

**REQUEST FOR PROPOSALS
FOR
INFORMATION TECHNOLOGY
SERVER HARDWARE
REFRESH**

**Submittal Deadline
May 6, 2022**

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I. SCOPE OF SERVICES

The City of Castle Hills ("City") seeks Proposals from qualified service providers for Information Technology (IT) Managed Services to provide the expertise and management skills necessary to install, upgrade and repair (as necessary) the City's IT network, specifically the server hardware environment

There is no obligation for the City to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

Any inquiries concerning the request for proposals should be addressed to City Secretary Zina Tedford at (210) 293-9681 or ztedford@castlehills-tx.gov.

It is anticipated that the selection of a firm will be completed on May 17, 2022.

The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in the request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City and the firm selected.

II. DESCRIPTION OF THE CITY

The City of Castle Hills is a 2.5 square mile community of approximately 4,100 residents located in north Bexar County.

III. SCHEDULE

Wednesday, April 6 – Bid issued

Wednesday, April 20– Pre-submittal conference

Monday, April 25 – Inquiry deadline

Thursday, April 29 – Staff answers

Friday, May 6 – Bid submission deadline

Tuesday, May 17 – City Council meeting - Council reviews staff recommended firm; makes final decision

IV. SCOPE OF WORK

The City of Castle Hills is soliciting proposals from qualified professional vendors to provide IT server hardware refresh.

V. SUBMITTAL REQUIREMENTS

Respondent's submittal shall include the following items in the following sequence:

- A. Submittal Cover – The Submittal Cover is signed by a person, or persons, authorized to bind the entity, or entities submitting the response. Submittals signed by a person other than an officer of the company or partner of the firm shall be accompanied by evidence of authority. Joint Ventures require signatures from all firms participating in the Joint Venture. Joint Ventures are required to provide legal proof of the joint venture such as a Joint Venture Agreement as an attachment to their submittal.
- B. Consultant's Qualification Statement
- C. Statement on relevant experience to hardware and applications in Attachment A
- D. Organizational Chart and Staff Resumes
- E. References
- F. Proposed Fees (See Section VII(B) for instructions)
- G. Proof of Insurance
- H. Completed W-9 Form
- I. Completed Conflict of Interest Questionnaire Form (See Section X, subsection A)

Respondent is expected to examine this solicitation carefully, understand the terms and conditions for providing the services listed herein and respond completely.

FAILURE TO COMPLETE AND PROVIDE ANY OF THE ABOVE-REFERENCED DOCUMENTS MAY RESULT IN THE RESPONDENT'S SUBMITTAL BEING DEEMED NON-RESPONSIVE AND THEREFORE DISQUALIFIED FROM CONSIDERATION.

VI. PRE-SUBMITTAL CONFERENCE

A non-mandatory pre-submittal conference will be held on Wednesday, **April 20, 2022 at 10:00 a.m.** at the City of Castle Hills Council Chamber located at 209 Lemonwood Dr, Castle Hills, Texas 78213.

VII. BIDDING INSTRUCTIONS

Respondent shall provide five (5) copies of their submittal; one (1) clearly marked "Original" and signed and four (4) duplicates. All copies must be submitted in a sealed package, clearly marked on the front of the package "**INFORMATION TECHNOLOGY SERVER HARDWARE REFRESH.**" All submittals must be received by the City Secretary no later than **3:00 p.m. CST, May 6, 2022** at the address below:

City of Castle Hills
Attn: City Secretary

209 Lemonwood Dr
Castle Hills, Texas 78213

Any submittal received after this time shall not be considered. Submittals sent by facsimile or email will not be accepted.

- A. **Submittal Format:** Each submittal shall be typewritten and submitted on 8 ½" x 11" white paper. Electronic files shall not be included as part of the submittal; compact disks and/or flash drives submitted as part of the submittal shall not be considered.
- B. **Proposed Fees:** The City is requesting that the vendors submit an All-Inclusive fixed fee service contract for all-inclusive refreshing, replacement and /or repair of the server environment. Other major projects would be negotiated on an as needed basis.

Vendors may also submit an alternative proposed fee structure that they believe would meet the needs of the City as an included alternate bid.

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the City's IT infrastructure on the fixed fee. Identify the following for those services not under the fixed fee:

1. A fee schedule containing the vendor hourly rates
 2. A description of how services will be billed
 3. A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.
- C. Respondents who submit responses to this solicitation shall correctly reveal, disclose, and state the true and correct name of the individual, proprietorship, corporation, and /or partnership (clearly identifying the responsible general partner and all other partners who would be associated with the contract, if any). No nicknames, abbreviations (unless part of the legal title), shortened or shorthand, or local "handles" will be accepted in lieu of the full, true and correct legal name of the entity. These names shall comport exactly with the corporate and franchise records of the Texas Secretary of State and Texas Comptroller of Public Accounts. Individuals and proprietorships, if operating under other than an individual name, shall match with exact Assumed Name filings. Corporate Respondents and limited liability company Respondents shall include their 9-digit Internal Revenue Service Taxpayer number on the W-9 Form. If an entity is found to have incorrectly or incompletely stated its name or failed to fully reveal its identity in its submittal, the City Manager shall have the discretion, at any point in the contracting process, to suspend consideration of the submittal.

- D. All provisions in Respondent's submittal, shall remain valid for ninety (90) days following the deadline date for submissions or, if a submittal is accepted, throughout the entire term of the contract.
- E. All submittals become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by Respondent should be clearly noted on the page(s) where confidential information is contained; however, the City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act, since information deemed to be confidential by Respondent may not be considered confidential under Texas law, or pursuant to a Court order.
- F. Any cost or expense incurred by the Respondent that is associated with the preparation of the submittal, the Pre-Submittal Conference, if any, or during any phase of the selection process, shall be borne solely by Respondent.

VIII. COMMUNICATION GUIDELINES

Once the solicitation has been released, Respondents are prohibited from communicating with City staff and elected officials regarding the solicitation, with the following exceptions:

- A. Respondents are prohibited from communicating with elected City officials regarding the solicitation or Submittals from the time the solicitation has been released until the contract is posted as a City Council agenda item. Respondents are prohibited from communicating with City employees from the time the solicitation has been released until the contract is awarded. These restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the solicitation and/or Respondents' Submittals. Violation of this provision by Respondent and/or their agent may lead to disqualification of Respondent's submittal from consideration. Exceptions to the restrictions on communication with City employees include:
 - 1. Questions and responses during the pre-submittal conference.
 - 2. Respondents may submit questions electronically to [ztedford@castlehills-tx.gov](mailto:ztedford@castlehills.tx.gov) concerning this RFQ before **2:00 p.m. CST, on Monday, April 25, 2022**. Questions received after the stated deadline may not be answered. Received questions and responses will be posted to the City's website at by **4:00 p.m. CST, on Friday, April 29, 2022**.
 - 3. Respondents may provide responses to questions asked of them by the City staff or officials after responses are received and opened and during any subsequent interviews.

- B. City reserves the right to contact any Respondent to negotiate if such is deemed desirable by City.

IX. AMENDMENTS TO SOLICITATION

No oral statement of any person shall modify or otherwise change or affect the terms, conditions or specifications stated in the solicitation, and changes to the solicitation – if any – shall be made in writing only.

X. EVALUATION CRITERIA

The City Manager with the assistance of City staff will evaluate qualifications based on requirements described in this section. The highest qualified respondents may be selected to attend a formal interview. The interview will allow the invited respondents to further discuss their qualifications with City Staff and to respond to questions from the staff. The City Manager shall make a selection recommendation to City Council in a public meeting. If accepted by City Council the City Manager will begin to negotiate a contract. The City of Castle Hills reserves the right to reject any or all proposals, and is not bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the city.

Evaluation Criteria:

- Qualifications and Experience [20%]
- Relevant Experience with City Hardware & Software (Attachment A) [15%]
- Work Plan addresses Scope of Work [15%]
- Quality of References [10%]
- Pricing [40%]

XI. AWARD OF CONTRACT & RESERVATION OF RIGHTS

The City reserves the right to select one or no firm in response to this proposal. The firm, if selected, will be the firm whose proposal is deemed most advantageous to the City, as determined by City Council. This proposal does not commit the City to enter into a Contract, award any services related to this proposal.

The City will require the selected firm to execute a contract to be negotiated with the City, no more than fourteen (14) calendar days after the City gives notice of award. Contract documents are not binding on the City until reviewed by legal counsel. In the event the parties cannot negotiate and execute a contract within the time specified, the City reserves the right to terminate negotiations with the selected firm and commence negotiations with another firm.

The City reserves the right to contract any additional audits or reviews with whomever they choose.

A. Vendor contracts approved by City Council AND/OR contracts in excess of one million dollars must submit Form 1295 to the City Secretary. The The Texas Ethics Commission website is <https://www.ethics.state.tx.us/filinginfo/1295/>

B. Independent Contractor: Firm agrees and understands that, if selected, it and all persons designated by it to provide services in connection with a contract, is and shall be deemed to be an independent contractor(s), responsible for its respective acts or omissions, and that the City shall in no way be responsible for firm's actions, and that none of the parties hereto will have authority to bind the others or to hold out to third parties, that it has such authority.

ATTACHMENT A

City of Castle Hills Hardware & Software Inventory

RFP Items		Server Hardware Refresh	
Customer Account Name		City of Castle Hills	
Qty	Manufacturer Part #		Long Description
Hardware			
2	867998-B21		HPE 1U Gen10 Bezel Kit - 1U Rack Height - 1 Pack
4	716197-B21		HPE 2.0m Ext HD MiniSAS Cable - 6.56 ft Mini-SAS HD Data Transfer Cable - Mini-SAS HD - Mini-SAS HD - Extension Cable
2	804398-B21		HPE Smart Array E208e-p SR Gen10 Controller - 12Gb/s SAS, Serial ATA/600 - PCI Express 3.0 x8 - Plug-in Card - RAID Supported - 0, 1, 5, 10 RAID Level - 2 - 8 SAS Port(s) External - PC, Linux
2	P24743-B21		HPE ProLiant DL360 G10 1U Rack Server - 1 x Intel Xeon Gold 6248R 3 GHz - 32 GB RAM - Serial ATA/600 Controller - 2 Processor Support - Up to 16 MB Graphic Card - 10 Gigabit Ethernet - 8 x SFF Bay(s) - Hot Swappable Bays - 1 x 800 W - Intel Optane Memory
2	E6U64ABE		HPE Integrated Lights-Out Advanced Pack - Subscription License - 1 Server - Standard - Electronic
2	865414-B21		HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit - 800 W - 230 V AC
10	P00924-B21		HPE SmartMemory 32GB DDR4 SDRAM Memory Module - For Server - 32 GB (1 x 32GB) - DDR4-2933/PC4-23466 DDR4 SDRAM - 2933 MHz - CL21 - 1.20 V - Registered - 288-pin - DIMM
2	700139-B21		HPE 32 GB Class 10/UHS-I microSDHC - Class 10/UHS-I
2	HS7U2E		HPE Pointnext Tech Care Essential - 3 Year Extended Warranty - Warranty - 24 x 7 x 4 Hour - On-site - Maintenance - Parts & Labor
1	875519-B21		HPE Bezel Lock Kit
1	R0Q87A		HPE MSA 1060 12Gb SAS SFF Storage - 24 x HDD Supported - 0 x HDD Installed - 24 x SSD Supported - 0 x SSD Installed - Clustering Supported - 2 x Serial Attached SCSI (SAS) Controller - RAID Supported - 24 x Total Bays - 24 x 2.5" Bay - 4 SAS Port(s) Exter
1	H28U0E		HPE Pointnext Tech Care Essential Service - 3 Year - Warranty - On-site - Technical
4	R0Q65A		HPE 1.20 TB Hard Drive - 2.5" Internal - SAS (12Gb/s SAS) - Storage System Device Supported - 10000rpm - 6 Pack

Software

1	P11081-B21	HPE Microsoft Windows Server 2019 - License - 50 User CAL - Japanese, Italian, German, French, English, Spanish - PC
6	P11058-B21	HPE Microsoft Windows Server 2019 Standard - License - 16 Core - Reseller Option Kit (ROK) - DVD-ROM - PC
12	P11065-DN1	HPE Microsoft Windows Server 2019 Standard Edition - License - 4 Additional Core - After Point of Sale (APOS), OEM, Keyless, Medialess - Portuguese (Brazilian), French, English, Spanish - PC
1	F6M48AAE	HPE VMware vSphere Essentials Plus 1 Year 24x7 Support - License - 6 Processor - Standard - Electronic

Services

SI - Professional Services

Professional Services

Scope of Work

- Documentation of all hardware and associated warranty information
- Assemble all hardware
- Configure hardware with IPs
- Configure storage
- Verify storage connectivity
- Install hardware onsite
- Reconfigure server rack for new hardware
- Ensure connectivity
- Create vCenter Server Appliance
- Migrate virtual machines to new environment
- Decommission old hardware
- Remove from rack
- Secure destruction of data
- Disposal of hardware
- Testing/troubleshooting
- Dedicated Server Project Team
- Dedicated Project Manager

