Contra Costa County
Employment and Human Services Department

Overview and Objective:

Contra Costa County Employment and Human Services Department (EHSD) is seeking proposals from qualified, experienced companies to provide a Network/Server Monitoring System. The system will provide near real-time monitoring of EHSD network infrastructure and servers as well as analytical reporting tools for an efficient management of the system. The system would enable the Information Technology staff be proactive in their management of the Department's infrastructure.

The County is seeking proposals for a proven client server solution. Proposals shall include software and hardware needs from qualified, experienced providers that outline a turn-key approach to implementing a monitoring system that meets EHSD requirements.

The County will consider overall best value with cost of equipment, hardware and software, maintenance, warranty, etc. Vendors are encouraged to submit their best and final offer to the County.

Background:

EHSD has a number of servers running business critical applications and is in need of a solution to maximize the availability of these applications. We are currently notified by the users when there is a problem. By the time users report a problem to the Information Technology (IT) Help Desk a significant amount of time and productivity loss is experienced by the business unit. EHSD would like to implement a system that would allow us to know about a problem as close to when it happens as possible. We would also like to have data and reporting available that would allow us to predict possible problems before they happen.

The following requirements address the minimum business requirements and flow utilized by the incorporation of a network/server monitoring system. All components are required and will be utilized by EHSD.

Business Service:

- IT Technicians need the ability to access an interface that will allow them to see and manage current status of all critical systems and their related network connectivity.
- IT Management needs the ability to access an interface that will show a high level status of all critical systems.
- A messaging capability needs to be implemented to alert IT staff to problems.
- Reports need to be available for management and other staff to make business decisions.

Hardware:

The following requirements address the hardware requirements to be included in the proposal submission utilized by the incorporation of a server monitoring system.   All components are required and will be utilized by EHSD.

- All hardware and software components to accommodate up to 75 servers to be monitored on a 24/7/365 basis.
- The system must work with the following existing standard user PC environment of Internet Explorer 10-11, Windows 7(64bit), Office 2010 and Adobe Acrobat Reader X-XI.
- The system database is desired to work under Microsoft SQL 2008.
- EHSD uses Barracuda backup for system recovery. If an accurate backup requires program shutdown, this must be specified by the vendor during the bid process.

Locally Hosted System Architecture Requirements: (If proposed)

- The host server environment must work under a VMware virtual server environment running on Windows Server 2013 or Windows Server 2008 R2.

Remotely Hosted System Architecture Requirements: (If proposed)

- Privacy concerns are significant, given the nature of our business. How the privacy of our information is protected must be addressed in your proposal.

Software:

The following requirements address the software specific requirements to be included in the bid submission utilized by the incorporation of a network/server monitoring system. Vendors shall provide specifications for servers to ensure compatibility with EHSD's office. All servers are expected to be (at a minimum) Windows 2008 R2 unless otherwise notified, with SQL 2008 available for database structures. All components are required and will be utilized by EHSD:

- It is anticipated that the solution will be required to integrate with existing EHSD infrastructure; the system must fit into a Windows Environment network with standard use of TCP/IP protocols.
- The system software shall consist of a maximum of three components – an administration application module, a database module, and an end user interface module. The application module may consist or co-exist with a web interface, or standard GUI interface.
- The system shall include a full set of documentation applicable to the specific build and install executed in EHSD. Review of manuals for accuracy is the responsibility of the vendor. EHSD anticipates any feature described in any of the software manuals will perform as indicated; failure to perform to the level described will be the responsibility of the vendor to update software to meet the requirements of the manual.
- The software shall allow specific users to "log-on" to the system for detailed tracking by combination of user log-in name and password or single sign on integration with Windows Active Directory (preferred).

- The system must perform near real-time monitoring for all our servers (up to 75). The ideal system will allow viewing of the monitoring information through a web interface (alternatively at locations throughout the network) and for authorized users, allow access and reporting selectively. This would typically include the following:
  - Show critical servers by location.
  - Show the following statistics on each server at a minimum:
    - Current server uptime
    - CPU Utilization
    - Disk space availability as a percent of total disk space
    - Memory utilization as a percent of total memory
    - Gather other WMI/SNMP statistics
  - Show links between servers
  - Show other hardware devices between servers and end users
  - Provide ability to obtain SNMP data from network devices (routers, switches, etc.)
  - Provide ability to create and deploy custom developed sensors (scripts or applications to monitor critical application availability).
- The software shall have the ability for the system administrator to establish Administrative, workgroup, and individual levels of access permissions to various modules.
- The software will provide a network mapping module to enable the creation of a graphical representation of our servers and the network they are attached to.
- The system shall not restrict the potential number of end users viewing and monitoring the system by means of software license restrictions.
- The software shall accommodate unique SQL connections into the system for EHSD to produce custom extracts/exports of data contained within the system.
- The software will integrate with Microsoft Exchange for e-mail notification services
- The software will support multiple notification methods:
  - SMTP e-mail (MS Exchange)
  - SMS Messaging (IOS 7 iPhone/iPad)
  - Custom launch of an application/script
  - Automatic ticket generation in BMC TrackIT (optional but desired).

Training:

The following requirements address the training specific requirements to be included in the proposal submission utilized by the incorporation of a network/server monitoring system.
- The vendor will provide training for up to five (5) EHSD employees on:
  - Installation
  - Administration
  - Maintenance
  - Exports
  - Troubleshooting
  - System Configuration Settings
  - Web Interface Application Changes
  - System Customization

Licensing, Maintenance, and Support:

The following requirements address software licensing, maintenance, and support requirements to be included in the proposal submission utilized by the network/server monitoring system:

- Regardless of the solution provided, the system shall not restrict the potential number of end users viewing and monitoring the system.
- Vendor proposals shall provide a detailed description of the type, level, and limitations of system support to be provided during the warranty period and thereafter. Support shall include at least system maintenance, upgrades, versions, documentation revisions and updates, corrections, preventative maintenance, help line support and availability, remote support services. Identify the primary, telephone, and field locations that will provide regional support. If support will be provided by a subcontractor, the vendor proposal shall identify the subcontractor and provide a statement that the subcontractor shall be subject to the full terms and conditions of the agreement with the prime contractor.
- The service provider shall provide technical support to the Department for three (3) years from date of contract. Technical support by the service provider shall be available to the Department during the hours of 8:00am to 5:00pm Monday through Friday Pacific Standard Time by telephone using a toll free number.
- Response to reported problems must occur within four (4) hours, with problem resolution within twenty-four (24) hours unless otherwise agreed to by authorized Department personnel.
- If licensing is role dependent, these costs will be delineated, including one-time licensing and on-going maintenance.
- Proposed solutions shall include costs and estimates associated with the installation of all components of the solution including visual displays, messaging systems, as well as backend server components..
- Cost estimates for annual maintenance and on-going support of the system shall be detailed in proposal. Responses must line item costs associated with installation, programming, support and maintenance.

Reports:

- As a minimum, the system shall be capable of providing the following reports directly from the graphic interface of the software:
  - Systems monitored
  - Sensors in place
- Alerts sent by date and time Be Able to run system administration log reports based on date and time and log file type.
- Reports to be delivered as exportable content to the following file types: (It would be desirable to be able to only enable these functions for certain roles.)
  - PDF
  - Excel Spreadsheet
  - Text files
  - Printer

Vendor Qualification:

- Responding vendors must have been in the business of providing hardware and software for more than three (3) years and provide references.
- Responding vendors must have experience in providing training for their software.
- Responding vendors must maintain help desk support during standard business hours in the Pacific Time zone.
- Responding vendors will be required to meet the county's standard contracting terms for insurance and other aspects.

Essential Services Required

A. EHSD will provide the following:
   a. Dedicated resources to interface with Vendor during installation
   b. Server and storage hardware, VMware environment.
   c. Microsoft SQL Server 2008 Server for use by solution.
   d. Network connectivity as required by vendor.
   e. Technical support to link into our directory of staff and network's active directory
   f. Normalized data of our existing system records.
   g. With vendor, develop mutually agreed to benchmarks for acceptance.
   h. Provide information to set up staff profiles.
   i. Provide information that will need to be tracked.
   j. AC power to support hardware.
   k. Network connections as required.

B. The vendor will provide the following:
   a. Perform a scoping study to ensure that the project parameters and success factors are well defined.
   b. Identify all tasks, activities and associated resources required to complete the project.
   c. Prepare a project schedule that meets mutually agreed time frames.
   d. Installation, testing, training, cutover, and documentation of the system as specified. System design as noted above
   e. Delivery of all new required hardware if needed
   f. Functional testing and system acceptance testing with designated County staff as appropriate.
   g. Documentation for system administration (2 copies). Electronic copy desired.

Other requirements:

- The total maximum amount for this contract shall not exceed $95,000 in the first year of service, including implementation.
- Warranty period for hardware and software to be identified in the quote.
- Availability of resources to complete the job to be identified in the quote.
- Options to be specified in the proposal:
   o Cost to add one or more Servers/Network Devices to be monitored.
   o Cost to license (in increments of 10) users beyond the initial users.

- o Costs for supervisory access to multiple users. (Limits and costs to be specified in proposal).
  - o Expansion into the Enterprise, where departments can be restricted to configuration and monitoring in their own department. What are the capabilities?
- Costs to be guaranteed for up 18 months from date of procurement, should EHSD wish to procure for other facilities.

Evaluation Criteria

A.   Meeting of vendor qualifications (25%)
B.   Meeting of software, hardware, and functional requirements (35%)
C.   Completeness of proposal (10%)
D.   Availability of the resource(s) (10%)
E.   Cost (20%)

Document Submission Requirements:

If interested, please submit a letter of interest with proposed services, completed Vender checklist, description of experience, description of equipment and software, and budget/fees, with references from at least three existing clients to:

Contra Costa County Employment and Human Services Department
Contracts Unit, Attention: RFI #541
40 Douglas Dr.
Martinez, CA 94553
Telephone: (925) 313-1691
FAX: (925) 313-1758
E-mail: contractbid@ehsd.cccounty.us
Website: www.ehsd.org/rfi

Responses must be received no later than 5:00 p.m., Monday, June 23, 2014. Postmarks will not be accepted. Questions regarding the RFI release may be directed to Contracts Unit 925-313-1691.

Solution Check List

Required functions		Yes/No	Comments
1	up to 75 Servers quoted		
2	Quote less than $95,000		
3	Runs on Windows Server 2008/ 2008 R2 or Vmware Appiance		
4	Less Than or equal to 3 components		
5	Intagration with MS Exchange for Notifications		
6	Multiple notifications methods available SMTP, SMS, Paging		
7	Custom launch of separate application available based on an event trigger		
8	Ability to monitor Required elements, CPU utilization, Memory Utilization, Diskspace Usage		
9	Supports custom developed monitors/sensors		
10	System provides pre-packaged reporting tools		
11	System provides near real-time status monitoring of devices		
12	A system administration function is available to manage application.		
13	On-Site Training is included in the quote for 5 employees, covering administration, maintenance and usage		
14	System/Enviroment maping function built in to solution		
15	System does not limit number of users monitoring the system		

Required functions		Yes/No	Comments
Meeting vendor qualifications:			
16	Vendor experienced as defined by RFI (3 yrs)		
17	Experienced in providing training for their software		
18	Vendor References provided (3)		
19	Have help desk support during standard business hours (8-5 PST)		
20	Able to meet the county's standard contracting terms and conditions.		
Meeting Software, hardware, & functional requirement			
21	Proposal clearly indicates meeting the business service requirements as outlined in the RFI		
22	Supports gathering other SMTP/WMI data		
22	The hardware requirements are met		
23	The software requirements are met		
24	Training requirements are met		
25	Licensing requirements are met		
26	Reporting requirements are met		
27	Vendor commits to providing essential services		
28	Warranty Specified on hardware		
29	Options specified as requested		
Completeness of proposal			
30	All points of RFI covered, including design		

Required functions		Yes/No	Comments
Availability of Resources			
31	Equipment can be on site by September and staff are available to install and train		
32	System implementation time in weeks		
33	Software does not need to be built from scratch		
Optional Criteria			
34	System Works with MS SQL 2008 as a back end database		
35	Ability to create Track-IT Work Order		
36	Ability to monitor other network devices routers, switches		