DISASTER RECOVERY SERVICES

REQUEST FOR INFORMATION
RFI-DCP-03-18

Proposals Due
January 24, 2018
2:00 pm

SUBMIT PROPOSALS TO:
COUNTY OF DUTCHESS
OFFICE OF CENTRAL AND INFORMATION SERVICES
DIVISION OF CENTRAL SERVICES
27 HIGH STREET
POUGHKEEPSIE, NY 12601

PHONE (845) 486-3670                            FAX (845) 486-3659
Dutchess County Office of Central and Information Systems (OCIS) is requesting qualified vendors to supply the County with information related to what is available for Disaster Recovery of the County's systems.

This is a Request for Information only. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. Respondents are advised that the County will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party’s expense. Not responding to this RFI does not preclude participation in any future RFP, if issued.

**Timeline**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuance of RFI</td>
<td>December 20, 2017</td>
</tr>
<tr>
<td>Deadline for Submission of Questions</td>
<td>January 10, 2018</td>
</tr>
<tr>
<td>Vendor Response Due</td>
<td>January 24, 2018</td>
</tr>
</tbody>
</table>

**RFI Questions**

Submit questions pertaining to this RFI by email to Ellie Theohary at mtheohary@dutchessny.gov with a copy to Angela Romano at aromano@dutchessny.gov no later than close of business Thursday, January 10, 2018. All answers to the submitted questions will be posted as an addendum on the following website: http://www.empirestatebidsystem.com.

VENDORS MUST CHECK THIS WEBSITE REGULARLY FOR ADDENDUM, WHICH MAY INCLUDE SIGNIFICANT CHANGES TO THE RFI SPECIFICATIONS.

**Dutchess County Background**

Dutchess County is in the heart of the Hudson Valley, midway between New York City and New York State's capital, Albany. The western border includes 30 miles of Hudson River shoreline with Connecticut forming the eastern border.
Excluding NYC, in terms of population, Dutchess is the 10th largest of 62 counties in New York State. In the 2010 census the population was 297,468; this an increase of 6.2% from 2000.

Dutchess County holds a AA+ rating by Moody's Investor’s Service and ranks 2nd highest of other Moody’s rated New York counties. Only one county statewide is higher than Dutchess County’s AA+ bond rating.

We’ve long been considered one of the most progressive County governments. In terms of Information Technologies, Dutchess is one of only two NYS counties ranked in the top 10 nationally by the Center for Digital Governments. In the 2017 Survey, Dutchess is ranked #2 in the Country for the 250,000-499,000 population group.

More information about Dutchess County can be found on the County’s website at: www.dutchessny.gov

**Need for Procurement**

The County has created a comprehensive data processing system, which encompasses key processes related to the County’s operations. These processes include HR and Financial processing, electronic document management, and Public Safety Applications among many others. The County also provides web and data processing services for other agencies and municipalities as shared services. These, along with other automated systems and related sub-systems are mission critical components of the procedures and processing systems used throughout the County. Consequently, the County’s operations are dependent upon its data processing systems and configurations that support these functions.

The critical nature of the County’s operations, and the risks that could result in impairment or loss of these operations requires that the County maintain disaster recovery services and procedures at all times. Therefore, the County’s strategy is to acquire the disaster recovery services needed to provide immediate protection for its data center operations and then build 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 County evolves its comprehensive disaster recovery plan.

**Objective**

The objective of this solicitation is to canvas suppliers of Disaster Recovery Solutions to determine what is available.

**Technical Background**

The County maintains technologically complex data processing operation. It currently utilizes Intel servers for a VMware/Windows environment consisting of approximately 170 VM and 50 physical servers, with their current data residing on 50TB of IBM disk storage systems, and a high-speed fiber network infrastructure between 12 locations across the County.
Information Requested

In accordance with the provisions of this RFI, you are requested to provide written responses to the following. In your response, please respond to each category by repeating the heading at the top of the section and referring to the heading by the letter and the title used in this RFI.

A. Infrastructure
Please provide information on products and services to build and support a highly energy efficient, high performance, highly available technical infrastructure. Particular areas of interest are:

1. Description of how contracted recovery resources can be allocated most efficiently in a virtual environment (VM). For example, ten physical servers for ten physical servers versus one or two larger servers in a virtual environment. Is preloading of operating systems available and what does this service include? What is necessary from the County?
2. Backup\Recovery and Archiving – Tape libraries, Virtual tape libraries, de-duplication devices

B. Storage/Backup
Background: Nightly incremental backups handle approximately 1TB of new/changed data. The County currently maintains approximately 67TB of backup data on-site for immediate restoration purposes. Additionally, over 68TB of redundant backup data is maintained on tape at off-site storage facilities for disaster recovery/business continuity purposes. Retention periods for data ranges from 30 days to 10 years.

Please provide information on products and services for providing multiple levels of Disaster Recovery services. Particular areas of interest are:

a. Do you provide and support multi-vendor data replication and backup solutions?
b. Does the vendor utilize SAN, appliance, or host based replication options?
c. Can data replicated up to the cloud/off-site be restored to either the County’s on premises servers and/or the Vendor’s disaster recovery configuration?
d. Can data backed up to the cloud/off-site be restored to either the County’s on premises servers and/or the Vendor’s disaster recovery configuration?
2. What are your pricing options/structure (with examples) and the typical costs involved?
   a. Charged per GB stored, transferred(inbound/outbound), other
   b. Are resources/charges ‘elastic’?
   c. Software/hardware costs
   d. Licensing
   e. Maintenance
   f. Connectivity/Bandwidth
   g. Other
3. Security concerns
   a. Authentication methods used?
   b. Can the vendor meet FIPS compliancy?
   c. How is data secured during transfer and at rest?
4. Is there a recommendation for bandwidth/network capacity based on GB data being transferred during the backup window?
   a. Are backup times equivalent to restoration times?
5. Is cloud/off-site data stored locally in conjunction with the assigned recovery site?
a. If not, are there network bandwidth considerations/costs for accessing data in a recovery event?

6. Do you provide technology dedicated to a single client?
7. Do you integrate the dedicated solutions with the shared infrastructure solutions at time of exercise or event?
8. Do you provide services to manage and monitor the replication solution from end-to-end?
9. Are de-duplication tools available?
10. Are archiving services supported?
11. Are digital shredding services available (i.e. specific data without disrupting valid data)?
12. Do your management and monitoring services provide troubleshooting, problem determination, and root cause analysis?
13. Is there a formal delivery team who would support the County’s dedicated data replication and recovery solution?
14. Can a dedicated data replication solution be adjusted for capacity and new technology?
15. Other products and services for providing Disaster Recovery services.

C. Security
Please provide information on providing products and services for assuring security and providing security services for data center operations. Particular areas of interest are:

1. What auditing controls are in place? Do the controls identify who has accessed data as well as providing an audit trail of data transmission or download?
2. Data loss prevention
3. Intrusion detection
4. Intrusion prevention
5. Authentication and Encryption
6. Other security products and services

D. Facilities
Please provide information on the type of facilities available for disaster recovery services. Particular areas of interest are:

1. Can you provide a recovery center in the northeastern United States rated equivalent or better than the Uptime Institute’s Tier 3 category?
2. Can you provide workspace for up to ten IT staff?
3. Can you provide optional space and workstations for end users?
4. The County requires a minimum of six (6) weeks of occupancy in the hot site following a disaster declaration. What options/recommendations are available if the occupancy must extend beyond 6 weeks?

E. Multiple/Regional Disaster Support
Please provide information regarding multiple declaration and regional disaster support. Particular areas of interest are:

1. What is the vendor’s policy on regional disasters or multiple, simultaneous disasters when more than one subscriber invokes a disaster declaration?
2. How does the vendor assign priority of access to your customers?
3. How does the vendor assign an alternative recovery site if the primary recovery is not available due to over-subscription?
4. At time of declaration, when will access to the recovery site be available?
5. During recovery, is our configuration dedicated or is any portion of it shared with another subscriber?

F. Testing Methodology and Support
Please provide information on the testing methodology and support available for disaster recovery services. Particular areas of interest are:

1. Provide a summary of the vendor’s testing methodology and standard support provided during tests.
2. What type of support does the vendor provide before, during and after a test? What type of fee is associated with this support?
3. Does the vendor support remote access for both testing and recovery situations?
4. What additional fees will the County incur during testing or disaster recovery?
5. What is the annual recovery test allowance in terms of hours per test and tests per year?

G. Services
Please provide information on the type of services available for disaster recovery services. Particular areas of interest are:

1. What support services are contractually guaranteed 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. Do you offer Managed Recovery and/or Cloud Recovery Services?

H. Data Communications

Background: Approximately 12 County Offices and other remote sites utilize a dark fiber network for connectivity back to the County’s OCIS located at 503 Haight Ave in Poughkeepsie, New York.

Please provide information on data communications services available for disaster recovery services. Particular areas of interest are:

1. Will the County need to install a dedicated line into your facility? If yes, can the County have the address of the probable designated recovery facility that would be assigned to the County for the purposes of obtaining a price quote for a private circuit?
2. Does the vendor have any other connectivity options that might provide cost savings to the County as opposed to running a dedicated circuit?

I. Respondent Information

Contact information including name, address, telephone number and e-mail of the individual who will be authorized to act on behalf of the Respondent as the primary contact and who is available to answer questions or request for additional information.

Limitations

The County of Dutchess reserves the right to reject all submissions from respondents to the RFI.
The issuance of this RFI and the submission of a response by any person or firm does not bind or obligate the responder or the County to any agreement of provision or procurement of products referenced.

**RFI Response**

Please respond to the areas of concern listed under the Information Requested section of this RFI, by January 24, 2018.

Proposers must submit one (1) original, plus one (1) copy, plus one (1) copy on CD disc or flash drive of their proposal and send to:

Christopher G. Barclay,
Director, County of Dutchess
Office of Central and Information Services
Division of Central Services
27 High Street
Poughkeepsie, NY 12601

Proposals must be received no later than 2:00 pm on JANUARY 24, 2018.

Label outside SEALED mailing envelope with company name and RFI-DCP-03-18.