

**RFP 2021-6001;
STORAGE AREA NETWORK (SAN)
ATTACHMENT A: SCOPE OF WORK**



1.0 Background

CMHA is seeking proposals from qualified entities to meet the following requirements in providing a Storage Area Network to CMHA in Hamilton County, Ohio. CMHA is seeking quotes from qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary to provide, install, and configure Storage Area Network (SAN) hardware, software, and maintenance.

CMHA's objective in acquiring a replacement SAN is to provide CMHA with a centralized storage environment that lowers the total cost of ownership of both physical and virtual server Data Storage in a high-speed, shared storage environment that offers flexible storage capacity and performance, robust fault tolerance, is compatible with existing virtualization technologies from Microsoft and VMware and offers intuitive administration. The replacement SAN must minimize disruptions during implementation and be flexible enough to adapt to our current infrastructure.

2.0 GENERAL REQUIREMENTS:

2.1 Current SAN Environment:

- 2.1.1** At a high level, the main objective behind the current storage area network is to provide CMHA with a centralized storage environment that lowers the total cost of ownership by providing a high speed shared storage environment that offers increased storage capacity and performance, robust fault tolerance, and flexible storage administration.
- 2.1.2** Nimble CS300 (45 TB usable/72 tb raw offsite) and HF20 (61 TB usable/84 raw on-site production) series dual controllers and multi-path
- 2.1.3** Hybrid SSD and spinning hard drive enclosures.
- 2.1.4** Dual Cisco MDS 9148s 12 of 48 ports activate 16 gb fiber channel switches for production. Off site is iSCSI over Ethernet to Nimble CS300.
- 2.1.5** The SAN devices are located on the CMHA campus, but are geographically dispersed to two different buildings. CMHA wants to maintain this geographic dispersion.
- 2.1.6** Veeam Backup software is being used to provide the backup and recovery capabilities.
- 2.1.7** The current SAN age is approximately CS300 six years old and HF20 over two years old.

2.2 Specifications for SAN replacement:

- 2.2.1** Dual 16 Gb (or faster) fiber channel switches or more add more ports to existing.
- 2.2.2** Dual controller for fully redundant, multi-path, and hot-swappable hardware.

**RFP 2021-6001;
STORAGE AREA NETWORK (SAN)**



- 2.2.3** Hard drive capacity for a minimum of 150 Terabytes (TB) effective capacity, with future expansion capacity for growth. We will consider the vendor recommendations for different hard drive combinations with respect to capacity, cost and performance.
- 2.2.4** SAN solution must support auto tiering of data.
- 2.2.5** Support contract must include 5 years 24x7x365 with a 4-hour response time. Support shall include but not be limited to on-site and by telephone. Support shall include maintenance including all labor and parts.
- 2.2.6** Professional services for SAN installation, setup, and to migrate existing data to new SAN.
- 2.2.7** SAN must support data volumes larger than two Terabytes (TB)
- 2.2.8** SAN must be VMWare and Hyper-V certified
- 2.3** Optional WARM site

 - 2.3.1** CMHA may add a WARM site during the contract period. Proposer shall provide fees for a compatible, same sized SAN with similar cost, capacity and performance characteristics.
- 2.4** SAN Management

 - 2.4.1** The SAN must be manageable from a secure web-based interface and if it is recommended a separate management device or server be used to manage the SAN then this device or server must be included in the bid.
 - 2.4.2** The SAN must include the capability to report the overall and detailed views of current and historical utilization.
 - 2.4.3** The SAN must include the capabilities to report storage resource objects and generate a data usage report that can lead to a charge-back report.
 - 2.4.4** The management system must include comprehensive online and remote monitoring abilities without third-party hardware or software. The solution must be capable of generating email alerts for any critical hardware or software events that may occur.
- 2.5** Implementation

 - 2.5.1** The vendor must install the new SAN as the primary production storage unit.
 - 2.5.2** The vendor must implement the SAN management software to allow system configuration, performance monitoring and capacity reporting. Initial cost for all management software and licenses, as well as for any ongoing maintenance for a five (5) year period must be included in the proposal.

**RFP 2021-6001;
STORAGE AREA NETWORK (SAN)**



- 2.5.3 The vendor must configure the new system to support CMHA's existing server infrastructure environment.
- 2.5.4 The vendor will be required to assist CMHA's IT staff in connecting the new SAN to the existing switches and servers.
- 2.5.5 The vendor must provide sufficient training to CMHA IT staff to prepare them for successful migration of data from the existing to the new SAN which should include all applicable data.
- 2.5.6 CMHA IT staff must have access to engineering-level support of the equipment manufacturer.
- 2.5.7 The vendor must provide product training to CMHA IT staff on best practices and daily management of the SAN.
- 2.5.8 Night and weekend hours are available for prolonged project activities to minimize disruption of service. CMHA's normal business operating hours are 7 AM to 5:30 PM Monday through Friday.

2.6 Contractor requirements:

- 2.6.1 Provide, install and configure the proposed SAN solution and necessary training of CMHA staff so that they can perform routine SAN administration and migration of data from the existing SAN to the replacement SAN.
- 2.6.2 Provide, install and configure any additional devices and or software required to manage the new SAN.
- 2.6.3 Provide 5 years of product support and maintenance available 24/7/365 with 4-hour response time. Contractor shall commence support or maintenance within 4 hours of the initial call or notification of need for support or maintenance.

2.7 Working hours and time restrictions

- 2.7.1 Contractor(s) shall commence and end all services on the same workday unless approved by CMHA in advance. Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees of CMHA.
- 2.7.2 If the system will be out of service for more than four (4) hours due to the non-availability of a part or extended time needed for repair, the Contractor shall immediately call the CMHA representative who assigned the work and inform him/her of the situation and estimated time of completion and make recommendations to restore service temporarily so as to minimize impact.
- 2.7.3 Contractor(s) shall inform CMHA Procurement within two (2) working days of any change in contact information, including but not limited to contact personnel, mailing address, physical address, phone numbers and email addresses.

**RFP 2021-6001;
STORAGE AREA NETWORK (SAN)**



2.0 Performance Standards

- 2.1** For each time the Contractor violates any of the clauses in the Scope of Work or resulting contract, the Contractor's fee may be reduced 10% for that service.
- 2.2** If Contractor staff is required to work on site, they will be groomed and in office-appropriate cleaning attire. Staff is required to wear CMHA-issued contractor identification. Each time the Contractor violates this provision the Contractor's fee may be reduced by 10%. Repeated violations may result in termination of the contract
- 2.3** CMHA may waive the fee reductions at her discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

3.0 Contract Terms

3.1 Contract Term

3.1.1 The Authority intends to enter into a one-year contract with the option, at the Authority's sole discretion, to extend four one-year contracts with the successful offeror(s) selected to provide the services.

3.2 Indefinite Quantities Contract (IQC) CMHA does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

3.2.1 Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires CMHA to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$200,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.