COLORADO HOUSING AND FINANCE AUTHORITY

REQUEST FOR PROPOSAL (RFP)

COLORADO HOUSING AND FINANCE AUTHORITY
1981 BLAKE STREET
DENVER, CO 80202

REQUEST FOR PROPOSAL

Hyperconverged Infrastructure Solution

POSTED: 2/5/2018

PROPOSALS DUE: 2/23/2018

The Colorado Housing and Finance Authority (CHFA) is a body corporate and political subdivision of the State of Colorado, established by the Colorado General Assembly for the purpose of increasing the supply of decent, safe and sanitary housing for low and moderate-income families; and to promote sound economic development by supporting business enterprises. Our mission is to strengthen Colorado by investing in affordable housing and economic development. Our vision is that everyone in Colorado will have the opportunity for housing stability and economic prosperity.

More information on CHFA may be found at the CHFA website www.chfainfo.com.

Background

CHFA is seeking a proposal for the purchase and implementation of a Hyperconverged Infrastructure (HCI) solution. The current server and storage architecture utilized by CHFA has reached the end of service life and is due to be replaced. CHFA would like to take this opportunity to modernize its infrastructure with a Hyperconverged solution to replace all datacenter-based compute and storage systems in its collocated datacenters.

Qualified companies are invited to submit proposals to provide a Hyperconverged solution for all CHFA’s server compute and storage needs along with the necessary services to assist with the deployment, configuration, and ongoing support of the solution.

CHFA intends to select a vendor to address both hardware and software layers of the solution including compute, shared storage, hypervisor, replication (and/or backup), and management. The vendor should also be able to assist with implementation and configuration of the new systems.
CHFA reserves the right to reject any or all proposals and to accept or reject any item or combination of items in any proposal. Any proposal received by CHFA must be valid and binding for a period of sixty (60) days beyond the submission deadline.

**Scope of Services**

CHFA is seeking proposals from vendors to provide a new Hyperconverged infrastructure solution combining compute and storage hardware, standardized hypervisor, and system management software. The scope will include all hardware, software, and professional services needed to implement the system and complete the project. The system will replace CHFA’s current server, storage, hypervisor, and SAN replication software.

The scope will include:

- Replacement of all server computer hardware
- Replacement of all SAN hardware
- Replacement of data replication solution used for
- Replacement of hypervisor software
- Professional service for installation of all hardware and software
- Professional services for Production VM guest migration
- Professional services for design, deployment, and configuration of data replication between CHFA’s two collocated datacenters for Disaster Recovery (DR) purposes
- Professional services for knowledge transfer of system design, configuration, and common administration tasks
- Training solution(s) for ongoing system administration
- Escalated support services for any issues experienced for a short period immediately following product launch
- Extended support coverage provided by proposal respondent or solution manufacturer for a minimum of three years
- Project management services

**Project Requirements**

1. The proposed solution must fully replace the functionality of all existing servers and storage as described in this document.
2. The solution must include a standardized and up-to-date hypervisor pre-installed.
3. The proposed solution must integrate hardware, storage, hypervisor, management, data protection, and replication tools.
4. All proposals should include three years of 24x7 system support and maintenance.
5. The support coverage should account for hardware, hypervisor, and management software with a single escalation point for all incidents and problems.
6. The successful solution must demonstrate the ability to scale compute and/or storage capacity quickly and easily in response to future system or data growth.
7. The solution will provide ease of expandability for resources assigned to virtualized systems running on the proposed platform.
8. The system must be able to support a minimum 5-year life-cycle including growth projection of at least 10% growth per year. Please list forecasted costs for any hardware, software, or licensing to achieve this.
9. The successful solution should provide for high performance storage components with preference given for All-Flash configurations.
10. The solution must be considered 99.999% reliable with no single point of failure, fully redundant, and hot-swappable components wherever possible.
11. The system must support data volumes larger than two Terabytes (2TB).
12. The solution must be able to provide fully redundant multi-path capability to both storage and network paths.
13. The solution must be manageable from a secure web-based interface.
14. Any separate management devices required must be included in the solution.
15. The solution must be able to provide detailed reporting on current and historical utilization.
16. The management system must include comprehensive online and remote monitoring abilities with the solution including any necessary hardware or software.
17. The solution must can generate email alerts for any critical hardware or software events that may occur.
18. The solution must include out-of-band management for the entire system.
19. The proposed solution will support 10GbE network connections.
20. The proposal must include all necessary hardware and software to enable replication of all Production systems to CHFA’s secondary collocated datacenter (space, power, and 400Mbps MoE already in place).
21. The solution must support non-disruptive updates and upgrades.
22. Proposed solutions should demonstrate their ability to reduce and simplify the effort of system management and administrative tasks.
23. Solutions should be capable of segregating guest systems to minimize potential impact across zones. (e.g. - Development, Staging, and Production)
24. The solution should be compatible with third party backup solutions – please provide a list of compatible and supported backup solutions.
25. Proposals should include professional services to implement the solution with forecasted delivery or travel costs to Denver, CO – please describe your project management process.
26. The successful vendor will provide system administration overview and training to CHFA staff on the implemented solution.
27. The proposed solution will need to accommodate the currently assigned computer and storage resources along with 50% initial growth capacity. The current resources consist of:

<table>
<thead>
<tr>
<th>Total CPU Resources Available</th>
<th>GHz (Processors)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production</td>
<td>255 (96)</td>
</tr>
<tr>
<td>Staging</td>
<td>67 (24)</td>
</tr>
<tr>
<td>Development</td>
<td>67 (24)</td>
</tr>
<tr>
<td>Management</td>
<td>34 (12)</td>
</tr>
<tr>
<td>DR Site Management</td>
<td>67 (24)</td>
</tr>
<tr>
<td>Total Memory</td>
<td>Production</td>
</tr>
<tr>
<td>------------------</td>
<td>------------</td>
</tr>
<tr>
<td></td>
<td>Staging</td>
</tr>
<tr>
<td></td>
<td>Development</td>
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<tr>
<td></td>
<td>Management</td>
</tr>
<tr>
<td></td>
<td>DR Site Management</td>
</tr>
<tr>
<td>Total Storage</td>
<td>Production</td>
</tr>
<tr>
<td></td>
<td>Staging</td>
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<td></td>
<td>Development</td>
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<td></td>
<td>Management</td>
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<tr>
<td></td>
<td>DR Site Management</td>
</tr>
<tr>
<td>Running Virtual Machines</td>
<td>Production</td>
</tr>
<tr>
<td></td>
<td>Staging</td>
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<tr>
<td></td>
<td>Development</td>
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<tr>
<td></td>
<td>Management</td>
</tr>
<tr>
<td></td>
<td>DR Site Management</td>
</tr>
</tbody>
</table>

**Proposal Requirements**

A. Please provide a description of all companies providing services or products included in the proposal.

B. Please provide examples of similar solutions and deployments performed by the responding professional services team along with an overview of the team composition.

C. A summary description of the proposed approach and timing for completing the Services requested including details on how the Respondent would engage with CHFA, the availability of proposed products and professional services teams (including any current product, shipping, or time constraints), and description of any/all tools, templates, documentation, etc. offered as part of the proposed approach.

D. An itemized cost proposal for the Services requested, including hardware and software components, system support, professional services (including number of hours estimated), hourly rate for any additional services due to change orders, travel costs, etc. as well as how the project will be billed.

E. A description of the value and return on investment that CHFA should anticipate from the Proposal.

F. Indicate the name, title, telephone number and email address of the individual who will be the principal contact for CHFA.
G. Note: Finalist will need to provide name of professional insurance carrier and amount of coverage carried.

H. Note: CHFA encourages minority-owned and woman-owned business enterprise (MBE/WBE) to apply.

CHFA will consider all the following criteria in evaluating the proposals:

1. Quality. Examples of similar projects should be provided and show evidence of high-quality and thoughtful delivery tailored to the specific customer and how that would translate to CHFA’s needs.

2. Type of engagement / time. The approach, methodology and length of time to appropriately plan, deploy, and configure the solution will be a factor. Ideally, CHFA would like to start the project kickoff as soon as a provider is selected.

3. Innovation. Proposals provided should clearly show evidence of innovative recommendations that align with current and future technology trends.

4. Cost. CHFA is a registered non-profit 501c3 and typically receives a non-profit discount on services. CHFA also is able (but not required) to purchase through WSCA-NASPO agreements if applicable and beneficial. Any travel costs should be estimated with a goal to minimize as much as possible depending on the recommended assessment methodology.

CHFA reserves the right to reject all proposals after reviewing all responses to this RFP. CHFA is not required by law to conduct this RFP and reserves the right to cancel or withdraw this RFP at any time and for any reason. In addition, CHFA reserves the right to negotiate the terms of the responses with any respondent prior to commencing services and to negotiate with other respondents if negotiations are not concluded with any selected respondent(s).

CHFA expects to select one or more firms for engagement. Engagement of a firm does not guarantee a firm any percentage or other allocation of business from CHFA. CHFA will allocate its business to firms as determined necessary and appropriate. Each approved firm will execute an engagement agreement satisfactory to CHFA and will agree that it will comply with the provisions of Colorado Revised Statutes applicable to contracts with CHFA. Additional firms may be engaged from time to time as CHFA’s needs require and such engagement need not be pursuant to this RFP or any other RFP process.

**Submission Requirements**

**Process Timeline**
Posting of Request for Proposal: 2/5/2018
Questions Submit on or before: 2/14/2018
Question Responses Posted on or before: 2/19/2018
Deadline for Proposal Submission: 2/23/2018
Anticipated Decision Date: Early March 2018
Electronic responses to this request for proposal must be received by CHFA no later than 6:00pm, Mountain Time, on Friday, February 23, 2018 at the following email address:

Aaron Fuerst  
Manager, IT Operations  
a fuerst@chfainfo.com

Note: The email subject line must be “RFP Hyperconverged Infrastructure”.

Requests for additional information and/or questions and requests for clarification may be sent, via email, to Aaron Fuerst, a fuerst@chfainfo.com. All such communications must be received by 6:00 pm on Wednesday, February 14th 2018. All questions, as well as responses, will be posted in the Requests for Proposal section of CHFA’s website no later than Monday, February 19th 2018 by 5 pm MT www.chfainfo.com/Pages/rfps.aspx. A call may be scheduled to respond to questions as well. Notice would be posted on CHFA’s website.

1. CHFA and the selected vendor will enter into a contract, describing the terms and conditions of the services to be performed, including vendor compensation. By selecting a vendor for this assessment, it in no way guarantees future selection of the same vendor to perform recommendations noted in response to this RFP.

2. All submitted proposals become the sole and exclusive property of CHFA.

3. CHFA is a Political Subdivision of the State of Colorado, and, therefore, is subject to the Colorado Open Records Act (C.R.S. 24-72-200.1 Et Seq) (CORA). Responders to this RFP (each a “Respondent”) acknowledge and agree that the response to the RFP and any other related materials submitted to CHFA are not considered confidential information.

4. CHFA is subject to C.R.S. 8-17.5-102, which provides that, unless there is an applicable exclusion, Colorado state agencies and political subdivisions may not enter into, or renew, a contract for services (labor, time or effort, not involving a specific product) with a contractor who knowingly employs or contracts with an illegal alien to perform work under the contract or who knowingly contracts with a subcontractor who knowingly employs or contracts with an illegal alien. Therefore, if a contract is a public contract for services, the vendor must certify that the vendor does not knowingly employ or contract with an illegal alien; and that the vendor participates in either the Department of Homeland Security/Social Security Administration E-Verify Program or the State of Colorado Department of Labor and Employment Program. Further, there are required contract provisions relating to the vendor’s agreement to not knowingly employ or contract with any illegal aliens.

5. Additional information that is reasonably necessary for CHFA to fairly and comprehensively evaluate proposals may be enclosed with a proposal, as long as such information clarifies or substantiates written responses.

6. During the evaluation and decision process, CHFA may request additional information or clarifications from responders. At its discretion, CHFA may request certain responders to make oral presentations.
7. CHFA shall not be liable for any expenses, including travel expenses related to preparation of the proposal, any due diligence by the responder and/or CHFA, and the contract negotiation process.

8. CHFA reserves the right to reject any or all proposals after reviewing all responses to this RFP. CHFA is not required by law to conduct this RFP and reserves the right to cancel or withdraw this RFP at any time and for any reason. CHFA reserves the right to reissue a new RFP for the same or similar services or to postpone proposal deadlines for its own convenience.

9. CHFA is committed to diversity and inclusion with its suppliers to meet the growing needs of its customer base. CHFA staff understands that the purchasing decisions that we, and our vendors make, can impact the community we serve through People, Planet, Purpose, and Price. The four-“P” (4P) procurement standards are embedded in our vendor diversity standards to ensure we are reducing the environmental impact of our purchasing decisions and expanding our diversity outreach, while maximizing the purchasing value of our funds.

10. This RFP and the resulting contract shall be governed by the laws of the State of Colorado and venues for any actions shall lie exclusively in Denver, Colorado. By submitting a response to this RFP, Respondent irrevocably submits to the exclusive personal jurisdiction of the courts located in the City and County of Denver.

11. Written approval from CHFA must be obtained for any media releases regarding an award of the contract by CHFA.

12. By submitting a proposal, Respondent agrees to waive any claim(s) it has or may have against CHFA and/or any of the current or former CHFA directors, officers, board members, employees, or agents arising out of or regarding (1) the administration, evaluation, or recommendation of any proposal (2) waiver of any requirement under this RFP, (3) acceptance or rejection of any proposal, and (4) award of the contract.