Miami University Request for Proposal
Data Center Infrastructure Manager (DCIM) System

10/31/2014
Project Overview

Overview: Miami University consists of three campuses in southwest Ohio. The main campus is located in Oxford, OH with regional campuses located in Middletown, OH and Hamilton, OH. The main campus serves approximately 15,000 undergraduate students with an emphasis on the Liberal Arts and undergraduate degree programs, and approximately 2,500 graduate students. The two regional campuses in Hamilton and Middletown, Ohio have a total enrollment of approximately 5,800. Beyond the campus locations, students participate in face-to-face and online classes in student centers in Ohio and Luxembourg, with new centers opening in Asia.

Purpose/Background: Miami University's Information Services Department is considering the purchase of a DCIM system to collect, aggregate and present a variety of information from disparate systems into a unified system intended to improve the management, operations and support of data center facilities. Miami University currently operates primary, secondary and ancillary data centers.
Primary Data Center information:
1. 4,000 sf hosting approximately 400 physical machines, 500 virtual machines and 450TB of storage.
2. MGE (EPS 6000) and APC Symmetra (PX 80Kw, Qty=4) UPS systems
3. Generac and Kohler backup generators
4. APC Power Distribution Panels (OG-PDR PPNX10, Qty=6)
5. Xtralis VESDA XTRALIS (VLS-304) fire detection/suppression systems (Qty=2)
6. Seimens Apogee Environmental controls

Secondary Data Center information:
1. 1,300 sf hosting approximately 20 physical machines and tape backup system
2. APC UPS systems, Kohler backup generator
3. Seimens Apogee Environmental controls

Ancillary Data Center information (Qty=2):
1. 200sf hosting approximately 10 physical machines and 20TB storage
2. Seimens Apogee Environmental controls

Please provide the following information:
1.   Describe your solution offerings including base features, optional features, modular components and hosting options. Provide a breakdown of all base, optional and modular costs, software upgrade cycles and a product enhancement roadmap.
2.   Describe how your solution is installed, setup, deployed and managed. Provide all associated costs.
3.   Describe the various types of data collected, stored and reported.
4.   Describe how your solution can collect, report and alert temperature, thermal distribution, airflow and humidity. If collected with sensors, describe the coverage range, options and unit costs including installation, licensing and support for the primary data center.

5.   Describe how your solution can detect, report and alert moisture or water below a raised floor. If collected with sensors, describe the coverage range, options and unit costs including installation, licensing and support for the primary data center.

6.   Describe how your solution can provide modeling and predictive analysis for managing capacity and environmental changes.

7.   Describe how your system can model and present data center information including physical characteristics, environmental statistics, racks and other devices for all data centers including centralized management console options if available.

8.   Describe how your system can collect and report energy consumption and distribution of power at various levels including at the device, rack, PDU, UPS, generators and line feeds. If collected with sensors or line feed taps, describe the options and unit costs including installation, licensing and support for the primary data center.

9.   Describe how your solution can integrate with a VESDA fire detection systems.

10. Describe how to extend the system into secondary and ancillary data centers, and 250+ networking rooms collecting temperature, humidity, and power information from rack mount APC Smart-UPS and transfer switches or APC Symmetra UPS via SNMP. Provide all costs including, installation, licensing and support

Bidding Instructions

Proposals shall be on the vendor's own forms and in the format specified below. Please be concise and direct.

1. **Vendor Information:** Provide a letter of introduction signed by an authorized company officer indicating the full company name and address, contact person(s), telephone/fax number(s), email(s), and the name of the system being proposed. The company information should include years in business, indicate public or private ownership and fiscal health of company.

2. **Executive Summary:** Provide a summary describing the proposed system, including the products proposed and version numbers for each product, and explain in general how the system meets the requirements outlined by the University.

3. **References:** Provide at least three (3) references, preferably similar sized four year colleges, universities or community colleges using the proposed solution. Please provide contact information for these references. Alternative references (non-academic institutions) will also be accepted.

4. **Implementation Overview:** Provide an overview of the implementation process. This should include a high level timeline and information about any implementation tasks that will require the involvement of Miami personnel. For these tasks, provide an estimate of the effort (hours) required from Miami personnel. Indicate when you would be available to start the project after the contract signing.

5. **Cost of the System:** Detail the total costs of the system using the breakdown discussed below in the Pricing and Licensing section. Including software, implementation/setup, training, annual maintenance fees, etc. Pricing information should be submitted in a separate document.

6. **Requesting Additional Information:** As part of the bid request, you will be provided a point of contact to ask questions about the project. Please limit your contact with this person only.

7. **Negotiations:** At a later point in the selection/award process, the University may negotiate with the proposers who responded to the request for proposal. In the event the university is unsuccessful in negotiating a contract with the apparent best vendor or vendors within a reasonable time frame, the university may negotiate with another proposer.

Award Criteria

Lowest proposal cost will not be the sole determining factor in the awarding of the contract. Any award made will be to the respondent(s) whose proposal, in the opinion of the University represents the best proposal considering, but not limited to, the following:

1. Vendor's comprehension of the system requirements
2. Overall quality of the proposal and responses
3. Judged functionality and performance characteristics of the proposed system and its ability to meet stated requirements
4. Overall initial cost as well as long-term costs of the system including purchase price, implementation/setup, consulting, training, future expansion, operational costs, and maintenance costs.
5. Judged usability of the proposed system
6. A guaranteed price stability
7. Judged reliability and reputation of the system
8. The vendor's experience and record of service with other accounts
9. Systems offered which exceed minimum requirements in any area may be given additional consideration should such features or design characteristics be considered valuable to the University.

Product Demonstrations

After the proposals have been received, one or more potential vendors may be requested to provide a demonstration (onsite or webinar) of the product. This would be done to allow Miami to evaluate the user interface, usability, and overall effort needed to use/deploy the system. All information supplied by the vendor in such a presentation, either as general information or in answer to a specific questions by the University, shall be considered binding upon the vendor, will be summarized in writing and be made part of the vendor's proposal. The University will not be responsible for any costs incurred by the vendor in making such a presentation.

Miami will provide a list of specific features to be demonstrated or use case scenarios. There will also be time allocated for the vendor to conduct an unscripted demonstration. A question and answer session will also be expected. A vendor may be asked to conduct follow up as needed to answer any questions that are not answered during the webinar.

Pricing and Licensing Model

Please ensure that pricing in the response addresses all of the following considerations.

General Considerations:

Pricing shall include licensing fees, maintenance fees, technical support fees, user support fees, and end user training fees.

If applicable, include travel expense estimates. (All travel expenses will require prior approval by the University and will need to be based on actual costs.)

Include five years of cost for any of the items listed above.

Specific Pricing Questions to Address:

1. Describe your licensing model and provide a copy of your standard licensing agreement for the products and services that are proposed. Describe any limitations (number of users, number of proposals, etc.) for the proposed solution.
2. Detail each product/service included in the pricing including the list price and discounted price.
3. Are there discounts for multiple year contracts?

Additional Documents

Please provide the follow additional documents:

1. Copy of your contract including hard copies of any linked contracts.
2. White Papers: White papers used as supporting documentation for requirements must have sections and page number noted in the requirement.
3. Sample reports
4. Sample documentation
5. Sample statement of work.

Attachments:

1. Hosting Services Security Checklist-The attached form is a reference only. A vendor with a hosted solution will be required to complete this form before any Miami data (testing or pilots included) is placed on the vendors systems.
2. Miami Architecture: Supplied as a reference. Please review and determine if your product will work with the Miami environment.
3. Services Agreement (Non-disclosure): Required to be signed and returned prior to any demonstrations.

Proposal Timeline

4. A schedule has been established for the DCIM vendor selection project including the following key dates:

Key Dates*	Milestone
10/31/14	Release and Distribute RFP to vendors
11/14/14	Vendor RFP questions sent to Miami to : baierrh@miamioh.edu
11/21/14	Response to Vendor RFP questions distributed to vendors
11/26/14	Vendor RFP responses due back to Miami
12/12/14	Vendor demonstrations complete

12/17/14	Vendor Selection
12/22/14	Contract negotiations
1/12/15	Desired implementation start date

5. *All milestones are due at 5:00pm, Eastern Time on the given day.