



Contract 3103P

**Information and Communications Technology (ICT) Consulting Services for
Disaster Recovery**

1. Introduction

The City of Richmond proposes to engage the services of a Consultant.

The objective of this request for proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Submission Details

4 copies of proposals marked “ **Contract 3103P**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until

Tuesday, September 25, 2007 3:00 pm

Submissions received after this time will be returned to the sender.

The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at their own discretion.

Proposals may be withdrawn by written notice only provided such notice is received at the office of the City’s Purchasing Section prior to the date/time set as the closing time for receiving proposals.

Proposals shall be open for acceptance for 90 days following the submission closing date.

All proposals will remain confidential, subject to the Freedom of Information and Privacy Act.

Any interpretation of, additions to, deletions from, or any other corrections to the Proposal document, will be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Bidders to check with the City of Richmond’s Website, and / or BC Bid to ensure that all available information has been received prior to submitting a bid.

3. Enquiries

3.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Daianna Panni
Acting Buyer II

Telephone: 604-276-4270
E-mail: purchasing@richmond.ca

Purchasing Department
City of Richmond

3.2 Technical clarification shall be directed to:

Technical

Maarten Veerman
Manager ICT Infrastructure

Telephone: 604-276-4318
E-mail: mveerman@richmond.ca

Information Technology Department
City of Richmond

The City, its agents and employees shall not be responsible for any information given by way of verbal communication.

Any questions that are received by City of Richmond Staff that affect the Proposal Process will be issued as addenda by the City of Richmond.

4. Project Background

The City has built an Information Technology Disaster Recovery Facility in its Public Works Yard. The site currently hosts a small number of servers. Projects currently underway and planned for completion in the near future include:

- *Fibre-optic cables* providing high-speed communications between the primary data centre at City Hall and the DR site for both TCP/IP and Fibre Channel data.
- Sun StorageTek *storage-area-networks* providing primary and secondary storage services at the City Hall and DR site respectively
- Sun servers and LTO-4 *tape libraries* for storing corporate backups at the City Hall and DR site respectively
- A complete re-engineering of the City's entire backup system, involving data classification analysis

The City has a team of staff with a mandate to build out the DR site in order to “prepare the DR site for providing Information & Communications Technology Services in the event of an outage of primary services”.

The City's team requires consulting services to:

1. Conduct an "Business Impact Analysis" to identify and clarify its business availability requirements. This will identify *which* Information and Communication Technology ("ICT") services are most important to the City of Richmond. The main deliverable will be an analysis with prioritized rankings of ICT services.
2. Conduct "Service Availability Strategy" sessions and design a technical strategy. This will identify *how* information and communication technology services (identified in the Business Impact Analysis) can be delivered. The main deliverable will be a strategy document which City technical staff can use for designing, implementing, and testing ICT facilities to meet the business availability requirements.

5. Project Scope

(Phase I) Business Impact Analysis

The Business Impact Analysis will determine the information availability objectives the City Of Richmond must achieve to ensure resiliency. The analysis should:

- identify critical functions and processes
- analyze the impacts of an interruption to these functions and processes
- determine the availability requirement for each
- identify the components (dependencies) that support the critical areas analyzed in terms of information & communications services

The analysis should identify business risks and quantify financial, operational and indirect impacts if the business is interrupted for any reason. It should also identify the length of time the City Of Richmond can tolerate a disruption to critical business functions and processes. The analysis should also quantify tolerance for loss of information.

The assumptions in this analysis should be based on the following scenario:

- a limited disaster which renders all of the City Hall *inoperable and inaccessible*
- the DR site remains operable and accessible
- most, **but not all** tertiary City facilities (e.g. community centres) are either unusable or unreachable
- the City's ability to deliver civic services has been compromised
- the public is demanding information about the disaster and City services

This analysis will build on information from the following sources at a minimum:

- a report which was completed in 2004 titled *Information Technology Service Continuity* (this report is available on completion of a non-disclosure agreement, which can be obtained from the City as indicated in section six below)
- bidder's previous experiencing designing and testing disaster facilities for Canadian municipal governments
- an examination of the current ICT services being provided
- any combination of at least sixteen interviews with management at various levels, and workshops for the City's ICT project team
- at least two workshop sessions with the City's ICT project team to review and revise the final report

The results of phase one will be used to determine the requirements for the City's *Service Availability Strategy*. Specific deliverables must include:

- a draft detailed report containing at least the following:
 - survey and interview analysis
 - prioritised list of twenty most critical business process priorities and availability requirements
 - prioritised list of twenty most critical end-user ICT service (application) priorities and availability requirements
 - identification of Recovery Timing Objectives (RTO) and Recovery Point Objectives (RPO)
 - tolerance levels for disruption of business processes
 - identify business process changes which would facilitate improved recovery times
 - mitigation strategies
 - a framework for the evaluation of future services and determining availability requirements
- at least one workshop sessions with the City's ICT project team to review and revise the draft report
- at least one presentation to ICT staff and management, including a final report with the same parameters as the draft
- at least one presentation to senior management, including an executive summary of the Business Impact Analysis engagement findings, conclusions and recommendations

(Phase II) Service Availability Strategy

The Service Availability Strategy will describe how the City technical staff can design, implement, and test ICT facilities at the DR site, to meet the business availability requirements identified in Phase I. Actual implementation will be carried out by the City's ICT project team and technical staff. The strategy should:

- identify multiple strategies for ensuring the availability of ICT user services (identified in the Business Impact Analysis) which are appropriate to the City of Richmond
- identify core ICT infrastructure services required (e.g. DNS, DHCP, internet access, workstations, etc.) to support ICT user services (identified in the Business Impact Analysis)
- identify multiple strategies for ensuring the availability of core ICT infrastructure services
- design an ongoing test and verification programme for the City

During this phase, consultants should develop several alternatives to address specific staff, recovery locations, business and technical interfaces, computing equipment, network connectivity and costs. A high-level implementation plan and budgetary cost estimates should be provided at the completion of the Service Availability Strategy phase.

This strategy will build on information from the following sources at a minimum:

- Business Impact Analysis reports
- bidder's previous experiencing designing and testing disaster facilities for Canadian municipal governments
- a thorough examination of the current ICT services being provided and the related infrastructure
- any combination of at least eight interviews with ICT management, and workshops for the City's ICT project team
- at least two workshop sessions with the City's ICT project team to review and revise the final report
- existing ICT documentation

The results of phase two will be used by City ICT staff as a strategic and tactical guide in implementing, maintaining, and testing the availability of ICT user services as resources permit. Specific deliverables must include:

- a draft detailed report containing at least the following:
 - survey and interview analysis
 - alternative strategies for ensuring the availability of at least twenty most-critical end-user ICT services (identified in the Business Impact Analysis)
 - order-of-magnitude cost estimates for each alternative, and identification of the "best fit" for the City
 - identification of all the core ICT infrastructure services that the end-user ICT services depend on (e.g. internet connection, workstations, DNS, telephone handsets, etc.)

- alternative strategies for ensuring the availability of core ICT infrastructure services
 - order-of-magnitude cost estimates for each alternative, and identification of the “best fit” for the City
 - a high-level implementation timeline
 - a detailed test plan for each end-user ICT service, individually and collectively
 - a detailed programme for reviewing, revising, and planning future tests
- at least two workshop sessions with the City’s ICT project team to review and revise the draft report
 - at least one presentation to ICT staff and management, including a final report with the same parameters as the draft
 - at least one presentation to senior management, including an executive summary of the Service Availability Strategy engagement findings, conclusions and recommendations

Specific Exclusions

This project will not be required to address the following areas:

RCMP Services (currently handled by E-Comm)

Fire-Rescue Services (currently handled by E-Comm)

6. City Provided Items

Non-Disclosure Agreement

Information Technology Service Continuity report, 29 September 2004, provided to the successful proponent.

7. Budget

A budget of less than \$65,000 Canadian, including all applicable taxes, has been assigned to this project, including a final report and all associated costs.

8. Project Schedule

The project is to be completed by 31 December, 2007, with work commencing as soon as possible. A project schedule is to be submitted with the proposal.

9. Proposal Submissions

All proponents are required to provide the following information with their submissions, and in the order that follows:

- A Corporate profile of their firm outlining its history, philosophy and target market.
- A listing of prior relevant experience.
- A description of the consultant's understanding of the project objectives/outcomes and vision, and how these will be achieved.
- Team Composition – a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.
- A detailed proposal of what will be delivered, including the expected outcome and benefits to the City of Richmond.
- A detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required for this project.
- Provision of a priced methodology complete with a time allotment for each identified task you propose to employ to carry out the work, this shall form the basis for payments to the successful proponent. Supplement this with a schedule of fees for staff to be assigned to the project. These rates shall be the basis for adjustments to the value of the contract in the event the scope of work varies from that proposed.
- A minimum of three (3) client references from projects of a similar size and scope.

10. Working Agreement

The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.

Proponents may include their standard terms of engagement.

11. Evaluation Criteria

Proposals shall be evaluated to determine the best value offered to the City against conformance, but not limited, to the following criteria:

- Understanding of project objectives/outcomes and vision
- Project Methodology
- Team Composition – Experience and Qualifications of those staff to be assigned to the project.
- Project Deliverables
- Value for Money
- References
- Interview (if required)



City of Richmond
Business & Financial Services Department

Notice of No Bid

Note: Receipt of this completed form will assist us in calling for future bids. Please complete and submit this form prior to the closing date and time as shown on the Request for Quotation/Proposal/Tender form.
Please remember to include Quotation/Proposal/Tender No. at right.

Quotation/Proposal/Tender No.
3103P

A Quotation/Proposal/Tender is not being submitted for the following reason(s):

- | | |
|--|--|
| <input type="checkbox"/> We do not manufacture/supply the required goods/services | <input type="checkbox"/> Cannot obtain raw materials/goods in time to meet delivery requirements |
| <input type="checkbox"/> We do not manufacture/supply to stated specifications | <input type="checkbox"/> Cannot meet delivery requirements |
| <input type="checkbox"/> Specifications are not sufficiently defined | <input type="checkbox"/> Cannot quote/tender a firm price at this time |
| <input type="checkbox"/> Insufficient information to prepare quote/proposal/tender | <input type="checkbox"/> Insufficient time to prepare quote/tender. |
| <input type="checkbox"/> Quantity too small | <input type="checkbox"/> We are unable to competitively quote/tender at this time. |
| <input type="checkbox"/> Quantity too large | <input type="checkbox"/> We do not have facilities to handle this requirement |
| <input type="checkbox"/> Quantity beyond our production capacity | <input type="checkbox"/> Licensing restrictions (please explain) |
| <input type="checkbox"/> Cannot meet packaging requirements | <input type="checkbox"/> Agreements with distributors/dealers do not permit us to sell directly. |
| <input type="checkbox"/> Cannot handle due to present plant loading | <input type="checkbox"/> Other reasons or additional comments (please explain below) |

I / We wish to quote / tender on similar goods / services in future <input type="checkbox"/> Yes <input type="checkbox"/> No	Authorized Company Official – Signature and Title	Date	
This space for City of Richmond Comments		Firm Name	
		Address	
		City	
		Province	Postal Code
		Telephone Number	

September 20, 2007
File: 02-0775-50-3103/Vol 01

Business & Financial Services Department
Finance Division
Telephone: 604-276-4218
Fax: 604-276-4162

To All Parties who have received the RFP for Contract 3103P

Dear Sir/Madame:

**Re: 3103P - Information and Communications Technology (ICT) Consulting Services for
Disaster Recovery
Addendum #1**

Please be advised of the following updates to the Proposal Submission:

Q1. Is there an incumbent firm advising on this project?

A1. No, there is not.

Q2. 'Create an ongoing test & verification program for the City.' – Is this a simulated DRP exercise?

A2. A simulated DRP exercise would only be required for our IT facilities. Please note that this does not include civil disaster response activities that the City would otherwise undertake.

Q3. Please define 'ICT end-user services'.

A3. When we use the term ICT end-user services we are referring to the following;

- Telecommunication Services
- Computer Applications (including email, GIS, ERP, etc.)
- Desktop/Laptops

Q4. Does a full inventory of equipment & software together with network schematics exist?

A4. No it does not exist.

Q5. Is there any mobile usage required?

A5. No it is not required.

Q6. Recognizing that tolerance for lost data is one of the deliverables, has any analysis on this already been done?

A6. No analysis on tolerance for lost data has been done.

Q7. Does the Project Cap of 65K include Travel and Lodging expenses?

A7. Yes, the Project Cap of 65K includes Travel and Lodging expenses.

Yours truly,

Shannon L Ellacott
Purchasing Clerk
Finance Department
City of Richmond
t:604-276-4223
f:604-276-4162

SE:se



City of Richmond

Fax Cover Sheet

To:	Name: To all Bidders of 3103P Company: Disaster Recovery	File: 02-0775-50-3103/Vol 01 Date: September 24, 2007 Fax:
From:	Department: Purchasing Name: Daianna Panni	Phone: 604-276-4270 Fax: 604-276-4162

If you have any problems with this fax, contact: at 604-276-4270

Total no. of pages, including cover sheet: 4
Mailed original to follow:

Message: Addendum # 2

Non Disclosure Agreement

☛ [insert name of consultant to be bound by this agreement, whether individual or corporate, or both]

☛ [one agreement should be entered into for each consultant]

Dear Sir:

Re: Confidentiality and Non-Disclosure

The City of Richmond ("Richmond") wishes to retain you to provide ☛ (the "Services") pursuant to [identify contract or other engagement letter] and in connection with certain submitted bids tendered to Richmond by ☛ (the "Bids"), in each case pursuant to the ☛ issued by Richmond, in ☛ (the "RFP"). For the purposes of providing the Services, information relating to the Bids and the RFP will be disclosed to you. We are willing to disclose the Information on the following terms and conditions:

1. You must keep confidential all Information disclosed to you relating to the Bids and the RFP, regardless of whether such Information is in oral, visual, electronic or written and whether or not it is identified as "confidential" and specifically including, without limitation [Add any specific information that we are particularly concerned about] (collectively, the "Information").

IMPORTANT - CONFIDENTIAL INFORMATION

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. Any other distribution, copying, or disclosure is strictly prohibited. If you have received this message in error, please notify us immediately by telephone and return the original transmission to us by mail without making a copy.
2283588

2. Without our prior written consent you and your directors, officers, employees, agents, and advisors (your “Representatives”) will not:
 - (a) use the Information other than to perform the Services;
 - (b) disclose the Information to any person other than your Representatives who need to know such Information, provided your Representatives are informed of the confidential nature of such Information and agree to treat such Information as confidential in accordance with the terms of this agreement; or
 - (c) disclose to any person other than your Representatives who need to know such Information the status of other facts relating to the Bids or the RFP.
3. You will notify us in writing, immediately, upon discovery of any unauthorized use or disclosure of the Information or other breach of this agreement and will cooperate with us to prevent any further unauthorized use or disclosure of the Information and to remedy the breach. You are responsible for any breach by your Representatives of any of the provisions of this agreement.
4. The disclosure restrictions contained in this agreement do not apply to any Information required to be disclosed by any applicable law or any order of any competent court or authority. However, prior to making such disclosure, you must:
 - (a) immediately advise us of the requirement;
 - (b) cooperate with us in limiting the extent of the disclosure; and
 - (c) provide us with a reasonable opportunity to obtain a protective order or other remedy in order to preserve the confidentiality of such Information.
5. The confidentiality restrictions contained in this agreement do not apply to any Information that:
 - (a) is or becomes generally available to the public other than as a result of direct or indirect disclosure by you or your Representatives; or
 - (b) is or becomes available to you on a non-confidential basis from a source other than us, provided such source does not owe a duty of confidentiality to us or to any other person.
6. If your engagement is terminated for any reason, you will immediately notify us in writing. Upon giving such notice, or upon our written request at any time, you agree to immediately:
 - (a) return all copies of our Information;
 - (b) destroy all copies of all materials prepared by you or your Representatives which contain, reflect, summarize, analyse, discuss or review any of our Information; and
 - (c) confirm such return and destruction to us in writing.

Any oral, visual, electronic or other Information incapable of return or destruction as required by this agreement will continue to be subject to the confidentiality restrictions contained in this agreement.

7. We make no representation or warranty, express or implied, as to the accuracy or completeness of the Information provided by us. We have no liability to you or any other person for any losses, liabilities, damages, claims, demands or expenses resulting from, connected with or arising out of your use of our Information, which is provided on a strictly non-recourse basis.
8. Nothing in this agreement nor the disclosure of Information by us creates any agency, partnership, or joint venture, relationship between you and us. Neither we nor you have any legal obligation with respect to any transaction by virtue of this agreement other than for the matters agreed to in this agreement.
9. We both share a common legal and commercial interest in the Information disclosed by us. This Information is and remains subject to all applicable privileges. No waiver of any privileges is implied by the disclosure of Information contemplated by this agreement.
10. Disclosure or use of Information contrary to this agreement, or any other failure to comply with the terms and conditions of this agreement, will give rise to irreparable injury to us inadequately compensable in damages. We may, in addition to any other remedy available at law or equity, enforce the performance of this agreement by way of injunction or specific performance upon application to a court of competent jurisdiction without proof of actual damages (and without the requirement of posting a bond or other security) and, notwithstanding that damages may be readily quantifiable, you agree not to plead sufficiency of damages as a defence in any such proceeding.
11. This agreement is binding on and ensures to the benefit of you and us and our respective successors and permitted assigns. This agreement may only be supplemented, amended or otherwise modified by written agreement signed by you and us. Neither this agreement nor any of the rights or obligations under this agreement may be assigned or transferred by you or us without the prior written consent of the other. Time is of the essence in this agreement.
12. This agreement constitutes the entire agreement between us relating to its subject matter and supersedes all prior agreements, understandings, negotiations and discussions between us whether written or oral.
13. If any provision of this agreement is determined to be illegal, invalid or unenforceable by a court of competent jurisdiction, that provision will be severed and the remaining provisions will remain in full force and effect.
14. This agreement is governed by and the laws of the Province of British Columbia and the laws of Canada applicable in the province. You irrevocably attorn and submit to the non-exclusive jurisdiction of the courts of the Province of British Columbia.

If you agree with the above, please date sign and return a copy of this letter, which will constitute our agreement with respect to the subject matter of this letter.

Yours truly,

City of Richmond

Per:

Authorized Signatory

Accepted and agreed to on ☼, 20☼ by:

[signatures of consultants]

End of Disclosure Agreement

Yours truly,

Daianna Panni
Acting Buyer II
City of Richmond