

RFP-RH-16-035	Hewlett Packard Enterprise	IT Solutions Group	Small Business Solutions Group	Hi-Tech System Service, Inc.
Server, Network and Storage Area Network (SAN) Upgrade	3000 Hanover Street Palo Alto, CA 94304-1112	41039 S. McMahon Novi, MI 48375	16590 Helm Rd. Chelsea, MI 48118	3070 Palms Rd. Casco, MI 48064
	Heidi Hoyles	Greg Williams	Jack Westbrooks	Brandon Biga
Firm Established:	1939	Did not provide	2001	1987
Years in Business:	77	Did not provide	15	29
Type of Organization:	Corporation	Corporation	Other - LLC	Corporation
How many years has your company been providing server virtualization and storage area network services? Provide historical narrative.	HP is one of the world's leading global storage suppliers and has been innovating in storage solutions since the early 1970s, as part of the legacy HP, when they started designing and producing their own disc drives. Their first disc drives were the 7900 series, which were developed to withstand the severe environmental conditions experienced by their customers.	Has been providing server, virtualization, networking and storage solutions for 4 years. In total they have almost 10 years of virtualization experience and decades of storage and networking experience (includes working with previous employers). The have provided complete turnkey solutions for our customers in K-12 , Higher education, commercial and local government.	Since 2001 has been providing server, virtualization, networking and storage solutions for customers through out Michigan and neighboring states. With more than 35 years of technical experience they have provided a wide range of solutions designed to meet customer needs from training, to installation and implementation.	Has been in business for 29 years. Provides clients IT solutions including server virtualization and SAN installations.
Provide status as an authorized product partner for both the HP Enterprise products and VMware products referenced in this RFP?	HPE fields more VMware-certified professionals than any other VMware vendor. They are the largest global VMware authorized training partner, and are highly experienced in key technologies and processes. HPE and VMware have worked in partnership for more than 13 years, leveraging their power of their combined expertise to deliver the industry's most complete portfolio of integrated virtualization, cloud and mobility solutions and services.	They are an enterprise partner with HP Enterprise including all of the HP products contained herein. Additionally they are a VMware enterprise partner. We also provide implementation services are required.	They are an authorized HP partner.	Is an authorized partner with HPE as well as an authorized VMware partner with the qualifications to provide installation for this project.
Describe ability to perform migration VMware and storage to the new virtualized environment.	VMware infrastructure virtualizes and aggregates industry-standard servers and their attached network and storage into unified resource pools. Complete environments, including operating systems and applications, are encapsulated in virtual machines that are independent from the hardware. A set of virtualization-based distributed infrastructure services for virtual machines bring breakthrough levels of flexibility, serviceability, and efficiency to IT environments. HPE works closely with Microsoft, Red Hat, and other distributors of major operating systems, and have alliances with leading ISVs who develop applications for virtual environments.	They have performed a number of similar implementations and migrations throughout the years. Are experts in the areas noted in the question and provide these types of services on a daily basis to their customers throughout the region.	Have provided storage and networking solutions for small and medium business customers throughout the Metro Detroit, Ann Arbor and Lansing areas.	Migrations have been performed by their engineers for many clients ranging from small and medium business to healthcare customers to government entities. Extensive migrations have been performed from outdated systems ranging back to 2003 and brought up to date with current 2012 R2 OS's including exchange.

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Has your company and the consultants to be assigned worked specifically with governments?	Has worked with government organizations and educational institutions around the world, HPE counts nearly all Global Fortune 100 companies as customers. Per response, accessing the HPE Case studies on their website. This site offers hundreds of customer case studies and success stories searchable by industry.	Yes. Has worked with a number of government and government related institutions such as a K-12, local government & higher education.	No	Has worked with many different governments such as Huron County, City of Mount Clemens, Chesterfield Township, Sanilac County, City of Marlette, West Bloomfield Township, and Lenox Township. Addresses, names, and contact information is listed in the references section.
Where is your closest support facility?	Farmington Hills, MI 48334	Novi, MI	Chelsea, MI	Casco, MI. Also has a warehouse in Southfield, MI.
How many public sector (governmental) clients has your company served? Please provide listing.	Exact accounting of their customer base is considered HPE proprietary information and is not available for publication.	City of Farmington Hills, City of Farmington, Washtenaw Intermediate School District, Traverse City Area Public Schools, L'Anse Creuse Public Schools, South Lake Schools.	No, but have worked with dozens of mid-size companies larger than Rochester Hills with many sites.	Has worked with many different governments such as Huron County, City of Mount Clemens, Chesterfield Township, Sanilac County, City of Marlette, West Bloomfield Township, and Lenox Township. Addresses, names, and contact information is listed in the references section.
How many employees does your company employ? Full-Time: Part-Time:	Approximately 252,000 employees worldwide.	3 Full Time 2 Part Time	3 Full Time 2 Part Time	23 Full time
Do you have in-house support staff available 24/7/365 to provide remote diagnostics/troubleshooting via phone/web?	<u>Proactive Care Call-to-Repair</u> -for the highest level of response. Provides hardware call-to-repair commitment within six hours. <u>Proactive Care 24x7</u> -Broadcast coverage window, giving 24 hour, seven days a week access to technical expertise. <u>Proactive Care Next Business Day</u> -most economical support level with coverage hours during the typical business day of Monday-Friday, 8 am-5 pm local time. This is done remotely until the support team decides they need to send someone onsite.	They do not typically provide 24/7 service. Generally sell and rely on their OEM partners such as HP & VMware to deliver around the clock services. They do provide scheduled services around the clock and do try their best to provide emergency services as needed even if they are not under contract to do so.	No	Yes, there is always an employee on call.
Do you depend on overseas, off hours support staff?	Yes, they depend on overseas support staff depending on the support that is purchased.	No	No	No, it is all in-house support.

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Provide a work plan for the project include a detailed timeline.	<p>Week 1:Receive PO and submit for processing</p> <p>Week 3-4:Equipment will be delivered to City</p> <p>Week 2-5: Will work with IT team to discuss and write up implementation schedule.</p> <p>Week 5: rack, stack and power up</p> <p>Week 6: network and Microsoft upgrades, making sure active directory is set up accordingly, create IOS</p> <p>Week 7-8: Migration to new solutions, remove old infrastructure, set up new core network.</p> <p>Week 8-9: back up and update DR infrastructure</p> <p>Week 10: Work with team to make sure trainings are complete, any incomplete integrations</p>	<p>Detailed plan will be provided upon award. Below is a synopsis of the likely plan albeit at a higher level.</p> <p>Week 1-Receive PO-submit OEM</p> <p>Week 1-4-Await arrival of equipment from OEM.</p> <p>Work with City IT team to prepare for implementation</p> <p>Week 5-Receive equipment-rack/power and general start up</p> <p>Week 6-ISO creation, network upgrades & Microsoft upgrades including active directory.</p> <p>Week 7-Provide migration services to new HC380 solution and remove old nodes, Migrate to new core network infrastructure including VLANs.</p> <p>Week 8-Finish core implementation and complete updated DR infrastructure including backups</p> <p>Week 9-Provide training, finalize configs and any integration pieces not yet complete. provide documentation and project wrap up.</p>	<p>Detailed project plan will be provided upon award and after consultation with the City.</p>	<p>A detailed project plan will be developed after the award of this project. Hi-Tech engineers and project manager will meet with the City to develop the project plan to ensure they are including everything that is required.</p>
Explain the warranties that apply to the services provided relative to this project.	Should an incident occur, HPE Proactive care includes onsite hardware repair if it is required to resolve the issue. City can choose from a range of hardware reactive support levels to meet the City's needs. Their resources work with the City's IT team to help resolve hardware and software problems with HPE and selected third-party products. Escalation management and collaborative support provide call management on leading industry software to aid in meeting service level expectations.	The warranties in this RFP include 24/7/365 days with a 4 hour response and includes Proactive support. Warranty is through the OEM, in this case HP. The support for the VMware support contract is also through HP. The support for the VMware ThinApp product comes directly from VMware.	They have bid warranties as stated in the bid proposal.	All products come with a manufacturer warranty. Services carry a 30 day warranty.

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What guarantee does the City have that you have the internal expertise to resolve and/or answer any support issues/questions that arise?	City can contact HPE 24 hours a day, 7 days a week. When the customer calls with a critical incident, HPE aims to either connect the Customer to TSS or call the Customer back within 15 minutes. The TSS is trained to address issues in complex computing environments and has access to HPE's full array of technical knowledge and resources. In event that a hardware issue requires onsite, an HPE customer is dispatched to the site. Hardware support onsite response times and call-to-repair time commitments, as well as software support remote response times, differ depending on incident severity and the purchased onsite coverage level.	They work very closely with their OEM partners to insure a complete working solution. From time to time we do have to obtain answers to sophisticated problems that may arise. Based on their enterprise partnerships with OEM's such as HP and VMware, they are able to get the required answers as quickly as possible and they believe they have demonstrated as much in the past.	They do their best to provide complete turnkey solution and will go outside for answers if required to do so.	The have direct partner support from HPE and VMware, they also have support through industry groups and affiliations.
What services do you intend to outsource and/or subcontract?	Do not plan on outsourcing any services.	None	None	All services will be handled by Hi-Tech or manufacturer/vendor representative.
Explain your procedures and processes by which data is kept secure and confidential.	HPE's information security program is governed by policies and standards established by the Chief Information Officer. Such policies and standards are designed to meet or exceed then-current industry standards as well as comply with applicable law.	They follow industry generally accepted best practices at all times. Since they do not access customer's data at any time they will generally follow any guidance or directives from our customers, or provide additional best practices to ensure all data is safe and confidential as required.	They will not access the City's data. With that in mind they follow the best practices and any processes & procedures the City have in place to verify data is kept safe and confidential.	All employees are required to sign a confidentiality and HIPAA agreement as a requirement of employment. Hi-Tech does not keep any client data. All configurations and installation notes are stores on our in house secure servers.
Describe the resources you are capable of bringing to the City of Rochester Hills. Submit profiles of staff to be assigned to this project and examples.	Org. chart was submitted with staff. There are hundreds of folks that could be assigned to work for this project.	Experienced Solution Architect-Kevin, VMware certified, HP storage certified. Worked backup/DR. Highly skilled and familiar with all relevant technologies required in this proposal. Experienced Solution & WAN Architect- Jack, experienced networking and server certified architect. This includes a number of HP and industry credentials. He is also a certified instructor for HP including, but not limited to, HP networking, HP storage, HP servers including blade servers and other related solutions. Over 40 years of practical IT experience.	Staff credentials will be provided upon award.	Has many highly trained IT support staff. If awarded this project they will assign the appropriate resources in order to complete the project on time and within budget.

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What type of telephone support can your company provide? Please describe the program and hours of availability.	Full range of proven preventive, diagnostic, remedial and repair services. Global service network of strategically located customer support centers delivering 24/7/365 problem-solving help by telephone, the internet, and electronic service tools. 73,000 service professionals at offices in 170 countries. Leadership in business lifecycle services, including 24/7 mission critical support. Wide variety of third-party peripherals. Flexible purchase options to simplify service, planning, acquisition and budgeting.	Typically 7 am to 8 pm phone support as needed or after hours (including holidays and weekends) based on contract, scheduling and availability. Phone support quoted herein and provided by the OEM (HP& VMware) is 24/7/365 with 2 hour software support and 4 hour hardware support.	They provide 9-5 support. HP support included is 24/7/365 support.	They have tiered support staff and an escalation process depending on the nature of the issue. Hi-Tech also has a full time dispatch manager so there is always a live body to speak with. After normal working hours there is an engineer on call.
Do consultants have the ability to work remotely? Describe the process.	Yes, they are able to work remotely based on the HPE Product that is being implemented.	Yes. They have worked with the City remotely in the past. Will follow the City's protocol for any remote work/support as required.	They can follow the City's lead and work with most any remote options available.	Working remote can be done and is preferred as it lowers response time thus lowering down time.
Can you meet the City's insurance requirements?	Yes	Yes	Yes	Yes
Copy of standard contract attached if required?	Yes, it is attached.			No
List any exceptions/alternates to the specifications contained in this RFP.	No VMware ThinApp quoted VMware support contract extension not quoted Only one Aruba switch No micro server quoted	For the Aruba 5406 Switch, only one is required/quoted.	No exceptions listed.	Had to change the support on the switch since the part number provided on the bid is an end of life number. There are also some VMware numbers that have changed and had been consolidated. The quote provided is the most up to date part numbers currently used.

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Network and Storage Area Network (SAN) Upgrade

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6	Each	BD513AAE	VMWare vSphere Enterprise 1P 5Yr E-LTU	No Bid	No Bid					\$5,572.34	\$33,434.04
1	Each	BD519AAE	HPE Software Updates SVC	No Bid	No Bid						
			HPE Recommended Doc Update Method								
			License to Use & SW Updates								
			HPE Recommended SW Update Method								

OPTIONAL: If providing new VMWare licensing and support as an alternate please complete information below:

Quantity	Unit of Measure	Part Number	Description	Unit Cost	Ext Cost						

ITEM 6: Professional Services

Quantity	Unit of Measure	Part Number	Description	Lump Sum	Lump Sum	Lump Sum	Lump Sum
1	Lump Sum	Professional SVC	Professional Installation Services	\$57,330	\$27,800.00	\$34,500.00	\$30,000.00
Approximate Number of Hours to complete project:				200 HOURS	195 HOURS	200 HOURS	HOURS

TOTAL NOT-TO-EXCEED PROJECT COST FOR NETWORK UPGRADE \$

\$277,657.31	\$268,920.00	\$337,370.00	\$280,666.12
NO Vmware, ThinApp, or Micro server quoted	Full Bid	Full Bid	No Microserver quoted