

City of Foster City
4/16/2024
REQUEST FOR PROPOSAL
Data Backup System

City of Foster City RFP – Data Backup System

The City of Foster City requests pricing for a Data Backup System. Pricing is to include 3 years of software subscription and hardware support (if applicable).

The City invites you to submit a proposal to furnish materials in accordance with the terms, conditions and specifications contained in this document. Please complete the proposal form as instructed below and return it to the specified e-mail address by the due date. No extensions to the deadline will be allowed. All responses must be in an email to:

TO: Rob Lasky
rlasky@fostercity.org
Due Date: 5/14/2024

The undersigned proposes to provide solution and installation services to the City for the stated prices in accordance with the terms and conditions set forth in this document.

VENDOR:

Company Name	Street Address of Company
Signature of Officer	City, State, Zip
Printed Name of Officer	Telephone No./Fax Nbr.
Title of Officer	Federal I.D. Tax Number

This Request for Proposal includes the following Sections:

Section 1	Introduction / Background
Section 2	System Requirements
Section 3	Proposal Submittal Requirements
Section 4	Vendor Evaluation Process

TERMS AND CONDITIONS

1. **DATE DUE: 5/14/2024**
2. **QUESTIONS:** Call Rob Lasky at 650-740-7101 or e-mail questions to rlasky@fostercity.org. All communication/questions are to be submitted by any vendor to Rob Lasky via e-mail. All responses to questions/clarifications will be posted on the City’s website as addendums and any vendor who has provided an e-mail will be notified via -email of the posting. Vendors are required to provide an e-mail address to which we may send responses.
3. **REPLY FORMAT:** The Vendor’s proposal, signed acknowledgment terms and conditions, including all attachments, must be returned by the due date with submittal. Vendors are required to clearly identify any limitations or exceptions to the requirements defined in this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefit to the City. **The City is not responsible for non-receipt or misdelivery and that it is bidder’s responsibility to ensure we have received their communication. The City’s e-mail system does not allow attachments larger than 25MB.**
4. **DEADLINES TIME ZONE:** Where referred to in document, all times are in the Pacific Time Zone.
5. **VENDOR QUALIFICATIONS:** The vendor has been in business doing this type of work for at least the last three years.
6. **RESPONSIVENESS AND SELECTION PROCESS:** The decision for selection will be made on a combination of criteria, including: total cost (including ongoing operating costs); responsiveness to RFP; quality and completeness of proposal.

The City reserves the right to reject any and all proposals or to waive any minor errors, discrepancies or irregularities. The selection will be at the discretion of the City and may be made in any manner that best meets the needs of the City.

7. **FIRM PRICES:** All quotes shall be held firm for a minimum of ninety (90) days after the proposal due date to allow adequate time for the City to consider each proposal and make an award. All blanks for unit price and total price shall be completed. All prices shall include sales tax where applicable. Any charges for boxing, packing, crating, cartage, handling, insurance, unloading, inside delivery, and any other related charges shall be included in the bid price provided on the Bid Form. Any discrepancy between the unit price and the extended or total price shall be determined by taking the lower price. Upon receipt of this proposal by the City, the Vendor shall be presumed to be thoroughly familiar with all aspects of this work. The failure or omission to examine any location, equipment, form, instrument or document shall in no way relieve Vendor from any obligation with respect to this proposal.
8. **WARRANTY:** The delivered equipment shall be warranted to be free from defects in materials and workmanship.

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9. **CANCELLATION CLAUSE:** The City may terminate and cancel any purchase order or contract that result from this RFP without obligation at any time prior to receipt of the goods or services.

Section 1

Introduction / Background

1.1. The Project

The City of Foster City is an upper/middle class community of about 4 square miles and about 32,000 residents. We are located in central San Mateo County, mid-way between San Francisco and San Jose. A significant portion of the City is immediately adjacent to the waters of San Francisco Bay while other parts border on the City of San Mateo.

Foster City IT is a division under the City' Administrative Services Department, which also contains the Human Resources Division. Foster City IT consists of 4 full time staff: 1 IT Manager, 2 Senior Systems Analysts, and 1 Technical Analyst I.

We offer centralized IT services to the 8 City departments.

Tentative schedule and dates:

Release RFP	4/16/2024
Vendor Written Inquiries (on or before)	5/6/2024
City response to Written Inquiry (on or before)	5/7/2024
Proposals due from potential bidders	5/14/2024
Vendor Notified of accepted bids	TBD
Award of Contract	TBD
Project Start Date	TBD

1.2. Current Environment

1.2.1. Backup System

- Barracuda Backup 890 Appliance
- Sources include 70 virtual Windows servers, 10 virtual Linux servers, and 5 physical windows servers via agent. Also, 8 SQL Servers are backed up up via agent
- Virtualization is on a Nutanix cluster running VMware
- Storage used on Barracuda appliance is currently 17TB

1.2.2. Server Networking

- Server rack has SFP and copper 10Gbps and 1Gbps connections available

1.2.3. Cloud Replication

- Currently, all backup data is replicated to the Barracuda Cloud immediately following the backup job
- Internet Bandwidth is 500Mbps, with 250Mbps allowed for replication

1.2.4. Retention

- Daily: 7 days
- Weekly: 4 weeks
- Monthly: 6 months (replicated data only, not kept on local appliance)
- Yearly: 2 years (replicated data only, not kept on local appliance)

Section 2

2. System Requirements

All information contained in 1.2 Current Environment will still be applicable in the new system (sources, networking, replication, and retention). We plan to do implementation with in-house staff, so no professional services are required to be part of your proposal (although you can add professional services as an option).

The following are the minimum requirements we expect from the vendor's solution. We expect your response to address every requirement.

- Easy/intuitive interface
- Fast and bandwidth-efficient backups (especially virtual) and minimal impact on the source system
- Ability to replicate to a cloud service (vendor-specific cloud storage or generic S3)
- At-a-glance backup job status, with good reporting capabilities
- Granular restore capabilities, with ability to restore a single file or SQL database without requiring restoring the entire virtual server
- Policy-driven immutable or air gapped capabilities to protect backups from ransomware
- Ability to connect to VMware vCenter and Nutanix Acropolis for backing up virtual servers
- Data encryption at rest and in-transit
- Deduplication and compression of backups
- Indexing of filenames in backups to allow for search
- (Option) Ability to scan data for threats before backup
- (Option) Ability to scan and classify sensitive data

Section 3

Proposal Submittal Requirements

Below are all the items that must be submitted by the Vendor. Any Vendor who fails to include responses to the following requirements shall be deemed non-responsive.

Requirement A - General

1. Response to all City requirements (See Section 2).
2. Answers to the following questions about your company:
 - Local Address
 - Location of Headquarters

Requirement B - Pricing Sheet

1. Upfront Hardware costs (if applicable)
2. Annual Hardware maintenance costs (if applicable)
3. Software Licensing – provide 1, 3, and 5 year options
4. Cloud Storage for replication

Section 4

Vendor Evaluation Process

1. Selection/Evaluation Criteria for RFP Proposals

Proposals will be reviewed by Foster City's IT staff. Zoom demonstrations of the proposed products and reference check contact information may also be requested by City staff.

Final selection will be made on a combination of criteria, including: total cost (including ongoing operating costs); responsiveness to RFP; quality and completeness of proposal.