



REQUEST FOR PROPOSAL

NWRFP-19-25

Server Refresh

Closing Time:

Thursday, October, 17, 2019
3:00 PM, Local Time, Vancouver BC

Closing Location:

Main Information Desk
City of New Westminster
511 Royal Avenue,
New Westminster, BC, V3L 1H9

Further requests for information :

Purchasing: Patrick Shannon, SCMP
Purchasing Manager

Email: nwpurchasing@newwestcity.ca

PROPONENT NAME		
Street Address:		
City Province Postal Code		
Contact Name:		
Telephone number:		Fax:
Email		Date:
Signature: by authorized signatory		

By my signature above, it shall be understood that I have read, understood and accept the requirements outlined in the Request for Proposal; we hereby propose to supply the Services in accordance with the Request for Proposal and as outlined in this Form of Proposal.

CORPORATION OF THE CITY OF NEW WESTMINSTER**PART 1****RFP PROCESS & GENERAL REQUIREMENTS****1.0 GENERAL INFORMATION**

1.1 The City of New Westminster is seeking a qualified supplier to provide server hardware and applicable services.

Refer to Part 2 – BUSINESS REQUIREMENTS for an in-depth scope of work.

1.2 The City of New Westminster is the first city in Western Canada and is located at the centre of Metro Vancouver. Just 20 km from downtown Vancouver, the City has both major transportation routes and railways running through its boundaries.

1.3 This is a request for proposals, and not a call for tenders or request for offers and no contractual obligations shall arise between the City and a Proponent upon the Proponent's submission of a Proposal to the City.

1.4 The city, at its discretion, reserves the right to;

- a) select a Proposal that deviates from the requirements of this RFP;
- b) modify this RFP at any time.

1.5 Proponents will be solely responsible for their own expenses incurred in connection with this RFP, including in preparing and submitting a Proposal and in any subsequent negotiations with the City.

1.6 This RFP shall be governed by and construed in accordance with the laws of the Province of British Columbia.

1.7 The City reserves the right to negotiate with the lead Proponent deemed to provide the best overall value and such negotiations may include, but are not limited to:

- a) Changes to the requirements or Scope of Work proposed by the Proponent;
- b) Price; and
- c) Specific contract details as deemed reasonable for negotiations by the City.

2.0 PROPOSAL INSTRUCTIONS

2.1 The City shall receive by email Proposals **prior to** the stated Closing Time. The City may not accept nor consider late submissions.

2.2 It is the Proponent's responsibility to ensure that the City receives its Proposal prior to the stated closing time.

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Attention: Purchasing Manager

2.3 It is the Proponent's responsibility to ensure that the City receives its Proposal prior to the stated closing time. The City does not accept facsimile or other unsealed submissions.

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2.4 Requests for clarification or further information must be made in writing only to the individual identified on the first page of this RFP. The City intends to respond to enquiries that it, in its sole discretion, considers relevant to this RFP. The City intends to respond only to those relevant written enquiries received at least ninety-six (96) hours prior to the closing time. The City will record enquiries and post written responses on its website at <https://www.newwestcity.ca/business-and-economy/doing-business-with-the-city/request-for-bids-and-proposals-open>

3.0 CONTRACT REQUIREMENTS

3.1 The City expects that the Proponent selected from the RFP will be providing equipment and services for an initial term of three (3) years with two (2) optional one (1) year renewal terms at the sole discretion of the City.

4.0 OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION

4.1 All documents submitted with your Proposal will become the property of the City, and as such shall be subject to the disclosure provisions of the *BC Freedom of Information and Protection of Privacy Act (FOIPPA)* and *Community Charter*. A Proponent may stipulate in their Proposal that a portion(s) of their Proposal that contains confidential information and is supplied to the City in confidence. However, under FOIPPA, the City may nevertheless be obligated to disclose all or part of a Proposal in response to a request made under the Act, even if the Proponent has stipulated that part of their Proposal is supplied in confidence. The Proponent should review Section 21 and other provisions of FOIPPA in order to gain a better understanding of the City's disclosure responsibilities under the Act.

5.0 INSURANCE, PERMITS AND LICENSES

5.1 The successful Proponent will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term, the following insurance with insurers licensed in British Columbia in forms acceptable to the City:

- a) Commercial General Liability Insurance protecting the City, for an amount of five million dollars (\$5,000,000) naming the City as additional insured;

5.2 The successful Proponent may be required to obtain a City of New Westminster or MetroWest Inter-Municipal Business license prior to commencement of work.

6.0 LIVING WAGE EMPLOYER

6.1 Effective January 1, 2011, the City of New Westminster became a "Living Wage Employer". As such, the City has established a [Living Wage Policy](#) that requires all firms that are contracted by the City to provide services on City premises, to pay their employees, who perform said service on City property, a Living Wage as calculated by the Living Wage for Families Campaign. The current living wage rate for Metro Vancouver is \$19.50 per hour, assuming the employer provides no benefits.

6.2 In order to determine an employee's hourly rate with benefits the Living Wage for Families has created a Living Wage Calculator to assist with this determination. Please access the following website to determine your compatibility.

http://www.livingwageforfamilies.ca/living_wage_calculator

6.3 The City includes in all its competitive bid documents a Declaration referencing the City's expectations with regards to compliance of the Policy (attached as Appendix A). **Completion and submission of the Declaration is required prior to Contract award.**

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6.4 In evaluating submissions, the City intends to rely on the Declaration provided by a Respondent and shall have no obligation or duty to investigate the truthfulness of the Declaration. Please review the City's [Living Wage Page](#) for further information.

7.0 EVALUATION AND SELECTION PROCESS

7.1 The City will evaluate all submitted valid Proposals. The City will not necessarily accept any or all Proposals. The object of the evaluation and selection process is to identify the Proposal that, in the City's opinion offers the best value for the services requested.

7.2 The City will evaluate the requirements and only those deemed by the City to have the right experience/capabilities/methodology etc. will have their price evaluated.

7.3 Proposals will be evaluated based on the following criteria:

Evaluation Criteria	Weighting
Executive Summary	5
Build Sheet/Technical Checklist	50
Management Systems	25
Price and Schedule	20
Total	100

7.4 The City, at its discretion, may request any or all of the Proponents to present their proposals and/or interview with the Selection Committee. Note that any information provided by Proponents in their proposals or discussed in presentations/interviews may be incorporated into any Contract with the Proponent.

7.5 The City advises all Proponents that the process for evaluation/interview and finalizing the lead/winning proponent may take 2 – 3 months.

8.0 NEGOTIATIONS

8.1 The award of a contract may be subject to negotiations with the lead Proponent that is deemed to provide the best value to the City. Such negotiations include, but not limited to, the following:

- a) Changes to the requirements or Scope of Work proposed by the Proponent
- b) Price; and
- c) Specific contract details as deemed reasonable for negotiations by the City

8.2 If a written contract cannot be negotiated within fourteen (14) days of notification with the lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP or negotiate with another supplier.



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PART 2

BUSINESS REQUIREMENTS AND SCOPE OF WORK

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1.0 **BACKGROUND**

- 1.1 The City's IT department is seeking a qualified supplier to provide sever hardware and related services on an as required basis to replace existing/aging VMware ESXi hosts.
- 1.2 The City needs to do a lifecycle refresh on some of its' VMware ESXi host servers. The City currently has 9 hosts that have approached their end of service life, and would like to replace these with at least 6 new hosts.
- 1.3 The City of New Westminster currently runs VMware vSphere ESXi 6.5 on IBM/Lenovo System x server infrastructure. The current infrastructure includes nine (9) IBM x3650 M4 servers, eight (8) Lenovo x3650 M5 servers, and two (2) Lenovo SR630 servers. The IBM/Lenovo systems all have integrated management modules (IMM's) with advanced licenses that provide remote control capability, alerting, firmware management, and streamlined configuration. Additionally, the IBM/Lenovo systems are managed using Lenovo xClarity Administrator for centralized hardware management, problem alerting and ticket management. The City is looking to replace the nine (9) IBM x3650 M4 servers with new hardware that provides more capacity per server and room to support VM growth, while reducing our energy footprint.

2.0 **BUSINESS REQUIREMENTS & SCOPE OF WORK**

- 2.1 See Appendix B for a complete list of what is required.
- 2.2 The City **does not** require the supplier to manage warranty replacements & service replacements,. The City will work with the manufacturer directly once we have the equipment.

3.0 **SUBMISSION REQUIREMENTS**

- 3.1 Proposals should not exceed ten (10) pages in length excluding attached appendices. Proposals should be provided double-sided on 8 1/2" white paper, in a font colour of black and not less than 11 point. All proposals must include and clearly identify:
- a) **Cover Page:** Front page of this RFP with the required Proponent information filled out and signed.
 - b) **Executive Summary:** (1 page) including a brief history of the firm, overview of overall ability and expertise, and experience and competencies in providing deliverables similar in nature to those identified for this project
 - c) **Server Build Sheet:** Provide a server specification build sheet.
 - d) **Technical Checklist:** Review all the requirements noted in Appendix B and submit a checklist of what comes STANDARD with your product and at no additional cost to the City. Each Proponent is expected to indicate Yes or No for each requirement when submitting a checklist.
 - e) **Management Systems:** Indicate if your Management System is xClarity, and if not, what solution do you propose and how will it integrate with our current system as well as what is the additional cost?

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- f) **Cost/Schedule:** Provide a price per unit with all costs included and delivered to City Hall. FOB New Westminster City Hall. What is the lead-time from placement of order to delivery?
- g) **Living Wage Declaration:** As per Part 1, section 6.
- h) **References:** Complete the attached table of references below

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REFERENCES

Please provide three (3) references for companies in British Columbia for whom your organization has completed work of a similar magnitude and nature in the past five (5) years. The City of New Westminster may be used as a reference, if work of a similar nature has been provided to the City.

Reference 1	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

Reference 2	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

Reference 3	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

- 1.1** The City reserves the right to contact the references to confirm the nature and performance of the work provided by the Proponent.



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APPENDIX A

DECLARATION – LIVING WAGE EMPLOYER

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DECLARATION – LIVING WAGE EMPLOYER

I, _____ as a duly authorized signing officer of

Company: _____

Address: _____

_____, confirm that all employees and sub-contractors under our contract with the City as outlined below, are paid not less than the “Living Wage” as calculated by the Living Wage for Families Campaign.

I understand that this requirement extends only to those employees and sub-contractors’ employees that perform work while on City premises and property for durations in excess of one continuous hour per occasion.

I understand that the City will conduct audits if and when notification of breach of this compliance is received by the City. I understand that in the event any breach of this declaration is found to be true, the City reserves the right to cancel its contract without penalty at any time once said authentication of the breach is made.

Contract Name: _____

Authorized Signatory:

Dated:



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APPENDIX B

HARDWARE SPECIFICATIONS AND REQUIREMENTS

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Hardware Requirements

Each server must meet or exceed the following requirements:

- Server chassis that is 2 standard rack U
- Dual Intel Xeon Silver 4216 processors (16 cores per processor), or better
- 24x 16GB TruDDR4 2933MHz (1Rx4 1.2v) RDIMM (384GB per server), or better
- Memory expandable to up to 3TB using 24x128GB DIMMs, or better
- Support for Intel's Optane DC Persistent Memory
- M.2 32GB SATA SSD boot device for booting VMware ESXi 6.5, or better minimal boot device solution for VMware ESXi 6.5
- 4x 10GB SFP+ network cards, based on Intel x710/x722 chipset or better (use of onboard LOM preferred over PCI expansion cards)
- LOM port support for both 1gb and 10gb networking
- Dual, redundant power supplies
- Hot swappable power supplies & fans, as well as hot swappable disk drive capability
- AnyBay technology that allows mix and match of SAS/SATA/SSDs/NVMe drives in chassis for future expansion options
- A minimum of 6 PCIe expansion slots free
- On-board NVMe ports to support NVMe storage natively
- Integrated management that includes:
 - Dedicated 1gb RJ45 network port for management (must not be shared with data network cards)
 - Service port on front of chassis
 - Light path diagnostics, indicating hardware faults directly on the server chassis
 - Full server hardware monitoring for all installed hardware via a web management interface
 - Full alerting for all installed hardware via SNMP and email
 - Firmware/update management
 - Remote control console/remote KVM capability
- Must be on the Hardware Compatibility List for VMware ESXi to run vSphere ESXi 6.5 and 6.7.

All servers delivered must be of the same generation and server sub-type.

Centralized Management

The City currently uses Lenovo's xClarity Administrator to centrally manage the physical hardware inventory, centralize alerts, and allow for support ticket creation when hardware issues occur. Any new system must either be able to integrate with xClarity Administrator, or a new solution provided that can integrate the City's fleet of servers that are not being replaced. The management solution must include:

- Centralized management system that can centrally manage configuration & alerting of all servers in the organization, including:
 - REST APIs
 - Auto-discovery and asset management
 - Real-time monitoring, fault handling, alert notification, and hardware Call Home for device/hardware issues.
 - Firmware update management

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- Ability to monitor & manage the following server models:
 - IBM x3250 M5
 - IBM x3250 M6
 - IBM x3650 M5
 - Lenovo SR630
 - Lenovo SR650

Warranty and Support

The systems must have the following:

- All parts must be new, non-refurbished and not gray market sourced
- Delivered with a 3 year full warranty, based on 24x7x365 coverage
- Have the ability to be put on an extended maintenance contract once the warranty expires, providing the same coverage.
- Support services must include:
 - 24x7x365 problem resolution, with a 4 hour response time for emergency calls
 - Phone support resolution for hardware and firmware issues
 - On-site technician for hardware issues/hardware replacements
 - Parts shipped to site on the next business day at minimum