



Town of Stratford

Request For Proposal For:

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Server and PC Virtualization Solution

**RFP# - 2011-052**

June 10, 2011  
Version 4.0

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**TOWN OF STRATFORD  
PURCHASING DEPARTMENT  
STRATFORD, CONNECTICUT**

**Standard Instructions, Conditions and Reservations  
For Proposals on Contracted Services**

Subject: Request for Proposal No. 2011-052

Issued: June 10, 2011

Due: 2:00 pm, June 30, 2011

Re: **Server and PC Virtualization System(s)**

The Town of Stratford, Connecticut, through the Office of the Purchasing Agent, will receive **SEALED PROPOSALS** for performing the work as outlined in the accompanying specifications, in accordance with the following instructions, conditions and reservations:

**I. TOWN OF STRATFORD BACKGROUND**

**A. STATEMENT OF PURPOSE**

The Town of Stratford is soliciting proposals from an experienced and qualified vendor to provide products, services and support for server and PC virtualization solution(s) to the Town. The purpose of this Request For Proposal is to establish a comprehensive virtualization solution for the Town of Stratford. At a minimum this solution will offer competitive price agreements with qualified vendor(s) who shall provide virtualization software licenses, support services, training and related materials or services in accordance with the specifications of this Request For Proposal.

**B. TOWN OF STRATFORD OVERVIEW**

Founded in 1639, Stratford has emerged as a well-balanced and socio-economically diverse community of nearly 55,000 inhabitants. Situated on Long Island Sound, and bounded to the east by the Housatonic River, Stratford has long viewed its waterfront as an important natural resource. The Town's location on Long Island Sound affords residents and visitors alike with two public bathing beaches, five marinas, several fishing piers and two public boat-launching facilities.

Within an hour's drive of New York City, Stratford is the easternmost town in Fairfield County-Connecticut's Gold Coast. Major highways such as I-95, Route 8/25 and the Merritt Parkway bisect Stratford, and provide convenient access to the entire Northeast corridor. Sikorsky Memorial Airport, located in the Lordship section of Stratford, remains a hub of corporate activity and provides commuter service to other

cities in the northeast. Rail service provided by Metro North, with connections to Amtrak, round out an excellent array of transportation choices.

## II. PROPOSAL PROCESS

The Town will receive sealed proposals until 2:00 PM on June 30, 2011 in the Purchasing Department at the Town of Stratford, 2725 Main Street, Stratford, Connecticut, 06615, in the Purchasing Agent's Office, Room 202.

Any proposal may be withdrawn prior to the above-scheduled time for receiving proposals, or any authorized postponement thereof. Any proposals received after the date and time specified will **NOT** be considered. No vendor may withdraw a proposal within 45 days after the actual opening thereof.

### A. METHOD OF AWARD

The Town shall select the responsible and responsive Proposal which is determined by the Town to be the best suited, most advantageous, and provides the best value to the Town. Cost shall be only one factor in the award decision.

### B. AWARD PROCEDURE

The Town will review the proposals and identify those vendors that will be asked to participate in the next phase of the evaluation process, the "Test Drives". The "Test Drives" provide an opportunity for the Town to review the overall capabilities of server and PC virtualization. The successful vendors will receive written notice from the Purchasing Agent and be provided with information for this presentation.

At the completion of the "Test Drives", the Town will review all information received (including RFP responses, Test Drive evaluation, references, and costs) to identify the successful vendor. A Notice of Award will be issued to advise the successful vendor of the intended award of the contract, and of his obligations to the Town in the way of proposal documents he has to furnish, including the Performance Bond and the required Insurance Certificate. Until the successful vendor meets these obligations, the contractor is forbidden to proceed with the contract. Under NO circumstances will any Town employee permit any work to be done in regard to the contract until the Purchasing Agent gives **written** notice to all concerned that the contractual obligations have been fulfilled, and that the contractor is authorized to proceed and the contract has been signed by both parties .

### C. GENERAL PROVISIONS

- a) Any act or acts of misrepresentation or collusion shall be a basis for disqualification of any proposal or proposals submitted by such persons guilty of said misrepresentation or collusion. In the event that the Town enters into a

## *Town of Stratford – Server and PC Virtualization Request For Proposal*

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contract with any vendor who is guilty of misrepresentation or collusion and such conduct is discovered after the execution of said contract, the Town may cancel said contract without incurring liability, penalty or damages.

- b) All deliveries of commodities or services hereunder shall comply in every respect with all applicable laws of the Federal Government and/or the State of Connecticut. Purchases made by the Town of Stratford are exempt from payment of Federal Excise Taxes and the Connecticut Sales Tax and such taxes must not be included in proposal prices. Federal Excise Tax exemption certificates, if requested, will be furnished.
- c) The Town reserves the right to reject any and all proposals and to waive any informalities or technical defects in any proposal. Non selection of any proposal will mean that another acceptable proposal was deemed to be more advantageous to the Town of Stratford no proposal was accepted.
- d) The Town will not be liable for any costs incurred in the preparation of the response for this Request for Proposal. All proposal submissions and materials become property of the Town and will not be returned. Respondents to this RFP are hereby notified that all proposals submitted and information contained therein and attached thereto shall be subject to disclosure under the Freedom of Information Act after award decision has been made.
- e) These specifications in their entirety are the property of the Town of Stratford. The Vendor shall not copy or disseminate any portion of these specifications without express written authorization from the Town of Stratford, except as necessary in the preparation of a proposal. Any authorized copies of these specifications or portions thereof shall include a similar paragraph prohibiting further copying or dissemination.

### D. TAXES

Since the Town of Stratford is exempt from all taxes, no charges for taxes of any kind should be included in your proposal or on any invoices to the Town.

### E. RESERVATIONS

The Town of Stratford may consider informal any proposal not prepared and submitted in accordance with the provisions herein stated.

The Town of Stratford reserves the right to reject any or all proposals or parts of proposals; to waive informalities in said proposals; or to accept any proposal or part thereof deemed to be in the best interests of the Town of Stratford.

F. CONFERENCE AND REQUESTS FOR CLARIFICATION

There will be a mandatory informational meeting on June 17, 2011 from 2:30 p.m. to 4:00 p.m. eastern time in Room 213 Stratford Town Hall, 2725 Main St. Information about the Virtualization project, its member departments, the Information Technology Department and this RFP will be discussed. Requests for clarification, revisions to requirements or technical questions concerning the RFP may be submitted to the Purchasing Agent, Michael Bonnar (purchasing@townofstratford.com).

**Participation in the informational meeting is mandatory.** Prospective Providers should notify Michael Bonnar of its intention to participate in the informational meeting no later than June 16, 2011. Prospective Providers should notify Michael Bonnar by e-mail at purchasing@townofstratford.com.

G. PROPOSAL INQUIRIES

If there are any additional questions following the informational meeting, Prospective Providers may submit requests for clarification, revisions to requirements, or technical questions concerning this RFP in writing. No questions or clarifications will be addressed unless received in writing or by email to the Purchasing Agent –Michael Bonnar (purchasing@townofstratford.com), no later than 4:00P.M. on June 23, 2011. Any responses to these questions will be put into an addendum and made available on the Town website.

H. INSTRUCTIONS

Proposals may be hand-delivered or mailed to the attention of the Purchasing Agent at the above address and must be in a sealed envelope clearly marked "VIRTUALIZATION SOLUTION – RFP# 2011-052." Please submit one (1) original and Four (4) copies of the proposal. Also include a CD containing the electronic version of the submittal.

I. PERFORMANCE BOND

The successful vendor to whom the contract is awarded must furnish the Town with a Performance Bond in the amount of 100% of the contract price. This bond to be in effect for the duration of the contract, and to be made in favor of the Town of Stratford, and executed by a Surety Company authorized to transact business within the State of Connecticut, conditioned for the full and faithful performance and observance by the Contractor of all the conditions and terms of the contract.

In the event a contractor is unable to provide the necessary Performance Bond after reasonable effort to obtain same, the Purchasing Agent will accept, in lieu of same, a Certified Check or an Irrevocable Letter of Credit for 100% of the

proposal price, which will be held until the contract is completed and approved by the department head involved.

J. INSURANCE

The successful vendor must furnish proof of adequate insurance coverage, with a carrier and in a form acceptable to the Town, as follows:

- a) Evidence of insurance, naming the Town as additional insured on the policy.
- b) Holding the Town of Stratford harmless from all claims and liability for damage for Bodily Injury, including Accidental Death, and for property damage, which may arise from the performance of this contract.
- c) Amounts will be not less than:
  - i. Liability for Bodily Injury, including Accidental Death, \$500,000.00 for any one person, and subject to the same limits, \$1,000,000.00 on account of each accident.
  - ii. Liability for Property Damages, \$50,000.00 on account of any one accident.
  - iii. Workman’s Compensation – in accordance with the laws of the State of Connecticut.

The successful vendor to whom the contract is awarded must file the required Performance Bond and Insurance Certificate **within two weeks** of the date of notification of award. Failure or neglect to do so may be considered by the Town as proof that the contractor is unable to fulfill the contract. In this event, the award will be made to the next responsible vendor.

K. GENERAL STATUTE REQUIREMENTS

Pursuant to Connecticut General Statute 12-146(b), the Town of Stratford may withhold municipal payments for contracts or services if the contractor is delinquent in tax payments to the Town for more than one year.

**III. TOWN OF STRATFORD BACKGROUND**

**A. PROJECT OVERVIEW**

The purpose of this proposal document is to provide interested parties with sufficient information to enable them to prepare and submit proposals for consideration by the Town of Stratford for Server and PC Virtualization, subject to the conditions herein.

The Town of Stratford is looking to develop a virtualization solution that will enable the Town to provide virtual servers running industry standard operating systems on shared hardware. In addition to the applicable software, any proposed solution needs to include the maintenance, technical support, and training necessary to allow the Town to fully utilize the software licensed. Because Stratford’s departments use different software applications and thus have differing virtualization needs, the solution must be flexible enough to meet those varying needs.

The solution must include servers, storage area network, backup solution, virus protection, network connectivity, related hardware, professional services, training and project management.

**B. CURRENT COMPUTER OPERATIONS**

The Town has implemented a Wide Area Network to connect and allow the remote buildings/offices access to the Town’s systems. There are seventeen (17) buildings that utilize a combination of VPN-DSL or Cable to connect into Town Hall. Town Hall is the central hub for access to most software applications. Outlined below is a list of the buildings, connection type and number of PCs supported at each location.

Item	Building	Connection	# PCs
1.	Town Hall	VPN-DSL	200
2.	South End Community Center	VPN-Cable	2
3.	Recreation Department	VPN-Cable	13
4.	Public Works	VPN-Cable	9
5.	Baldwin Center	VPN-DSL	22
6.	Animal Control	VPN-DSL	2
7.	Railroad	VPN-DSL	16
8.	Parents Place	VPN-DSL	6
9.	Library	VPN-Cable	2
10.	WPCA	VPN-Cable	5
11.	School Based Health	VPN-DSL	5
12.	Birds Eye	VPN-DSL	30
13.	Fire Company-4	VPN-DSL	1
14.	Fire Company-3	VPN-DSL	1
15.	Fire Company-2	VPN-DSL	1
16.	Dispatch	VPN-DSL	11
17.	Fire Department	VPN-DSL	5
18.	Police Department	VPN-DSL	40

In addition and due to the need to access the Public Safety Software system, there are separate VPN-DSL connections between the four (4) firehouses, Dispatch and Police. In this situation, the Police Department is acting as a hub for those locations and actually hosts the software application on-premise at their location.

The Town currently has approximately 20+ Windows 2003 servers for their local area and wide area network. This equipment has been in place for a fairly long period of time and will need to be replaced in order to implement virtualization. The Town presently stores approximately 1 TB of on-premise information.

The Town has approximately 330 PC's running Windows XP/SP2-3 and has standardized on Microsoft Office 2000. Stratford is looking to migrate to new versions of the Microsoft operating system and is considering Office 2010 or other similar office automation solutions.

C. SOFTWARE APPLICATIONS

The Town utilizes a number of software applications. Outlined below is a list of the various types of software solutions that are available to Town personnel. We have identified which software is PC, Server or Web based. Appendix A provides a complete listing of all software used within the Town.

D. SOLUTION FOCUS AND SCOPE

As previously stated, the Town of Stratford is looking to develop a comprehensive virtualization software solution that, at a minimum, includes hardware, software and management console, to dynamically allocate processor, memory, storage and network resources to multiple logically distinct server instances functioning concurrently on a single physical x86 compatible server. The solution must also include maintenance, technical support and training, backup, virus protection and other related software/hardware to ensure a secure network.

In addition, the Town is looking for a solution that will provide network redundancy, in particular, for the VPN-DSL and Cable connections. The solution would bridge these two connections together to take advantage of speed and/or performance capabilities and also allow for redundant network connectivity between the buildings that connect into Town Hall should a VPN-DSL or Cable connection go down.

Stratford also is looking for a solution that offers internet traffic filtering. Presently, the Town is using a Barracuda appliance to filter internet traffic. The solution may be configured to provide filtering at Town Hall or in each building.

Responding vendors may offer individual product solutions to meet each of these areas and/or the products may be bundled together and offered as a single solution. Responding vendors may also offer additional solutions or products that will enhance

the virtualization software solution. The successful respondent(s) will be responsible for delivery of all hardware, software and/or services requested in this proposal. Respondents may propose the use of servicing subcontractors or resellers. However, the Town will consider the respondent(s) to be the sole point of contact with regard to contractual matters, including pricing structure, delivery, warranty, and payment of any and all charges resulting from the purchase of products specified in this proposal, unless a separate contract addendum to the master agreement is executed with said subcontractors or resellers.

E. EVALUATION PROCESS AND CRITERIA

As previously stated, the Town of Stratford is looking to develop a comprehensive virtualization software solution that, at a minimum, includes hardware, software and management console, to dynamically allocate processor, memory, storage and network resources to multiple server instances.

The Town will review the proposals and identify those vendors that may be asked to participate in the next phase of the evaluation process, the “Test Drives”. The “Test Drives” provide an opportunity for the Town to review and discuss the virtualization solutions provided. The successful vendors will receive written notice from the Town and be provided with information for this presentation.

At the completion of this phase, the Town will review all information received (including RFP responses, Test Drive evaluation, references, and costs) to identify the successful vendor. The Town of Stratford will evaluate each vendor’s proposal, test drive, references and cost according to the following criteria. For each item below we have provided the evaluation weighted percentage:

1. Demonstrated background, successful experience and relevant knowledge of the project. (15%)
2. Demonstrated level of commitment and ability to provide all services and software capabilities as outlined in the RFP. (20%)
3. Competitiveness of price. (20%)
4. Qualification of personnel assigned to the project. (15%)
5. References, whether provided by vendor or identified by the Town of Stratford. (15%)
6. Financial stability to carry out plan for entire scope of work. (15%)

**IV. SYSTEM GUIDELINES**

Based on the RFP requirements, the Town has provided some hardware and software guidelines for vendors to help ensure a successful implementation. It is our intention that the selected solution will meet, or exceed, all of the stated criteria.

**A. SERVER REQUIREMENTS**

1. Server chassis must be rack mountable
2. Servers must have a minimum of 48 GB of memory
3. Servers must include hot swappable, redundant power supply technology for servers
4. Servers must support an IP based KVM technology (iKVM)
5. Servers must have Gigabit Ethernet technology for connection to LAN
6. Servers must be able to connect to a SAN environment
7. Servers must be able to support a cluster environment
8. Servers must have 7x24, 4 hour onsite response warranty

**B. STORAGE REQUIREMENTS**

1. Must provide minimum of 10 Terabytes of useable space
2. Must have a minimum of 15K RPM hard drives
3. Must be able to support multiple disk capacities
4. Must support either 4 GB Fiber Channel or iSCSI connectivity
5. Must provide redundant SAN switch fabric
6. Must provide switch technology to connect SAN to server(s) proposed
7. Must provide controller with 500 MB cache minimum
8. Must be rack mountable
9. Must have ability to expand and reduce volumes online
10. Must support snapshot technology
11. Must provide all cables to connect SAN to proposed servers

12. SANS must have 7x24, 4 hour onsite response warranty

**V. PROPOSAL PREPARATIONS AND RESPONSE GUIDELINES**

To assist vendors in successfully responding to the Request for Proposal, we have developed several documents that must be completed and submitted with the proposal. It is important that you follow the format presented. Each response should be ordered and numbered in accordance with this section of the RFP as identified below.

- A. Vendor Background and Statement of Qualification
- B. Solution Profile
- C. Cost Summary
- D. Virtualization Functionality and Features List

For cost purposes, please assume that the Town of Stratford will require not more than a three hundred thirty (330) named users or fifty (200) concurrent users on the system. Based on this information provide licensing and pricing recommendations on the integrated imaging system.

If additional space is necessary to complete your response, please indicate this on the respective form and provide the additional documentation.

**A. VENDOR BACKGROUND AND STATEMENT OF QUALIFICATIONS**

Proposals shall include a "Statement of Qualifications" that contains the following information:

1. Name of the vendor/solution provider.
2. Name and title of the individual(s) authorized to make representations for the vendor.
3. The location of the firm.
4. Historical, financial, sales, and organizational information and, if applicable, similar information for proposed subcontractors.
5. Brief description of the most relevant (installed) project(s) of the virtualization solution of similar size and scope as is proposed. Details of other relevant system experience that would be valuable in the completion of this project. If applicable, relevant experience and qualifications for all proposed subcontractors.
6. The personnel and/or subcontractors that will manage the project, as well as their qualifications and experience in similar projects. Please provide resume and other detail information.

NOTE: Any personnel or subcontractors assigned to this project may not be substituted with other personnel or subcontractors unless approved by the Town in writing. The Town reserves the right to reject any substitute.

7. The approach and time schedule in which the work shall be completed.
8. A fee and payment schedule.
9. The vendor shall represent and warrant in the proposal that:
  - The hardware and software proposed shall conform to the vendor's written specifications;
  - The hardware and software proposed shall function according to published manufacturer specifications at the acceptance date for such software, and;
  - The vendor shall also modify, adjust, repair and/or replace said hardware/software as the Town deems it to be necessary or appropriate to have it perform in full accordance with the vendor's written specifications.
10. Three (3) references from three unrelated projects. The systems installed at the reference sites must be comparable to that being proposed. References must include the following information:
  - Municipality Name and Address
  - Date of Installation
  - Configuration
  - User Contact and Phone Number
11. Three (3) references where ongoing support is being provided. References must include the following information:
  - Municipality Name and Address, and User Contact and Phone Number
  - Support Services Used (Coverage periods and response times)
  - Date Support Initiated
  - Products Supported
  - Configuration

The same references may be provided for both sections. However, the systems references must be oriented toward the virtualization capabilities required by the Town of Stratford; whereas the support references will address responsiveness to support calls.

B. SOLUTION PROFILE

Please answer the following questions for each proposed application package. If more than one vendor software package is proposed, please complete this information for all packages. You may respond to this section separately by referencing section and number.

1. Please provide the manufacturer(s) for the proposed solution.
2. Does the vendor install the product or use business partners? Please confirm.
3. Does the vendor maintain a support call-in center for problems? Please describe.
4. Provide a brief description of the proposed system. Please include diagrams.
5. What are the model names and version numbers of all relevant components of the proposed system?
6. How will new or expanded locations be added to the network? Is the current network sufficient and if not, what upgrades are necessary to support adequate communication between locations?
7. How does your company provide future software releases? How are software upgrades performed?
8. When system updates are performed, must the system be shut down, or can these types of activities take place in an on-line environment?

**SYSTEM RELIABILITY AND AVAILABILITY**

9. Does the system have a web-based or GUI-based administration tool? Is this included in the base price?
10. Can a single instance of the administration tool be used to manage all servers within an enterprise simultaneously?
11. How does the system provide for fault tolerance? Identify the components that can be duplicated in your system. Fully describe the systems redundancy capability. Is it “hot standby redundancy”, “shared redundancy”, etc.?
12. Explain briefly how a switchover occurs in a redundant system.
13. Describe the solution to handle redundant network connectivity for the VPN-DSL and Cable connections.
14. What virus and intrusion protection comes with your product?
15. Is internet traffic filtering available with your product? If so, please identify the recommended configuration for filtering (i.e., in each building or at Town Hall) using your product.
16. What data backup solution are you recommending and why? Describe any online backup redundancy capabilities that exist.

**SYSTEM ADMINISTRATION REQUIREMENTS**

Describe the system administration tool(s) available to meet the following requirements.

17. Is the system administration application accessible from any workstation on the LAN /WAN?
18. Is the system administration application accessed through a standard web browser (IE, Firefox, Safari, Google Chrome, etc.)? Can it run on any Windows OS client? What other OS is it compatible with (MAC, Linux, etc.)?
15. Does the administrative application system have an alternate form of access if the primary access is unavailable?
16. Please describe the personnel requirements and qualifications for software application support:
17. Size of your current customer base (please separate by module):
18. Confirm the number and names of Connecticut municipalities that are currently using this solution.

**IMPLEMENTATION – PROJECT MANAGEMENT**

19. Project Plan - Vendors are required to supply a complete description of the key activities required for the installation of the proposed system.
20. Please provide a responsibility matrix and project schedule - A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks Town of Stratford is expected to perform to successfully implement the new system.

Please note: The selected vendor is solely responsible for the complete turn-key engineering of the system and all interconnecting facilities.

**IMPLEMENTATION – TRAINING**

21. The successful vendor is required to conduct end-user and administrative training on Town of Stratford premises, tailored specifically to the Town. Please provide a sample training plan/program.

**MAINTENANCE AND WARRANTY**

22. A complete maintenance and warranty agreement must be included as part of the vendor's proposal, including all options available for extended coverage and full pricing details for each level of coverage. Maintenance should be included in the proposal but should be listed separately. Please describe the maintenance and warranty program.

Please note: - All associated equipment in the vendor's proposal must be warranted by the vendor and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover. In addition,

during the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the Town of Stratford.

23. The successful vendor will provide routine system monitoring to assure the continued operation of all system components. If any charges are associated with such monitoring it should be listed and included in the proposal price. Please describe how this would be accomplished.
24. The vendor must include a description of the vendor's repair commitment from time of trouble discovery through the time the trouble is cleared.
25. The Town of Stratford must be guaranteed a response time of no more than one (1) hour remote response and four (4) hours onsite response for all major system problems and a maximum of 24 hours response to other system problems. Please confirm this?
26. During the warranty period, the vendor must supply no more than a 4-hour response to major problems, 24 hours a day, 7 days a week. Please describe how this would be accomplished.
27. Describe the availability of spare parts maintained in the area for the critical hardware and software.
28. Explain the amount of time required for full replacement of the central operating hardware/software of the system, assuming a suitable site exists for locating the replacement components.
29. Emergency Installation - How long does it take trained personnel to install and load operating system software and database software in the unlikely event of a major disaster?
30. Explain the available services provided by the vendor to allow for a high level of recovery from disasters [e.g., within two (2) hours, four (4) hours].
31. Replacement Options - Describe the options available to the Town of Stratford if a system component is destroyed (e.g., replacement with the next machine on the assembly line, replacement systems available locally, customer spares on site, etc.).

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C. COST SUMMARY

Vendors must include pricing for the hardware and software identified as part of this proposal. In addition, the vendor should identify costs that are based on a per server, per desktop or per FTE.

All pricing on future software products offered under this proposal must, at a minimum, reflect the same percentage discounts or better as established with this contract award. Greater discounts are permissible and encouraged.

Any price reductions from suppliers from the time of proposal submission to time of purchase order must be passed on to the Town of Stratford. Respondents must identify any and all associated costs, fees or charges for which the Town may be billed. Costs not indicated in your proposal will not be paid. Providers are urged to think “outside the box” to develop an innovative proposal with flexible and efficient procurement processes and creative pricing. Prospective Providers are asked to submit a complete catalogue of software, equipment, and services that will be included in the Town of Stratford’s Virtualization Program, and the proposed pricing for the software, equipment, and services offered under the program. Please include shipping, handling and all other charges, if any, that will be incurred by the Town under this program.

If your proposal includes any distributor(s) and/or retailer(s), please include all of their costs as well. Please break out each component of the price (i.e., shipping cost, distributors cost, retailers cost, etc.).

Please complete cost sheets for the hardware, software, services, training and ongoing maintenance. Please provide as much detail as possible and use the format provided on the following page.

As part of this effort, please make sure to include pricing for the following areas:

<b><u>Item</u></b>	<b><u>Hardware</u></b>	<b><u>Software</u></b>	<b><u>Services</u></b>
1.	Servers	Server virtualization	Setup/Configuration
2.	SAN	Desktop virtualization	Ongoing Support
3.	Switches	Backup	Annual Maintenance
4.	PC Desktop	Virus protection	Training
5.	Router/Bridge Appliance	Internet filtering	Documentation

**1. HARDWARE COSTS**

<b><u>Item</u></b>	<b><u>Description</u></b>	<b><u>Material</u></b>	<b><u>Labor</u></b>	<b><u>Total</u></b>

**2. SOFTWARE COSTS**

<b><u>Item</u></b>	<b><u>Description</u></b>	<b><u>Material</u></b>	<b><u>Labor</u></b>	<b><u>Total</u></b>

**3. SERVICES COSTS**

<b><u>Item</u></b>	<b><u>Description</u></b>	<b><u>Material</u></b>	<b><u>Labor</u></b>	<b><u>Total</u></b>

D. VIRTUALIZATION FUNCTIONS AND FEATURES LIST

In determining whether your virtualization system fits the Town's business needs, we are providing the vendor/provider with a Functionality Analysis Matrix. This section identifies the details of the functions and features we are looking for in a complete solution. We ask that you identify the availability of each function according to three defined categories for each module using the attached forms:

1. Currently Available – The solution currently has this function/feature
2. Future Modification – This function/feature will be available in 6 months
3. Not Available – The software does not provide for this function/feature and/or it will NOT be available within 6 months.

Please complete these checklists to the best of your ability.

**APPENDIX A – TOWN OF STRATFORD SOFTWARE LISTING**

Item	Vendor Name	Software Name	Software Location
1.	Adobe	Acrobat	PC
2.	ASIST	MCM Professional	PC
3.	ASIST	MS4 Fieldstation Pro	PC
4.	Autodesk	AutoCAD	PC
5.	Autodesk	Civil 3D	PC
6.	AVG	AVG Anti-Virus	PC
7.	BAS	Municipal Clerk Licensing System	PC
8.	Broadgun Software	pdfMachine	PC
9.	CCH Small Firm Services	Taxwise 2010	PC
10.	Corel	Corel Gallery	PC
11.	Custom Developed Database	Visual FoxPro Database	PC
12.	Custom Developed?	Operator	PC
13.	ESRI	ArcReader	PC
14.	ESRI	ArcGIS Desktop (Viewer, Editor)	PC
15.	Facet Technology Corp.	Facet	PC
16.	Gasboy Inc.	Gas Boy	PC
17.	Geoplan	Geoplan	PC
18.	Hach	Job Cal	PC
19.	Intuit	QuickBooks	PC
20.	Autodesk	LandXML Reporting 6	PC
21.	Microsoft	Office	PC
22.	Microsoft	Visio	PC
23.	NFPA	National Electrical Code Handbook	PC
24.	Pictometry	Pictometry	PC
25.	ScanSoft	PaperPort	PC
26.	SocialSecurity.gov	AccuWage	PC
27.	U.S. Dept. of Energy	COMcheck-EZ	PC
28.	U.S. Dept. of Energy	AreaCalc	PC
29.	DNA Net ObserVer	DNA Net ObserVer	PC
30.	PCA32	PCA32	PC
31.	Prima-Dent	Prima-Dent	PC
32.	Visi Tracker	Visi Tracker	PC
33.	MCCheck	MCCheck	PC
34.	ACS - Wagers & Associates, Inc.	HRS Pro	Server

***Town of Stratford – Server and PC Virtualization Request For Proposal***

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35.	Complus Data Innovations, Inc.	Com Plus	Server
36.	ESRI	ESRI	Server
37.	GE Intelligence	Procify HMI/SCADA iFix	Server
38.	Quality Data Services Inc.	Assessor Software	Server
<b>Item</b>	<b>Vendor Name</b>	<b>Software Name</b>	<b>Software Location</b>
39.	RIM	Blackberry Desktop Manager	Server
40.	SAP	Crystal Reports	Server
41.	Vermont Systems	GolfTrac	Server
42.	Vermont Systems	RecTrac	Server
43.	Vermont Systems	WebTrac	Server
44.	Vision Appraisal Technology	CAMA	Server
45.	Vuezone	Vue	Server
46.	Aldatec	EMS Manager	Web
47.	Applied Geographics, Inc.	Web GIS	Web
48.	DropBox	DropBox	Web
49.	Google	Earth	Web
50.	Qsend Technologies, Inc.	QAlert	Web
51.	Tyler Technologies	MUNIS	Web



**Town of Stratford**

**Server Virtualization Software Selection**

Vendor System Functions and Features List

Solution Functionality Analysis			
Currently Available in	Available Within 6 Months	Not Available	Comments

General Features			
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13.	The console must allow for the ability to perform live migration of virtual machine disks; the ability to migrate running virtual machine disks from one storage array to another			
14.	The console must allow for the ability to manage all virtual software licenses with a licensing server, and optionally through other methods			
15.	The console must allow for the ability to set alarms levels for CPU, memory and heartbeat states to manage and pre-empt problems. Alarm triggers generate automated notifications and alerts. Schedule automatic execution of system management tasks such as sending SNMP traps, sending emails, running management scripts, suspending, powering off, and resetting virtual machines.			
16.	The console must allow for the ability to monitor and analyze virtual machines, resource pools and server utilization and availability with detailed performance graphs. Performance metrics must be defined with several levels of granularity and be able to be viewed in real time, or across a specified time interval.			
17.	The console must allow for the ability to export data to HTML and Excel formats for integration with other reporting tools and offline analysis			
18.	The console must have role based access control; the ability to secure the environment with configurable, tiered group definitions and fine-grained permissions implemented via user roles; and the ability to discover and immediately terminate user sessions			
19.	The console must allow for the ability to maintain and export a record of configuration changes and the administrator who initiated them			
20.	The console should allow for the ability to enforce compliance to patch standards through automated scanning and patching of online virtual machines			

**IV Installation**

1.	Must provide installation and commissioning of all hardware and software			
2.	Must provide migration services for minimum of 10 servers			
3.	Must provide configuration of monitoring software			
4.	Must provide configuration of storage virtualization software			

**V. Support and Licensing**

1.	Must provide virtualization software cost and licensing for a minimum of 3 years			
2.	Standard reports can be run with ad-hoc selection criteria's (i.e., specified data range, etc.)			
3.	Ascending, descending and multiple sort criteria can be assigned to multiple fields			
4.	Must be a Microsoft Partner for licensing operating systems and other Microsoft software			





**Town of Stratford**

**Desktop Virtualization Software Selection**

Vendor System Functions and Features List

Software Functionality Analysis			
Currently Av	Available W	Not Availabl	Comments

General Features			
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26.	The software should have the ability to access to centralized desktops using existing directory services infrastructure (i.e. LDAP, edir, and Active Directory)			
27.	The software should have the ability to run off-the-shelf, legacy or custom applications with no modifications			
28.	The software should deliver complete, unmodified desktop environments to endusers, and have no need for special user training			
29.	The software should allow users to access local printers, USB devices and other peripherals			
30.	The software should have the ability to use a common management interface for administration of desktops and servers			
31.	The software should have the ability to provide centralized backup for virtual desktops			
32.	The software should have the ability to automatically failover and recover from server hardware failures or other outages			
33.	The software should provide the ability to automatically balance desktop computing resources as user needs and application loads change over time			
34.	Must provide a return on investment or ROI calculations for the desktop virtualization initiative			
35.	Must support application virtualization, terminal services			

**II. User Experience**

1.	Connect Client Drives at logon			
2.	USB Device support (USB Auto Redirection) from Legacy/Thin PCs			
3.	Aero support (Windows 7)			
5.	Dynamically adjusts network printer configuration			
6.	Dynamics adjusts client monitor configuration			
7.	Must be optimized for bandwidth restricted environments (<256 Kbps) and high latency connections (>150ms)			
8.	Must support single sign-on from Windows endpoint to the virtual desktop			
9.	Must support an on-demand web installer for Windows endpoint client software			
10.	Software should support storage virtualization technologies such as DataCore			

**III. Management**

1.	Must provide resource management for USB devices			
2.	Must provide resource and centralized management for printers			
3.	Must be able to manage client USB redirection centrally			
4.	Must be able to manage client drive redirection centrally			
5.	Must be able to have universal print driver support for client connected printers			
6.	Must be able to support low bandwidth/high latency WAN connections (>50ms Latency)			
7.	Must support Microsoft Group Policy-based management for desktops			

**Town of Stratford**

**Desktop Virtualization Software Selection**

Vendor System Functions and Features List

Software Functionality Analysis			
Currently Av	Available W	Not Availabl	Comments

<b>General Features</b>
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**IV. Security**

1. Must support SSL tunneling for accessing desktops outside of the network

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**V. VDI Desktop Assignment**

1. Must support integration with Active Directory
2. Must support multiple Active Directory Domains


**VI. Desktop Provisioning**

1. Must support imaging delivery through LAN
2. Must support imaging delivery through SAN
3. Must have ability to automatically create desktops
4. Must have manual ability to create desktops
5. Provision desktops across hypervisor multiple resource pools
6. Must support Citrix HDX/ICA, RDP 7.1 (Remote FX) and/or PCoIP


**VII. Guest Operating System Support**

1. Must support Microsoft Windows XP Professional 32-bit
2. Must support Windows 7 SP1 32/64-bit


**VIII. Client (endpoint) Operating System Support**

1. Must support Windows XP Professional
2. Must support Windows Embedded Standard 7 SP1
3. Must support Windows 7 Professional


**IX. Licenses**

1. Must have concurrent user/desktop licenses
2. Must have per device licenses


**X. Optional**

1. Must support WAN acceleration
2. Support for storage virtualization technologies, DataCore
