consent of the City. The Contractor shall not subcontract any portion of the services to be performed under this Agreement without the prior written approval of the City.

11. RELEASE

The Contractor, upon acceptance of final payment of the amount due under this Agreement, releases the City, its officers and employees, from all liabilities, claims and obligations whatsoever arising from or under this Agreement. The Contractor agrees not to purport to bind the City to any obligation not assumed

herein by the City unless the Contractor has express written authority to do so, and then only within the strict limits of that authority.

12. INSURANCE

A. The Contractor, at its own cost and expense, shall carry and maintain in full force and effect during the term of this Agreement, comprehensive general liability insurance covering bodily injury and property damage liability, in a form and with an insurance company acceptable to the City, with limits of coverage in the maximum amount which the City could be held liable under the New Mexico Tort Claims Act for each person injured and for each accident resulting in damage to property. Such insurance shall provide that the City is named as an additional insured and that the City is notified no less than 30 days in advance of cancellation for any reason. The Contractor shall furnish the City with a copy of a Certificate of Insurance as a condition prior to performing services under this Agreement.

B. Contractor shall also obtain and maintain Workers' Compensation insurance, required by law, to provide coverage for Contractor's employees throughout the term of this Agreement. Contractor shall provide the City with evidence of its compliance with such requirement.

C. Contractor shall maintain professional liability insurance throughout the term of this Agreement providing a minimum coverage in the amount required under the New Mexico Tort Claims Act. The Contractor shall furnish the City with proof of insurance of Contractor's compliance with the provisions of this section as a condition prior to performing services under this Agreement.

13. INDEMNIFICATION

The Contractor shall indemnify, hold harmless and defend the City from all losses, damages, claims or judgments, including payments of all attorneys' fees and costs on account of any suit, judgment, execution, claim, action or demand whatsoever arising from Contractor's performance under this Agreement as well as the performance of Contractor's employees, agents, representatives and subcontractors.

14. NEW MEXICO TORT CLAIMS ACT

Any liability incurred by the City of Santa Fe in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1, et. seq. NMSA 1978, as

amended. The City and its “public employees” as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this Agreement modifies or waives any provision of the New Mexico Tort Claims Act.

15. THIRD PARTY BENEFICIARIES

By entering into this Agreement, the parties do not intend to create any right, title or interest in or for the benefit of any person other than the City and the Contractor. No person shall claim any right, title or interest under this Agreement or seek to enforce this Agreement as a third party beneficiary of this Agreement.

16. RECORDS AND AUDIT

The Contractor shall maintain, throughout the term of this Agreement and for a period of three years thereafter, detailed records that indicate the date, time and nature of services rendered. These records shall be subject to inspection by the City, the Department of Finance and Administration, and the State Auditor. The City shall have the right to audit the billing both before and after payment. Payment under this Agreement shall not foreclose the right of the City to recover excessive or illegal payments.

17. APPLICABLE LAW; CHOICE OF LAW; VENUE

Contractor shall abide by all applicable federal and state laws and regulations, and all ordinances, rules and regulations of the City of Santa Fe. In any action, suit or legal dispute arising from this Agreement, the Contractor agrees that the laws of the State of New Mexico shall govern. The parties agree that any action or suit arising from this Agreement shall be commenced in a federal or state court of competent jurisdiction in New Mexico. Any action or suit commenced in the courts of the State of New Mexico shall be brought in the First Judicial District Court.

18. AMENDMENT

This Agreement shall not be altered, changed or modified except by an amendment in writing executed by the parties hereto.

19. SCOPE OF AGREEMENT

This Agreement incorporates all the agreements, covenants, and understandings between the parties hereto concerning the services to be performed hereunder, and all such agreements, covenants and

understandings have been merged into this Agreement. This Agreement expresses the entire Agreement and understanding between the parties with respect to said services. No prior agreement or understanding, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

20. NON-DISCRIMINATION

During the term of this Agreement, Contractor shall not discriminate against any employee or applicant for an employment position to be used in the performance of services by Contractor hereunder, on the basis of ethnicity, race, age, religion, creed, color, national origin, ancestry, sex, gender, sexual orientation, physical or mental disability, medical condition, or citizenship status.

21. SEVERABILITY

In case any one or more of the provisions contained in this Agreement or any application thereof shall be invalid, illegal or unenforceable in any respect, the validity, legality, and enforceability of the remaining provisions contained herein and any other application thereof shall not in any way be affected or impaired thereby.

22. NOTICES

Any notices required to be given under this Agreement shall be in writing and served by personal delivery or by mail, postage prepaid, to the parties at the following addresses:

City of Santa Fe: \_\_\_\_\_

Contractor: \_\_\_\_\_



IN WITNESS WHEREOF, the parties have executed this Agreement on the date set forth below.

CITY OF SANTA FE:

CONTRACTOR:

\_\_\_\_\_  
JAVIER M. GONZALES, MAYOR

\_\_\_\_\_  
NAME AND TITLE

DATE:\_\_\_\_\_

DATE:\_\_\_\_\_

CRS#\_\_\_\_\_  
City of Santa Fe Business  
Registration # \_\_\_\_\_

ATTEST:

\_\_\_\_\_  
YOLANDA Y. VIGIL  
CITY CLERK

APPROVED AS TO FORM:

\_\_\_\_\_  
KELLEY A. BRENNAN, CITY ATTORNEY

APPROVED:

\_\_\_\_\_  
OSCAR RODRIGUEZ  
FINANCE DIRECTOR

\_\_\_\_\_  
Business Unit Line Item

## EXHIBIT A

### Data Center Service Level Agreement

#### **Key Service Metrics**

- Co-location service availability: 24 hours a day, 365 days a year
  - Exceptions
    - Defined infrastructure days windows
    - Events outside the control of the Contractor
  
- Data Center availability: 99.98%
- Network availability: 99.9%

#### **Services Provided**

The Contractor shall provide state-of-the-art co-location facilities for the City. The facility will house systems running enterprise services critical to the City.

The Contractor shall provide a secure facility with:

- Server co-location space: Raised floor room equipped with server cabinets, network switches, network connections, and power distribution equipment
- Internet connectivity
- IT facilities to support system administrators in setting up and supporting systems
- Systems monitoring and notification at the City's request
- Physical security and restricted access
- Information security in accordance with City standards
- Electrical and mechanical infrastructure designed and built to be concurrently maintainable: engineered for zero downtime
- Management of climate control, fire suppression, and power systems
- Consultation and assessment for the move of additional equipment into the facility

#### **Server Co-Location**

The Contractor shall provide a raised floor space within an environmentally controlled facility for housing servers and related IT equipment including:

- Server cabinets
- Top-of-rack switches for redundant connections to the campus network
- Power strips and power distribution equipment for redundant connections to power supply
- Patch cables for connecting servers to top-of-rack switches

Contractor staff shall determine server locations based on power and cooling management and City business needs.

## **Power and Backup Power**

The Contractor shall provide power for an A and B feed to every server for redundancy. Each server is required to be equipped with dual power supplies that are connected redundantly to the power source. The redundant power connections allow servers to retain power even during maintenance and unplanned events. Maintenance will be performed on only one side of the electrical system at a time.

The Contractor shall provide primary power and backup power; the facility shall be equipped with uninterruptible power supplies (UPSs) that take over in the event of a loss of power while the backup generators come online. Backup generators are connected to the A and B feeds and have at least 24-hour fuel supplies.

## **Network**

The Contractor shall provide network capability that connects all co-located servers and the City network. The facility shall provide out-of-campus bandwidth and Internet connectivity from a minimum of two network providers that provide minimum connections speeds of 1 gbps.

## **Security**

### **Physical Security**

The Contractor shall provide a data center that has a state-of-the-art security system and stringent security processes.

### **Firewall**

For equipment not owned by the City, the Contractor shall provide firewall service.

### **Information Security**

The Contractor shall provide intrusion detection and data exfiltration detection services.

### **Remote Server Access**

The Contractor shall provide a means for "out of band" management that provides system console access to City system administrators from remote locations. The access to this service provides console access, remote media and the ability to cycle the power on the power distribution units for the system

## **Disaster Recovery**

The Contractor shall be responsible for maintaining a Disaster Facilities Plan consisting of a customer list, customer contacts, power and rack requirements, key facility related contacts, and escalation and communication paths related to the equipment in its facilities. Customers will be responsible for developing their own disaster recovery plans for servers and services.

## **Building Maintenance**

The Contractor shall provide the following building maintenance services.

### **Climate Control**

- Maintenance of the data center chilled water and environmental systems.
- Monitoring and control of climate conditions in the data center.
- Responding to climate-related alerts resulting from variations from climate conditions that exceed system thresholds (for example, excessive temperatures, hot spots, etc.).

### **Fire Detection and Suppression**

- Early warning detection system.
- Individually zoned, double-interlocked, pre-action fire suppression system.
- Dry pipe with water suppression in the event of a fire.
- Maintenance of all sensors and alarms.
- Maintenance of the fire suppression system.
- Monitoring of, and response to, all related alerts and alarms.
- Compliance with relevant certification and fire code requirements.

### **Power**

- Maintenance of the uninterruptible power supply system.
- Maintenance of the back-up generators and related systems.
- Connection to the electrical source.

### **Maintenance**

The Contractor shall notify the City about both scheduled and unscheduled maintenance and service delivery issues.

### **Access to Facilities**

The Contractor shall provide the City with access to its facility:

#### **Level 0**

- Remote Access - Systems Administration
- Preferred method of systems access, however, this access could be paired with Level 1, 2 or 3 access.
- Limited to assigned systems using AD access groups.
- Can include serial console access, KVM console access, remote power (toggle PDU ports), VM console access and remote media capabilities

#### **Level 1**

- Escorted Access - Secondary/Vendor Support

**Attachment C - City of Santa Fe DR Datacenter Server Planning Worksheet**

05-25-2016

<b>Servers Currently Planned For Virtualization at DR Datacenter</b>										
Server No.	System Description	Core Count	CPU MHz	Memory (MB)	Total Storage (GB)	Used Storage (GB)	IOPS	Minimum Virtual CPU Count	Minimum Virtual RAM (GB)	Minimum Storage Requirement (GB)
1	Application Server (Finance)	8	3,000	8,192	547	41	936	2	8	500
2	Exchange Webmail	8	3,000	16,384	135	107	250	1	8	200
3	Exchange Mailbox Store	16	2,400	32,768	4,173	2,931	1,483	4	32	5000
4	VPN/Remote Access Server	2	3,065	3,072	34	11	90	2	8	100
5	Primary File Server	12	2,500	16,384	3,280	2,630	1,664	2	8	5000
6	Departmental File Server (Public Works)	2	3,600	4,096	1,360	914	1,208	2	8	5000
7	Departmental File Server (PD & Fire)	4	2,400	2,048	1,500	817	402	2	8	5000
8	Departmental File Server (Water)	8	2,670	16,384	1,640	879	273	2	8	3000
9	Departmental File Server (Wastewater)	4	2,660	2,048	2,730	1,250	309	2	8	3000
10	Departmental File Server (City Clerks)	8	2,670	8,192	410	120	1,267	1	4	500
11	Departmental File Server (Land Use)	12	2,670	24,576	3,353	1,140	1,254	1	8	3000
12	Backup Exec Server	8	3,000	4,096	137	43	384	2	8	500
13	Domain Controller	8	2,670	16,384	200	100	1,100	2	8	200
14	Exchange Voicemail Gateway	8	2,000	4,096	600	44	315	2	8	500
15	Application Server (Telco)	2	2,330	2,048	34	20	120	1	8	72
16	Application Server (Telco)	2	2,330	2,048	34	20	120	1	8	72
17	Application Server (Telco)	2	2,330	2,048	34	20	120	1	8	72
18	Application Server (Telco)	2	2,330	2,048	34	20	120	1	8	72
Server No.	Server Name	Core Count	CPU MHz	Memory (MB)	Total Storage (GB)	Used Storage (GB)	IOPS	Minimum Virtual CPU Count	Minimum Virtual RAM (GB)	Minimum Storage Requirement (GB)
	<b>VM Totals</b>	<b>116</b>	<b>47,625</b>	<b>166,912</b>	<b>20,235</b>	<b>11,107</b>	<b>11,415</b>	<b>31</b>	<b>164</b>	<b>31,788</b>

**Attachment C - City of Santa Fe DR Datacenter Server Planning Worksheet**

05-25-2016

<b>Physical Servers/Devices Planned For DR Datacenter</b>									
Server No.	System Description	Core Count	CPU MHz	Memory (MB)	Total Storage (GB)	Used Storage (GB)	Rack Space (U)	Notes	
1	Appassure Exchange DR Backup	10	2,400	16,384	14,000	13,500	2		
2	Application Server (Security)	8	3,000	16,384	204	40	1		
3	Application Server (Telco)	2	2,000	2,048	77	28	2		
4	Exchange Journaling DR Backup (Long Term Email	N/A	N/A	N/A	8,000	N/A	1		
5	NAS Backup for Water Server	N/A	N/A	N/A	27,060	23,590	2	TS-1279U-RP	
6	NAS Backup for PD Tracs Server	N/A	N/A	N/A	27,060	6,280	3	TS-EC1679U-RP	
Server No.	Server Name	Core Count	CPU MHz	Memory (MB)	Total Storage (GB)	Used Storage (GB)	Rack Space (U)	Notes	
<b>Secondary Site Totals</b>		<b>20</b>	<b>7,400</b>	<b>34,816</b>	<b>76,401</b>	<b>43,438</b>	<b>11</b>		

## Attachment D - City of Santa Fe Primary Datacenter Server Planning Worksheet

05-25-2016

Servers Currently Planned For Virtualization at Primary Datacenter										
Server No.	System Description	Core Count	CPU MHz	Memory (MB)	Total Storage (GB)	Used Storage (GB)	IOPS	Minimum Virtual CPU Count	Minimum Virtual RAM (GB)	Minimum Storage Requirement (GB)
1	Application Server (Finance)	12	2,670	12,288	2,460	770	1,563	2	8	1500
2	Exchange Voicemail Gateway	8	2,000	4,096	600	44	315	2	8	500
3	Exchange Webmail	8	3,000	16,384	135	107	250	1	8	200
4	Exchange Webmail	8	3,000	16,384	135	107	250	1	8	200
5	Departmental File/Application Server (City Clerks)	8	2,670	16,384	2,460	527	482	2	8	1000
6	Departmental File Server (City Clerks)	8	2,670	8,192	410	120	1,267	1	4	1000
7	Application Server (Security)	2	3,000	4,096	466	9	50	2	4	200
8	Application Server (Genesis Timeclock)	4	2,400	4,096	137	15	132	1	4	100
9	CVB Terminal/Application Server	2	3,065	3,072	34	12	166	2	4	100
10	Domain Controller	8	2,670	16,384	200	100	1,100	2	8	200
11	Domain Controller	8	2,670	16,384	200	100	1,100	2	8	200
12	VPN/Remote Access Server	2	3,065	3,072	34	11	90	2	8	100
13	Application Server (AS400 Related)	2	1,263	4,096	34	16	462	1	4	100
14	Application Server (AS400 Related)	4	3,000	3,325	273	201	250	1	4	500
15	Application Server (AS400 Related)	4	3,000	4,096	273	30	188	1	4	200
16	Primary File Server	12	2,500	16,384	3,280	2,630	1,664	2	8	5000
17	Departmental File Server (Public Works)	2	3,600	4,096	1,360	914	1,208	2	8	2000
18	Departmental File Server (PD & Fire)	4	2,400	2,048	1,500	817	402	2	8	2000
19	Departmental File Server (GIS)	4	2,000	8,192	3,725	1,295	742	2	8	3000
20	Departmental File/Application Server (ITT)	4	3,600	10,240	137	26	112	2	4	1000
21	AutoCAD License Manager	4	2,300	10,240	68	31	303	1	4	100
22	Departmental File Server (Land Use)	12	2,670	24,576	3,353	1,140	1254	1	8	2500
23	Mobile Access Gateway	2	3,600	4,096	684	23	300	1	4	100
24	Application Server (Full Court/Case)(Courts)	12	2,600	32,768	6,000	174	1,589	2	16	500
25	Database Server (Full Court/Case, Oracle)(Courts)	12	2,600	32,768	5,500	800	1,358	4	16	2000
26	Web/Application Server (Full Court/Case)(Courts)	12	2,500	32,768	1,168	80	1,000	2	8	500
27	Exchange Mailbox Store	16	2,400	32,768	4,173	2,931	1,483	4	32	5000
28	Application Server (Parking)	1	2,400	512	76	23	186	1	4	100
29	Departmental File/Application Server (MRC)	2	3,000	4,096	1,080	1,013	120	1	4	200
30	Application Server (AS400 Related)	2	1,861	4,096	137	33	89	1	4	100
31	Application Server (PD)	1	2,500	1,024	75	10	813	1	4	100
32	Application Server (PD)	4	2,400	4,096	410	36	1,000	1	4	500
33	Application Server (Land Use)	2	3,600	4,096	683	32	1,000	1	8	100
34	Print Server	8	3,000	8,192	136	49	310	1	8	200
35	Print Server	8	3,000	16,384	169	50	327	1	8	200
36	Print Server	8	3,000	16,384	1,360	65	183	1	8	200
37	Primary Database Server (SQL)	8	2,670	16,384	410	46	565	4	16	1000
38	Application Server (PD/Fire Employee Scheduling)	8	2,400	8,192	410	47	985	1	4	200
39	Application Server (Finance)	12	2,200	24,576	2,000	72	548	2	8	1000
40	Database Server (SQL)(Finance)	12	2,200	24,576	5,435	318	5,361	4	16	3000
41	Application Server (Finance)	16	2,900	32,768	550	62	563	2	8	500
42	Departmental File Server (Water)	8	2,670	16,384	1,640	879	273	2	8	2500
43	E-Pay Server (Water)	2	3,065	4,096	34	30	250	1	4	100
44	Web Security Filter Database (SQL)	1	3,600	4,096	279	56	311	1	8	200
45	Internal Web/Application Server	4	3,400	4,096	170	39	515	1	8	500

## Attachment D - City of Santa Fe Primary Datacenter Server Planning Worksheet

05-25-2016

46	Application Server (Network Monitoring)	4	3,000	12,288	68	49	269	2	16	200
47	Departmental File Server (Wastewater)	4	2,660	2,048	2,730	1,250	309	2	8	3500
48	Application Server (Mcafee EPO)	2	3,600	4,096	169	60	1,000	2	4	500
49	Application Server (PD/Fire)	2	3,065	3,072	34	10	250	1	4	100
50	Application Server (Telco)	2	2,330	2,048	34	20	120	1	8	72
51	Application Server (Telco)	2	2,330	2,048	34	20	120	1	8	72
52	Application Server (Telco)	2	2,330	2,048	34	20	120	1	8	72
53	Application Server (Telco)	2	2,330	2,048	34	20	120	1	8	72
<b>Server</b>					<b>Total Storage</b>	<b>Used Storage</b>	<b>Rack</b>	<b>Minimum Virtual</b>	<b>Minimum Virtual</b>	<b>Minimum Storage</b>
<b>No.</b>	<b>Server Name</b>	<b>Core Count</b>	<b>CPU MHz</b>	<b>Memory (MB)</b>	<b>(GB)</b>	<b>(GB)</b>	<b>Space (U)</b>	<b>CPU Count</b>	<b>RAM (GB)</b>	<b>Requirement (GB)</b>
<b>VM Totals</b>		<b>311</b>	<b>144,424</b>	<b>567,037</b>	<b>56,990</b>	<b>17,339</b>	<b>34,787</b>	<b>86</b>	<b>412</b>	<b>45,088</b>
<b>Physical Servers/Devices Planned For Primary Datacenter</b>										
<b>Server</b>		<b>Core</b>		<b>Memory</b>	<b>Total Storage</b>	<b>Used Storage</b>	<b>Rack</b>			
<b>No.</b>	<b>System Description</b>	<b>Count</b>	<b>CPU MHz</b>	<b>(MB)</b>	<b>(GB)</b>	<b>(GB)</b>	<b>Space (U)</b>	<b>Notes</b>		
	Ironport Spam Filter	2	2,200	4,096	250	150	1			
	Application Server (Backup Exec)	8	2,400	16,384	1,090	170	2	Reimage on Recycled 2U Server		
	Exchange Backup	6	2,100	16,384	9,200		2			
	Exchange Journaling (Long Term Email Archive)	N/A	N/A	N/A	8,000	N/A	1			
	Application Server (Telco)	2	2,000	2,048	77	28	2			
	Web Security Filter	8	3,060	8,192	140	47	2			
	Application Server (Security)	8	3,000	16,384	204	105	1			
	NAS Backup for Utility Billing Servers	N/A	N/A	N/A	37,880	22,720	3	TS-EC1679U-RP		
	NAS Server	N/A	N/A	N/A	50,520	37,600	2	TS-1279U		
	NAS Backup for Court Servers	N/A	N/A	N/A	50,520	6,430	3	TS-EC1679U-RP		
	NAS Backup for PD Tracs Server	N/A	N/A	N/A	50,520	5,640	3	TS-EC1679U-RP		
	Tape Library	N/A	N/A	N/A	N/A	N/A	10	Overland Neo 4000e		
<b>Server</b>		<b>Core</b>		<b>Memory</b>	<b>Total Storage</b>	<b>Used Storage</b>	<b>Rack</b>			
<b>No.</b>	<b>Server Name</b>	<b>Count</b>	<b>CPU MHz</b>	<b>(MB)</b>	<b>(GB)</b>	<b>(GB)</b>	<b>Space (U)</b>	<b>Notes</b>		
<b>Primary Site Totals</b>		<b>34</b>	<b>14,760</b>	<b>63,488</b>	<b>208,401</b>	<b>72,890</b>	<b>32</b>			