

REQUEST FOR PROPOSALS

Legal Aid Society of San Diego, Inc.
Wide Area Network Conversion from a
Novell System to a Microsoft System

I. BACKGROUND

LASSD is located in three offices:

110 S. Euclid Avenue, San Diego, CA 92114 - "EUCLID"

1475 Sixth Avenue, 4th Floor, San Diego, CA 92101 - "SIXTH AVE"

216 S. Tremont Street, Oceanside, CA 92054 - "OSIDE"

The WAN and LAN servers are Novell based; running Groupwise e-mail function; Zenworks for ghosting and remote access; Patch Management; and Asset Management functionality. The Euclid office has one Novel Server, one firewall server, and one Fundware server for the Accounting department. The Sixth Avenue location has one Novel Server, one Windows SQL database server, one firewall server, and one VMware server that houses two Citrix servers. The Oceanside office has one Novel server also hosting the firewall.

There are approximately 100 workstations on the LASSD WAN: Euclid – 35 users, Sixth Ave – 55 users, Oside – 10 users. Additionally, there are four dedicated remote locations at San Diego Courthouses: South Bay Courts in Chula Vista have approximately 8 users, East County Courthouse in El Cajon has 3 users, Downtown Hall of Justice location has 3 users, and the Conservatorship Clinic at the Madge Bradley Building on 4th Avenue has 1 user. All of these locations interact with WAN via DSL and Citrix servers. The Citrix farm (two virtual Citrix servers running VMware on a multi-hard drive RAID 5 server) is located with all of the other servers at the Sixth Ave location, and handles database access from the Euclid location (via 2 T1 lines), and the Oside location (via 1 T1 line). Additionally, approximately 18 Verizon wireless laptops also utilize either the Citrix servers or gotomypc for mobile WAN connectivity (approximately 25 users have a gotomypc account which is currently actively used, mostly from home).

LASSD runs a SQL version of a proprietary Kemps CaseWorks Database on its own SQL server. The WAN T1 spans are connected via Cisco routers and support integrated voice and data packets, with the central hub at the 6th Avenue location. Voice is through an NEC IPS 2000 telephony server supported with an AD64 voicemail server and a reports server which also runs ZeaCom's desktop software which is utilized by three call centers with queuing, auto call-back, complete agent transparency and interaction with the database server to search the database for clients based upon the phone number of the incoming call.

Each office has a LAN server to store all applications which have been worked on by staff and uploaded from their CPU to that storage server at each location.

LASSD pays for 100 megabyte of offsite internet connected back up. Additionally, LASSD pays for real time spam protection.

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The Euclid location contains an accounting network for 5 users running American Fundware and Lotus applications.

The Euclid location has 8 WAN enabled printers, 4 of which also are copiers/scanners. Sixth Ave also has 8 WAN enabled printers, 2 of which are copiers/scanners. Oside has 4 WAN enabled printers, 1 of which is a copier/scanner. We also have many local printers at each location.

LASSD has a battery back up system at the main server location to facilitate orderly shut down of the servers in the event of power loss. The system was purchased from Eaton Powerware, now a part of Energy Control International.

LASSD has separate internet access from each office. It currently uses Novell Border Manager for its firewalls, and Symantic Endpoint for virus protection. Additionally, LASSD purchases spam filtering from its current IT provider. Finally, it uses offsite back up via local back up servers through the internet, purchase from its current IT provider as a service.

II. GENERAL DESCRIPTION OF MAJOR CHANGES

LASSD proposes to migrate from a Novell based WAN to a Microsoft Windows server based WAN.

The operating system will migrate from Novell to Microsoft server 2008 (R2) running on a central business services premium version (EBS) platform running: share point services, system center essentials, and exchange server. (The Sequel 2008 server module will be subject to a subsequent phase installation for LASSD's database, Kemps CaseWorks). Additionally, LASSD will install Microsoft communication server 2007 and RDS to establish a high level of video and document communications (along with the usual instant messaging, and telephony) to establish internal and external communications (and ultimately, be the California hub for hosting nonprofit legal education webinars which can be simultaneously recorded for podcasting and streamed live).

Finally, LASSD has purchased but not installed blackberry use (BES) software for cell phone integration with Office Communications, currently purchased as a Novell interface to be re-licensed as a Microsoft interface. LASSD also desires to establish other needed phone/palm software communications to the outlook system.

Thus, LASSD wishes to enter into a business relationship with an IT company for the purpose of converting its network operating system from Novell to Microsoft server; to convert its

Groupwise e-mail and instant messaging system to Microsoft Exchange Server and Communication Server; to install System Center Essentials and configure it to manage the newly develop Microsoft network system; and install Sharepoint Services so that it is set up for configuration for LASSD's intranet, which will ultimately include a searchable pleading and document library and posting of administrative manuals and administrative functionality for the organization. LASSD envisions the EBS software system running on a new virtualized server environment, as the software is packaged for.

Additionally, LASSD wishes to set up its wide area network configuration for a "thin client" model. LASSD intends to have all employees work off of a central server, via its current network configuration. However, each office will maintain its own internet access and firewalls. The number of users to be established for the new WAN will be 150, to accommodate volunteer attorneys, law students, and additional part time/full time hires.

III. SPECIFICS REQUESTED

1. Establish a list of projects which must be completed to make the seamless transition from Novell to Microsoft and have ready for use the various software components which will be installed.
2. Develop a scope of work proposal with timeline. Determine whether phases of the projects, as sub-completions, should be proposed, and, if so, in what sequence. How will you guarantee the integrity/functionality of our WAN during cutover and thereafter, to avoid complications/down time upon installation and thereafter? We expect the new WAN to maintain current response time for print requests, and other thin-client applications of no more than 3 seconds.

The WAN architecture should allow for future migration to MPLS with same bandwidth or possibly 50% more between Euclid and 6th Avenue with class-of-service 1 for voice / video and 2 for terminal server (RDS), 3 for e-mail, 4 for Internet and other best efforts. Please describe the changes that would be required, after your installation, to complete such a migration (e.g., additional software, additional hardware, or simply changing settings on the system at that time).

3. Set out tasks for each project which will need to be completed in order to reach the completion of that particular project.
4. Propose the installation of Sharepoint Services contained in the EBS package, so that LASSD may develop an intranet for a searchable pleading and document library with standardized naming nomenclature, and for posting all administrative manuals and daily updates and information for management and team leaders.
5. Propose the installation and configuration of Communications Server for Instant Messaging internally and externally, integration with our NEC ISP 2000 phone server to provide telephony services internally, provide document sharing internally and externally, with RDS to allow remote access to local workstations, and provide internal and external video conferencing and storage of video presentations.

6. LASSD has attached hereto a list of proposed software purchases, which will be made by LASSD through its non-profit vendors. Thus, the cost for software will not be included in the proposal. Please comment on the completeness and selection of the software listed. Identify any other software you believe is necessary to complete the project. Identify any software “packages” or products that you may be able to have “comp’d” through your relationship with your Microsoft vendor.
7. Recommend appropriate hardware solutions for the new software. Please include with your hardware recommendations your pricing. If you wish, contact LASSD to discuss reuse of any existing equipment and the nature of that equipment. (Our current hardware deployment list will be discussed upon request).
8. Recommend firewall solutions and network traffic flows.
9. Set out time line for this project based upon scope of work, projects and tasks. Identify the project manager for this project with contact information and bio.
10. Proposed hourly rate/monthly rate and time commitment per week/month for ongoing troubleshooting/maintenance of the new network and workstations after installation.
11. Provide proof-of-insurance of workman’s compensation, errors and omissions insurance, and general liability insurance naming LASSD as an additional insured.
12. Bidder agrees to accept the following payment parameters for the contract: 20% upon signing contract; 30% upon build out of hardware, bench tested and ready for installation; 35% upon WAN installed and functional in accordance with the contract parameters; and final 15% payment at end of successful 45 day acceptance testing period.

ALL PROPOSALS MUST BE RECEIVED VIA E-MAIL NO LATER THAN 12:00 NOON
May 3, 2010: dennish@lassd.org ; danielb@lassd.org

IV. BIDDER BACKGROUND INFORMATION REQUESTED

1. Please provide specifics on any actual conversions your company has done moving an entire e-mail system from Groupwise to Exchange. List references with whom we may communicate to determine the success of this operation.
2. Please describe your experience converting a Novell Network server system to a Microsoft network server system. Give reference information.
3. Please describe your experience installing and maintaining an options rich configuration of Microsoft communication server, including but not limited to: instant messaging, document exchange, telephony, video conferencing. List references for our evaluation of the success of this project.

4. Please describe your experience installing and maintaining Microsoft Hyper-Visor virtual servers that are currently running. Again, provide references.
5. Please describe your experience installing Microsoft terminal services (RDS), and additionally, if appropriate, initiating a “thin client” environment for that customer. Again, provide references for our contact,
6. Please describe your experience installing share point and system center essentials for a customer. Please provide references.
7. Please describe your experience with like installations with voice-over-IP on both point-to-point DS1 and MPLS. Please provide references.
8. If you have not had direct field experience in any of items 1-6 above, please describe for each your training, backup support and means to successfully and timely accomplish the conversion/installation.
9. List the number of full time service technicians/engineers who will work on this project. List the number of full time service technicians and number of engineers employed regularly by your company.
10. Provide your company’s current financial balance sheet (will be held confidential).

Please set out your time line for

Contact information: Daniel Benson, 619-471-2665, danielb@lassd.org
Dennis Holz, 619-471-2661, dennish@lassd.org

V. FACTORS TO BE CONSIDERED IN THE VENDOR SELECTION

The following factors are the major factors which will be used by LASSD in the selection of a vendor for this project, listed in descending order of weight to be given.

Cost (bid price); depth of the company’s understanding of the project and quality and long term viability of the proposed solutions; ease of communication with vendor staff/representatives; company’s experience and references for the components of the project; company resources; company history in San Diego both for installation and servicing.

VI. OTHER BID FACTORS

LASSD reserves the right: to make changes in the bid package or requirements thereof; to make such changes without giving reason; to not do anything regarding this RFP; to not give reasons for any course of action taken or not taken; to choose or substitute another vendor in LASSD’s sole discretion.

You may also want to say that the process includes a timeline by THEM plus your timeline expectation of the LASSD Project Timeline: RFP distribution 4/8/2010. Responses due 5/3/2010. LASSD questions to bidders sent by 5/18/2010. Answers back from bidders in writing by 5/28/2010. Bid evaluation completed by 6/11/2010. Federal Bid approval estimated by 6/28/2010 (subject to federal timeline which cannot be guaranteed by LASSD). Contract award / final contract negotiations within two weeks of federal approval (estimated July 12, 2010). Commencement of project estimated approximately July 15, 2010. All time lines are targets subject to modification by LASSD without justification. LASSD intends to move the project forward as expeditiously as possible, in its sole opinion.

Of course they need to have an implementation time-line and there should be a Project Manager named and I would ask in the RFP who that would be and get contact info on them for the evaluation process.

SOFTWARE REQUIREMENTS

EBS (note, Exchange server 2010 is out, will it be bundled into this product? Also, Dec 31 Deadline to get it if we need to back it down to Server 2003 and SQL 2005 for any reason)

	1 MS gift?
EBS Device Cals	50
EBS User Cals	50
EBS Cals	50
Office Communications Server	1
Office Communications Server Cals	50
Office Communications Server External Connector License	1
Office Professional Plus	50
Windows 7	50
Citrix to run over the terminal services server.	1

Where does Terminal Services Server come into this? Included in ???

Since EBS comes with Sharepoint essentials, I assume the EBS cals will handle the Sharepoint features.

Windows Server 2008 – how many more will we need? How many Windows Server 2008 cals will we need?