Request for Proposals

for

Backup and Disaster Recovery Hardware, Software and Support

Issued by
Klickitat County
February 1st, 2022

A. Purpose: The purpose of soliciting proposals is to identify a provider for backup and disaster recovery services for Klickitat County. The successful proposer will be invited to work with the IT Division to develop a final proposal and contract that will be presented to the Board of County Commissioners for review and approval.

B. Deadline for Submittal: To be considered, proposals shall be received no later than Noon, February 21st, 2022 at the address shown below:

Jeff Roe
Klickitat County IT Manager
115 West Court Street Suite 202
MS-202
Goldendale, WA 98620

C. Proposal Opening: All proposals shall be opened, before the public, by the Board of County Commissioners, during their regular business meeting of February 22nd at 1:30 p.m. in their Chambers in Goldendale, Washington. All proposers are welcome to electronically attend said opening.

D. Proposals shall be clearly marked on the outside: "SEALED PROPOSAL – BACKUP AND DISASTER RECOVERY". All copies shall be delivered in a sealed envelope or package.

Late proposals are ineligible and will not be considered. Timeliness shall be the responsibility of the proposer. The County assumes no responsibility for proposals received late due to the US Postal Service or other delivery services.

E. Modifications of Proposal: In the event that a proposer desires to change any part(s) of a previous proposal, the entire proposal -including all required copies- must be re-submitted prior to the closing date and time. After the closing date, no modification(s), including partial modifications, will be considered. Only the last proposal submitted shall be considered, as determined by the date of the authorizing signature of the proposer.

F. Copies of Proposal: Proposers shall submit one original and five (5) copies of their complete proposal. Proposals that do not contain the prescribed number of copies will be deemed unacceptable and will not be considered.

G. Proposal Costs: The County is not liable for any costs incurred by a proposer prior to the full execution of a contract. All costs incurred in response to this Request for Proposals (RFP), including travel costs to attend meetings of the proposal evaluators, or contract negotiation sessions, are solely the responsibility of the proposer.

H. Right to Reject, Negotiate, and/or Cancel: The County reserves the right to reject any and all proposals if such a rejection is in the County's best interest. This RFP is a solicitation for offers and is not to be construed as an offer, guarantee, or a promise that the solicited services will be purchased by the County. The County may withdraw this request for proposals at any time, and for any reason, without liability for damages,

including, but not limited to, bid preparation costs. Additionally, the County reserves the right to negotiate with the apparent successful proposer, and may request additional information or modification from a proposer.

I. Evaluation Process: The IT Division will review the proposals based on the criteria described below. A recommendation for the successful proposer will be submitted to the Board of County Commissioners to be considered, before the public, during their regular business meeting. The successful proposer will then be invited to meet, and to develop a contract(s) to present to the Board of County Commissioners for their review and consideration.

J. Proposal Evaluation Criteria: Proposals will be rated on service, price, vendor relations, and system quality. Awarding of a contract will not be solely on a low-bid basis. Service will be evaluated on things such as timely responses, quality of work, and ability to cover Klickitat County. Pricing will be based on the bid sheet provided. Vendor relations will look at professionalism, honesty, history of the vendor, and its staff. Evaluations may include contacts of references listed in the proposals.

K. Proposal Requirements: Proposals shall include the following items:

1. Cover letter with authorized signature of proposer and date of submittal.
2. Bid sheet listed in Appendix B. Bids not utilizing this sheet will not be considered.
3. Detailed description of the services and equipment with costs and an implementation plan and schedule. A copy of any proposed maintenance agreement(s). Description of how future rate increases for maintenance agreements, or other recurring monthly charges, will be determined.
4. Brief description of proposer's business history, profile of key staff that will be working with the County, and a list of a minimum of three (3) references of other similar governmental agencies or businesses that currently use the services and systems proposed.

   Proposals not including all items above shall be deemed incomplete and will be rejected.

L. County's Backup and Recovery Requirements: See **Appendix A** for a description of the services to be provided under this RFP.

M. Questions: Inquiries regarding this RFP shall be directed to Jeff Roe, IT Manager at (509) 773-2424 or via email at jeffr@klickitatcounty.org.

Appendix A: Services Required

Current Environment

Our current environment consists of a 3 node cluster using Microsoft Storage Spaces direct hosting roughly 50 hyper-v servers, some Windows Guests and some Linux guests. We also have 3 Windows servers running Hyper-v hosting both Windows and Linux based guest VM's.

Vendor Requirements

Scope of Work

Provide an implementation plan, including a timeline with estimated durations per task. Work with County IT staff to review current network infrastructure and stored data to provide detailed requirements for a successful implementation. This includes any changes that should be made to the internal network. Recommend, install, and configure all required hardware for the plan. County IT intends to purchase any required equipment and software. The selected vendor may provide its own pricing for the equipment/software, but the County may also consider other vendors for purchasing the equipment. Set up all required infrastructure for successful backup and full recovery processes. Provide administrator training for County IT staff during regular business hours. The IT staff should be able to manage daily processes and file restore functionality on their own. Configure, schedule, and provide encrypted backup management of all the data including, but not limited to: files, folders, images, system state, databases, and enterprise applications. Optimize the backup process in terms of time, space, and minimal disruption to the production environment. Help County staff develop a Backup and Disaster Recovery documentation/guideline, including fully annotated diagrams to use for daily operations and during an emergency. The guidelines should include processes for different types of emergencies. Perform failover testing.

Service and Support

The vendor must provide 24x7 on-site support with a 4 hour maximum response time. Support must be proactive (alerting the County about relevant bugs that require attention, predictive and actual failures reported by the system, and configuration issues reported by the system). Support staff must be knowledgeable, and must have a defined procedure for escalating unresolved cases promptly. The vendor agrees to advise the County of any product recalls or other technical failures and to correct such faults by replacement of any necessary components in question during the entire warranty period. The vendor will agree that parts replaced under warranty will be new. The vendor agrees to obtain approval from the designated County staff prior to using any manufacturer certified refurbished parts. Manufacturer certified refurbished parts

would not be approved if the failure rate for refurbished parts is greater than failure rates for new or original parts. Be able to provide service after hours if necessary.

Desired Features

1. System Design: The County of Klickitat is seeking the following to address current Backup and Disaster Recovery needs.

A. Maintain an in-house backup solution, hardware and software, for general operations (disk-to disk)
B. Utilize a hosted environment for remote backup, backup replication/archiving, and extended retention schedules. (disk-to-cloud)
C. Ability to access the hosted environment backups in the event of an infrastructure collapse to mimic virtualized datacenter environments for DR purposes.

2. Features and Functionality: The following is a list of desired functionality for the new system.

a. Easy/intuitive interface and management.
b. Easy to manage - backups, restores, policies, archiving, etc.
c. Reporting on backup errors or anomalies (eg. High change rates)
d. Default auto protect of new VMs
e. Must be capable of VM level backups and restores of whole VMs
f. Must be capable of native database level SQL backups and restores
g. Fast recovery times
h. 'Instant' restore - spin up a VM on the backup system to quickly get it back running while it is being live migrated back to the production system
i. Intraday snapshots
j. Out of the box reporting for auditing, capacity planning, and forecasting
k. Capable of fine granularity (file level, point in time, etc.)
l. The system must provide logs of backup/restore activity.
m. Able to quickly and easily spin up a VM from a backup copy in isolation to retrieve data, test a patch, etc
n. Ability to quickly restore a deleted file/folder or restore an older version of a file
o. Ability to quickly restore a virtual server
p. Ability to restore a physical server to a replacement physical server or convert to Hyper-V VM
q. Ability to recover from Ransomware
r. Ability to backup machines with different operating systems (Current environment is Windows only)
s. Restore files/folders based on search criteria (file/folder names, location, and attributes) across multiple backup copies
t. Restore entire VM Hosts to bare-metal
u. Restore VMs as new VM not original
v. Provide continued functionality in the event of a power loss from outside the network
w. Provide continued functionality in the event of a disaster that limits access to the building for a short or extended time period.
x. Flexible, Hardware-Agnostic replication.

y. Electronic transmission of County data must be encrypted.
z. Service Level Agreement specifying Recovery Time Objectives and Recovery Point Objective
aa. Geodiversity of replication hardware
bb. Global deduplication and compression of all protected data.
cc. Capacity to support existing storage size and easily scale to increase capacity in a cost effective manner without substantially increasing the backup window.
dd. Strong security
ee. Ability to perform semi-annual or annual recovery testing.
ff. Detailed documentation of required steps for proper backup and recovery
gg. Ability to meet HIPAA (Health Insurance Portability and Accountability Act) requirements
hh. Ability to meet CJIS (Criminal Justice Information Services) requirements
ii. Ability to meet CIS (Center for Internet Security) standards
jj. Ability to perform searches on archived files in the event of a legal requirement

3. System Requirements

The proposed solution must meet or exceed the following system requirements:

Retaining backup - the County requires the following:

a. Once per 4 hours, retain for 2 days
b. Once per day, retain for 30 days.
c. Once per month, retain for 12 months.
d. Once per year, retain for 7 years.
e. *The more granular the backups can be kept with little storage impact, the better.
f. **“Infinite Cloud " advertised by some vendors is strongly preferred.
g. Ability to do automated restore testing including service start verification of VMs.
h. Separate backup definitions and retention schedules for different VMs/Machines
i. Must do backups with minimal performance impact to the production servers and to the network during normal business hours 6am – 6pm M-F.
j. The solution must provide its own local storage hardware for primary backup.
k. Ability to export backups to external drives
l. Must have an effective method to restore from local/cloud storage when the backup appliance is not available (Example: Backup appliance gets destroyed in a fire).