

**Business Continuity for  
Vermont Energy Investment Corp RFP  
2/09/2010**

**Summary**

The Vermont Energy Investment Corporation (VEIC), a non-profit corporation, is requesting proposals for assistance with the design, implementation, and testing of enhancements to our LAN/WAN systems to enable improved business continuity and disaster recovery. This RFP should be completed and presented to VEIC by March 5th 2010. Electronic submissions of the proposals are welcome and encouraged. Please send those to Todd Weightman (tweightman@veic.org).

At least 1 of copies of written proposals should be submitted by mail to the below address

Todd Weightman  
Senior Network Administrator  
Vermont Energy Investment Corporation  
255 South Champlain Street,  
Burlington Vermont, 05401

Please provide notice of your intention to submit a proposal by February 24<sup>th</sup> 2010.

**Vermont Energy Investment Corporation**

VEIC was founded in 1986 and is a non-profit corporation that provides energy conservation and renewable energy programs and projects, nationally and internationally. VEIC includes one division that administers the Efficiency Vermont (EVT) contract with the state of Vermont. This program is funded by electric ratepayers in the form of a surcharge on their electric bills. VEIC also has a separate division that provides consulting, program development, evaluation, viability analyses, and other expert technical services nationally. VEIC employs over 185 employees and 55 subcontractors in four states, the majority of who are in Vermont in our Burlington Vermont office space. Further information about VEIC can be found on our website: <http://www.veic.org>.

**Background**

VEIC's Infrastructure currently meets our basic computing needs without capacity to support significant organizational growth or system redundancy. Starting in Q1 2010 VEIC expects to upgrade our infrastructure to increase capacity, add business continuity capabilities and ensure that our systems meet current and future needs of the organization.

VEIC's Infrastructure team has been tasked with identifying the best and most cost effective way to provide system and data redundancy for our data center. We plan to enhance/replace our existing

network infrastructure as needed to accomplish these goals with the project complete on/around the beginning of Q3 2010.

### **Scope of work**

The scope of this project is to create a fault tolerant system and provide improved capacity for both server and user infrastructure.

VEIC's primary objectives for this effort include:

- Ensuring business continuity in the event of a physical disruptions to our primary LAN/WAN infrastructure
- Ensuring capability to support remote work for staff in the event of one or more of our corporate offices becomes unusable.
- Adding capacity to enable system growth of up to 300% within a 3 year timeframe
- Enhancing the use of energy efficient technologies, including use of server and possibly limited desktop virtualization within the LAN/WAN to reduce overall energy use
- Simplified administration and system consolidation

The vendor(s) selected from this RFP process would participate in the design, implementation, and testing of enhancements to our LAN/WAN systems. The timeline for this work is defined in the section of this RFP titled "Phases of Work".

VEIC staff will provide any and all information required to successfully obtain a design that will adequately meet our needs. VEIC will determine the level of participation by vendor(s) during the detailed design and implementation phase based on the particular capabilities of the contractor selected. VEIC employees are expected to be the primary administrators of the system after completion.

Questions and discovery regarding this RFP are welcome. Potential bidders should be direct inquiries to:

Todd Weightman  
Senior Network Administrator  
802-658-6060 x1304

### **Phases of work**

**This effort will be broken up into five work phases. The first work phase is the subject of this RFP.**

#### Vendor(s) Identification Phase (RFP Process)

Identify vendor(s) that will work well with VEIC and we feel will be able to successfully provide us with a detailed design which supports VEIC's goals and objectives.

### Detailed Design

Vendors will have the opportunity to sit down with VEIC staff to discuss systems, operations, and future needs to best satisfy requirements to properly create a detailed design for consideration.

### Implementation

VEIC Staff will work with vendor(s) on implementing proposed designs to minimize consultation costs. But VEIC involvement will be determined by complexity and man hours required to accomplish goal within allotted time.

### Testing

Systems will be required to go through extensive testing to ensure a stable environment to migrate current infrastructure to. An adequate method and time line will be established during design by the vendor(s).

### Go live

An acceptable go live date shall be determined by complexity and projected implementation time of selected proposal.

### **Budget**

VEIC has a proposed budget of \$330,000 for this project which is expected to satisfy all hardware, software, and consulting services required to successfully complete this effort. This budget does not include VEIC labor which will be used to participate in all phases of this effort.

### **Sample of specific goals:**

In order to achieve our primary objectives we've identified the follow set of targeted goals for this effort. These goals should not be used as final or fixed list but should be used by the bidder to guide basic design of the system. These targets include:

- Recover from any system failure within four hours
- Ensure network remains accessible during extended localized power outages
- Provide comprehensive backup solutions to maintain data safety
- Alert key staff in the event of an system failure
- Reduction in network systems energy use as compared to VEIC's current infrastructure
- Increase remote user capacity to support business functions from offsite
- Ensure SAN sizing and architecture is capable of satisfying future growth and use
- Adding redundancy and traffic management to VEIC's internet services

### **Current Technology Overview**

VEIC's LAN/WAN infrastructure is located centrally to VEIC's office. VEIC currently runs ninety percent of its servers in a virtual environment using ESX 3.5. VEIC currently supports 35 servers and our current storage network includes 3.5 TBs of data. VEIC also enjoys a very broad remote user base with roughly 40% of its staff with the ability to work from home.

#### Current Infrastructure Highlights:

- VMware ESX 3.5
- Citrix Presentation Server 4.0 and Citrix Secure Access Gateway
- Mitel 3300
- Windows Servers 2003 & 2008
- Backup Exec 11
- SQL Server Standard and Enterprise 2005 & 2008
- Exchange 2007
- SharePoint 2007
- Office communicator 2007
- Dell Equal Logic ISCSI SANS
- HP Proliant DL380 G5 Servers
- HP 10/100 POE Ethernet switches
- Sonicwall Firewall

Additional background and supporting documentation about VEIC's existing network and systems are available upon request by qualified bidders

#### **Proposal Requirements**

Proposals should include a high level design concept which will satisfy the previously stated objectives, suggestions which challenge these objectives are acceptable as well, understanding that the respondent should explain how the approach will meet the objectives of the scope in different ways. The proposal should include credentials and experience of the persons who would be designated to conduct the required services. When applicable, the proposal should include detailed product specifications including all warranties, installation services, support contacts, and other related services. In addition, if the product you are proposing assumes additional products are in place, please specify.

#### **References**

Please supply at least three (3) references that have used your professional services for a similar project. Include a contact name, address, and a contact phone number.

#### **Evaluation of Proposals**

Proposals will be due on March 5th 2010. Proposal selection will be based on qualifications and the provision of the highest value to VEIC. VEIC will intend to negotiate contract terms with the most

qualified vendor. If unsuccessful, VEIC would intend to then negotiate with the next most qualified vendor, until reaching satisfactory contractual arrangements. VEIC reserves the right to not award a contract should none of the proposals adequately address the requirements outlined in the RFP.

Proposals will be evaluated on the following criteria:

- High level design concept satisfying previously defined requirements (40)
- Demonstrated experience and expertise in similar projects (40 points)
- Proposal's attention to providing technology with reduced electrical demands. (10 points)