REQUEST FOR PROPOSALS #03511

Backup Solution & Restore System
in support of
ELIZABETH GLASER PEDIATRIC AIDS FOUNDATION (“EGPAF” OR “FOUNDATION”)
1140 Connecticut Ave NW, Suite 200
Washington, DC 20036

Firm Deadline: July 11, 2014 5 PM EST.

The Elizabeth Glaser Pediatric AIDS Foundation, a non-profit organization, is the world leader in the fight to eliminate pediatric AIDS. Our mission is to prevent pediatric HIV infection and to eliminate pediatric AIDS through research, advocacy, and prevention and treatment programs. For more information, please visit http://www.pedaids.org.

EGPAF seeks to end pediatric HIV/AIDS through research, advocacy, and prevention and treatment programs. EGPAF is currently supporting more than 7,300 sites around the world. Since EGPAF’s international efforts began, EGPAF-supported programs have reached nearly 18 million women with services to prevent the transmission of HIV to their babies; tested more than 16 million women for HIV; enrolled nearly 2.1 million individuals, including more than 165,000 children, into HIV care and support programs; and started more than 1.1 million individuals, including nearly 99,000 children, on antiretroviral treatment (all data as of September 30, 2013).

EGPAF has two (2) offices in the U.S. (including its headquarters in Washington, DC) and twelve (12) country offices in Africa with additional in-country sub-offices. EGPAF currently utilizes a disk-disk-cloud based backup solution (Asigra) which has native management and restore functionality built into the application. Because of the age of the backup architecture, Foundation data growth rate, gaps in disaster recovery, and advances in backup software, the current solution is being retired in place for a more modern solution.

PURPOSE/SCOPE OF WORK
It is EGPAF’s goal to refresh or replace our current solution with newer, faster, and more capable alternatives. The purpose of the backup solution is to:

- Allow for seamless and easy integration into the Foundation’s extensive virtual infrastructure;
- Optimize the backup process in terms of time, space, and minimal disruption to the production environment;
- Provide reliability, flexibility, expandability, and usability to last for several years without any replacements to the system as a whole or in part;
- Accommodate archiving or vaulting of specific data.
The focus of this RFP is to provide the necessary requirements such that a qualified respondent (“Vendor”) can propose a solution that will successfully meet EGPAF’s needs.

The broad Scope of Work required to be implemented in the project is listed as below:

- **General** – The successful Vendor will be expected to provide all of the needed equipment, consultation, installation, service, maintenance and training to implement the Backup Solution presented in this RFP. The Foundation’s desire is for the Backup Solution implementation to be completed by August 1, 2014.
- **Proposal** – The Vendor will be expected to utilize the information presented in this RFP and submit a proposal that meets all requirements specified and yet will fulfill future expectations as articulated in this RFP or that are perceived by the Vendor. This includes all hardware and software required for implementing the Backup Solution proposed.
- **Documentation** – Full documentation of the project is to be included in the deliverables by the successful Vendor. Documentation is to include a fully annotated diagram and associated detail of equipment utilized in compliance to the scope of this RFP.
- **Training** – The proposed cost must include all training costs. The Vendor must have certified and qualified personnel to train appropriate EGPAF personnel via “hands-on” methods on all hardware and software specified in the proposal to implement the Backup Solution. The amount of time required for the training will be determined by EGPAF and the Vendor. However, for the purposes of this RFP, please assume 2 IT staff will receive 8 hours of training.

**CONTRACTOR DELIVERABLES**

- Design robust backup solution that can
  - Provide enterprise-wide backup and restore capability for the following:
    - Virtual Servers (VMware)
    - Physical servers (Windows-based)
    - MS SQL Server (2005+)
    - MySQL
    - File Servers
    - Application
    - SharePoint
    - Microsoft Active Directory
  - Have the ability to restore
    - Individual data files
    - Bare metal restores
  - Be encrypted if backing up to the Cloud
  - Provide a local copy
  - Permit backups to multiple mass storage and media types
  - Allow for the backup of open/locked files
- Allow for multi-domain/multi-forest level setups
- Provide file compression
- Provide data de-duplication
- Backup and restore all MS Windows operating system versions from 2003 forward
- Be scalable for 5 years with minimal upgrading
- Administration Functionality
  - Policy-based Grandfather-Father-Son backup sets
  - Use MS Active Directory for credentials & authentication
  - Have the ability to send alerts via multiple notification methods (email, texting, etc.)
- Reporting Capability
  - Include a dashboard with real-time reporting
  - Provide time-based reporting (daily, weekly, annually)
  - Provide the ability for configurable reports
- Designed so the size lasts for at least 5 years
- Accommodate the current backup size which is 6TB
- Accommodate the increased group of the data size assuming EGPAF has an annual growth rate of 15% for data
- Diagram backup solution
- Provide detailed Project Plan outlining the various project phases with definitive starting and completion dates.
  - The Project Plan shall include, but not be limited to, the following deliverables: Specifications of all necessary software requirements and/or hardware requirements, procurement requirements, Hardware/Software installation, Configuration / Testing, Delivery of documentation, Training schedules, System acceptance.
- List of required Software/Hardware.
  - The list should include a procurement process that outlines the purchase prices, yearly maintenance amounts (if applicable) and time needed to acquire it.
- Development of comprehensive documentation and training for the standard operation procedures and maintenance of the backup solution that allows the Foundation to assume these functions in totality and without reliance on the Vendor.

**CONTRACTOR QUALIFICATIONS:**

- Extensive experience designing and implementing backup solutions
  - Experience with backup solutions that have SAN connected
- Experience VM servers and EMC SAN
- Background in developing and deploying a strong backup solution which provides the Foundation for disaster recovery.
LOGISTICS:

Vendor will perform the majority of the work at EGPAF’s place of business in our DC office. They must have adequate telephone, computer, and internet services to communicate easily and rapidly with the Foundation.

KEY CONTRACT TERMS:

The anticipated contract type is Fixed Price. Unless stated otherwise in the statement of the work, the Vendor is responsible for providing equipment and/or supplies required to perform the services.

All deliverables provided to the Foundation must be furnished for the use of the Foundation without royalty or any additional fees.

All Materials will be owned exclusively by the Foundation. Vendor will not use or allow the use of the materials for any purpose other than Vendor’s performance of the contract without the prior written consent of the Foundation.

EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS:

All proposals will be evaluated against the following Evaluation Criteria. Each proposal must contain the items listed in the Submission Requirements column in the following chart.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Submission Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of your firm’s corporate capabilities and summary of at least 3 past similar engagements</td>
<td>A detailed description of similar projects and how it is comparable to this project.</td>
</tr>
<tr>
<td>Contractor’s process and approach to meet our needs efficiently</td>
<td>A detailed description of the approach being proposed to implement the solution including comprehensive descriptions of all components and software that will be sourced in the effort (describe specifications of servers, memory, software licenses, terminals, etc.). Any component that is proprietary in nature should be clearly identified.</td>
</tr>
<tr>
<td>Timeframe of implementation</td>
<td>Describe how you plan to interact and communicate with us; proposed start date; and length of time in calendar days estimated to accomplish all the work. You may include an organization chart and/or</td>
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<tr>
<td>Project Management Diagram if you are proposing multiple staff for the engagement.</td>
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<tr>
<td>Total cost of services to accomplish the scope of work</td>
<td>If the fixed price depends on any key assumptions, please list them along with a detailed budget and payment schedule. Further the proposal should clearly identify any component that will require Foundation expenditures above and beyond those included in the cost of services.</td>
</tr>
<tr>
<td>Qualifications of proposed staff</td>
<td>CVs of the key staff who will work on the EGPAF engagement and their role in the project.</td>
</tr>
<tr>
<td>References</td>
<td>List of at least 3 references, preferably more, including organization’s name, name of the point of contact, title (if available), phone number, and email address. In addition, you may also submit reference letters from previous clients if available.</td>
</tr>
<tr>
<td>Exceptions</td>
<td>Please note if you are taking exception to any requirement in this RFP and provide your counter-proposal.</td>
</tr>
</tbody>
</table>

**PROPOSED TIMELINE:**

**DATE: 05/30/2014 – Release of RFP**

**DATE: 6/13/2014** – Submission of Technical Inquiries: Dave DeCamp, IT Director, ddecamp@pedaids.org and Kevin Burr, Senior Network Engineer, kburr@pedaids.org

No phone calls please.


**DATE: 7/02/2014** - Completed proposals must be delivered electronically by the deadline mentioned on page one to: Cathy Colbert, Sr. Awards and Compliance Officer, ccolbert@pedaids.org with a “cc” to Dave DeCamp, IT Director, ddecamp@pedaids.org and Kevin Burr, Senior Network Engineer, kburr@pedaids.org

**DATE: 7/11/2014** – Final decision announced and Offerors notified

Please note it is our best intent to comply with the above timeline but unavoidable delays may occur.
ADDITIONAL INFORMATION

All proposals and communications must be identified by the unique RFP# reflected on the first page of this document. Failure to comply with this requirement may result in non-consideration of your proposal.

Any proposal not addressing each of the foregoing items could be considered non-responsive.

Late proposals will be rejected without being considered.

This RFP is not an offer to enter into agreement with any party, but rather a request to receive proposals from persons interested in providing the services outlined below. Such proposals shall be considered and treated by the Foundation as offers to enter into an agreement. The Foundation reserves the right to reject all proposals, in whole or in part, and/or enter into negotiations with any party.

The Foundation shall not be obligated for the payment of any sums whatsoever to any recipient of this RFP until and unless a written contract between the parties is executed.

Equal Opportunity Notice: The Elizabeth Glaser Pediatric AIDS Foundation is an Equal Employment Opportunity employer and represents that all qualified bidders will receive consideration without regard to race, color, religion, sex, or national origin.

ETHICAL BEHAVIOR:

As a core value to help achieve our mission, the Foundation embraces a culture of honesty, integrity, and ethical business practices and expects its business partners to do the same. Specifically, our procurement processes are fair and open and allow all vendors/consultants equal opportunity to win our business. We will not tolerate fraud or corruption, including kickbacks, bribes, undisclosed familial or close personal relationships between vendors and Foundation employees, or other unethical practices. If you experience of suspect unethical behavior by a Foundation employee, please contact Doug Horner, Vice President, Awards, Compliance & International Operations, at dhorner@pedaids.org or the Foundation’s Ethics Hotline at www.reportlineweb.com/PedAids/ Any vendor/consultant who attempts to engage, or engages, in corrupt practices with the Foundation will have their proposal disqualified and will not be solicited for future work.
Appendix 1: TECHNICAL INFORMATION

Network Diagram

Data Sizing

<table>
<thead>
<tr>
<th></th>
<th>Server Name</th>
<th>Backup amount (GB)</th>
<th>OS</th>
<th>Virtual or Physical</th>
<th>Databases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Aaron</td>
<td>20</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td></td>
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<td>2</td>
<td>Beft</td>
<td>20</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
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<td>5</td>
<td>Bim</td>
<td>150</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
</tr>
<tr>
<td>6</td>
<td>Bippo</td>
<td>195</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
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<tr>
<td>7</td>
<td>Brutus</td>
<td>100</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
</tr>
<tr>
<td>8</td>
<td>Dr. Diller</td>
<td>130</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
</tr>
<tr>
<td>9</td>
<td>Flummox</td>
<td>20</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
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<td>10</td>
<td>Ghair</td>
<td>35</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
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<td>11</td>
<td>Goo-Goose</td>
<td>90</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
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<td>Gox</td>
<td>45</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
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<td>Hooey</td>
<td>30</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
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<td>Ish</td>
<td>60</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
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<td>15</td>
<td>Jibbo</td>
<td>20</td>
<td>WIN 2003/2008/2012</td>
<td>Virtual</td>
<td>SQL</td>
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Current backup system specs & configuration

EGPAF currently uses an Asigra-based enterprise cloud backup and recovery system. The solution is equipped with agentless software architecture for easier deployment and management; features global de-duplication and data compression technology; and has AES 256 encryption.

The appliance residing in the DC office for local copy backups is custom built by the vendor. It’s built on a Supermicro chassis with an Intel Quad Core Processor, 6GB of RAM, 8 Seagate Constellation 1TB SATA 3.0 7200 Commercial grade hard drives with a hardware RAID controller running RAID 5.

The cloud-based backup appliance resides in the current vendor’s data center in Raleigh, North Carolina. Due to our data size, this appliance was initially seeded in the DC office when the first backup occurred. In the event of a disaster, the vendor has the ability to stand up our backup-up environment out of their data center in Raleigh.
Current backup procedure
Backups are performed on a nightly basis with a staggered hourly schedule from 7:00 p.m. to 12:00 a.m. when different groupings of servers are backed up. A report is emailed after completion to the IT team on the success or failure of each server. Backup times range about 5-20 minutes for each server, the exception being our fileserver, which takes a bit over 90 minutes. Retention is currently 7 days on the DC office appliance and 30 days in the Raleigh cloud location. Up to 8 generations of files are retained in each period.

A tape backup augments the Asigra system for archiving purposes of EGPAF’s primary fileserver. Consisting of an LTO6 drive attached to the server, the backup is performed with Windows 2003 Backup application. Full backups are performed on a weekly basis, and incremental backups are performed on the days in between.