



VAN BUREN CHARTER TOWNSHIP

DISASTER RECOVERY - BUSINESS CONTINUITY REQUEST FOR PROPOSAL

Project Description

The Charter Township of Van Buren is seeking Requests for Proposals (RFP) related to services for Disaster Recovery Business Continuity of Township Data Systems. We are looking for a solution based on a three year term with options for renewal after initial 3 year term expires.

Bid Requirements

Your response to this request should include the following information:

1. Name, address, and contact information of firm.
2. Completed quote based on RFP information provided.
3. Proof of Insurance.

Please contact Steve Rankin, Information Technology Director, at vbtrfpresponse@vanburen-mi.org to submit any questions.

Bids must be received by Van Buren Township by 10:00 am, Friday, April 8, 2022. Bids will be publicly opened at 10:00 am, Friday, April 8, 2022 in Van Buren Township Hall.

Bids must be in a sealed envelope marked "DISASTER RECOVERY BUSINESS CONTINUITY PROJECT" and addressed to:

Township Clerk's Office
Charter Township of Van Buren
46425 Tyler Road
Van Buren Township, MI 48111

Request for Proposal (RFP)

Charter Township of Van Buren

The Charter Township of Van Buren is 10 miles west of Detroit Metropolitan Airport. City services provide support for approximately 150+ employees and 28,000 residents.

Need for Procurement

The Township supports and maintains financial, public infrastructure, public Safety, and other critical data and services to the public. This includes Financial processing, permitting, and Public Safety applications among many others. These, along with related systems are mission critical components of Township operations, and operations are dependent upon its data processing systems that support these functions.

The critical nature of Township operations, and the risks that could result in impairment or loss of these operations requires that the Township maintain disaster recovery services and procedures. The Township intends to acquire disaster recovery services needed to provide immediate protection for its data center operations that integrates into a comprehensive disaster recovery plan around these services. In view of this, it is essential that the Contractor not only develop cost effective strategies for providing this protection but also provide for the flexibility to alter these services as technology changes and the Township evolves its disaster plan requirements.

Technical Background

The Township utilizes Dell servers in a VMware/Windows environment consisting of 10 VM's and 4 physical servers, with their current data residing at 8TB of storage. We support approximately 150 users.

Statistics available to review for pricing structure:

1. VMWare Server capacity report

Responses

1. Provide your Company background and qualifications, years in service, and experience in Municipal government implementations.
2. A Backup/Disaster Recovery option for Township files, servers, and systems
 - Description of the security/redundancy backup architecture and process.
 - An understanding of your pricing model, including first-year software/hardware costs and ongoing service costs.

3. Describe your backup/Disaster Recovery solution, including local and cloud hardware, agents, or Township resources needed to implement. Specifically address the following in your response:

Storage and Backup

1. What backup services do you offer? Local, cloud, email?
2. What is the data retention of the local and cloud instances?
3. What recovery snapshot windows are available?
4. How often are backups validated/failover tests performed?
5. Can data replicated to the cloud/off-site be restored to either the Township's on premises servers and/or the Vendor's disaster recovery configuration?
6. Describe your recovery process or case study for a Cyber Security attack, failure of local servers, physical disaster of local systems. Please address:
 - a. Local/Cloud server spin-up process and management through to local restoration.
 - b. Describe the process, staff involvement, and expected recovery time. What type of support does the vendor provide before, during and after a testing or recovery event?

What type of fee is associated with this support?
 - c. What types of recovery (file, server image, SQL, etc.) does your solution support?
7. Any additional services provided for management/Resiliency of data systems.

Security

1. Describe how do you address backup and security of your own datacenters?
 - a. Physical datacenter locations?
 - b. Authentication methods used?
 - c. Can the vendor meet FIPS and CJIS compliancy?
 - d. How is your data secured in transit and at rest?

Fees

1. Identify Hardware and software cost models.
2. What costs would be incurred in storing our data in the cloud? As our data grows, how would cloud costs change?
3. What additional fees will the Township incur during testing or disaster recovery?
4. Are there additional costs for storage or using “recovered” servers in production mode?

Services

1. What support services are included in a standard contract at time of disaster?
2. What services are provided as part of the standard contract?
3. What services are available for an additional fee?
4. Describe your Support desk availability and ability to monitor/assist in recovery 7x24x365

Respondent Information

Please provide contact information including name, address, telephone number and e-mail of the primary contact individual who will be authorized to act on behalf of the Respondent, and answer questions or requests for additional information.

Include in the Response:

1. Company background information, number of employees, office location(s), approximate number of clients using services.
2. Primary person authorized to manage contracts and account. Include name, address, telephone number and e-mail
3. Provide at least two references we can contact, preferably from clients with similar size and scope of operations.
4. Describe what differentiates your offering from your competitors.