



**Rhode Island Housing**  
working together to bring you home

**Request for Proposals  
Linux and GroupWise Upgrade Services**

**INTRODUCTION**

Through this Request for Proposals (“RFP”), Rhode Island Housing seeks proposals from qualified firms with expertise to perform OES Linux and GroupWise upgrades. Rhode Island Housing currently has six virtual Novell OES 2 and SLES 10 (64-Bit) servers. The system includes two domains and two Post Offices with approximately 250 users. Our production site consists of FAS 2040/Three ESX Hosts/One VC and Disaster Recovery FAS 2040/Three ESX Hosts and /One VC. Rhode Island Housing aims to ensure successful Linux and GroupWise upgrades in Production and Disaster recovery sites.

**INSTRUCTIONS**

The proposal should be submitted electronically to Abdel El idrissi, Network Manager, at [aelidrissi@rhodeislandhousing.org](mailto:aelidrissi@rhodeislandhousing.org) no later than 5:00 PM May 15, 2013. Proposals should be presented on electronic business letterhead.

Respondents are advised that all submissions (including those not selected for engagement) may be made available to the public on request upon completion of the process and award of a contract(s). Accordingly, any information included in the proposal that the respondent believes to be proprietary or confidential should be clearly identified as such.

**SCOPE OF WORK**

Please see Attachment A.

**ITEMS TO BE INCLUDED WITH YOUR PROPOSAL**

A. General Firm Information

1. Provide a brief description of your firm, including but not limited to the following:
  - a. Name of the principal(s) of the firm
  - b. Name, telephone number and email address of a representative of the firm authorized to discuss your proposal.
  - c. Address of all offices of the firm.
  - d. Number of employees of the firm.

B. Experience and Resources:

1. Describe your firm and its capabilities. In particular, support your capacity to perform the Scope of Work.
2. Indicate which principals and associates from your firm would be involved in providing services to Rhode Island Housing. Provide appropriate background information for each such person and identify his or her responsibilities.
3. Provide a detailed list of references including a contact name and telephone number for organizations or businesses for whom you have performed similar work.
4. Identify any conflict of interest that may arise as a result of business activities or ventures by your firm and associates of your firm, employees, or subcontractors as a result of any individual's status as a member of the board of directors of any organization likely to interact with Rhode Island Housing.
5. Identify any material litigation, administrative proceedings or investigations in which your firm is currently involved. Identify any material litigation, administrative proceedings or investigations, to which your firm or any of its principals, partners, associates, subcontractors or support staff was a party, that has been settled within the past two (2) years.
6. Describe how your firm will handle actual and or potential conflicts of interest.

C. Fee Structure: Fixed fee based project.

The cost of services is one of the factors that will be considered in awarding this contract. The information requested in this section is required to support the reasonableness of your fees. The fee must include all expenses and without any exclusions

1. Please provide a cost proposal for consulting work described in attachment A
2. Please provide any other fee information applicable to the engagement that has not been previously covered that you wish to bring to the attention of Rhode Island Housing.
3. Please provide the warranty period for the described in attachment A

D. Miscellaneous

1. Rhode Island Housing encourages the participation of persons of color, women, persons with disabilities and members of other federally and State-protected

classes. Describe your firm's affirmative action program and activities. Include the number and percentage of members of federally and State-protected classes who are either principals or senior managers in your firm, the number and percentage of members of federally and State-protected classes in your firm who will work on Rhode Island Housing's engagement and, if applicable, a copy of your Minority- or Women-Owned Business Enterprise state certification.

2. Discuss any topics not covered in this Request for Proposals that you would like to bring to Rhode Island Housing's attention.

E. Certifications

1. Rhode Island Housing insists upon full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors. This law requires State Vendors entering into contracts to provide services to an agency such as Rhode Island Housing, for the aggregate sum of \$5,000 or more, to file an affidavit with the State Board of Elections concerning reportable political contributions. The affidavit must state whether the State Vendor (and any related parties as defined in the law) has, within 24 months preceding the date of the contract, contributed an aggregate amount in excess of \$250 within a calendar year to any general officer, any candidate for general office, or any political party.
2. Does any Rhode Island "Major State Decision-maker," as defined below, or the spouse or dependent child of such person, hold (i) a ten percent or greater equity interest, or (ii) a Five Thousand Dollar or greater cash interest in this business?

For purposes of this question, "Major State Decision-maker" means:

(i) All general officers; and all executive or administrative head or heads of any state executive agency enumerated in § 42-6-1 as well as the executive or administrative head or heads of state quasi-public corporations, whether appointed or serving as an employee. The phrase "executive or administrative head or heads" shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(ii) All members of the general assembly and the executive or administrative head or heads of a state legislative agency, whether appointed or serving as an employee. The phrase "executive or administrative head or heads" shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(iii) All members of the state judiciary and all state magistrates and the executive or administrative head or heads of a state judicial agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, chief of staff or state court administrator.

If your answer is “Yes,” please identify the Major State Decision-maker, specify the nature of their ownership interest, and provide a copy of the annual financial disclosure required to be filed with the Rhode Island Ethics Commission pursuant to R.I.G.L. §§36-14-16, 17 and 18.

3. Please include a letter from your president, chairman or CEO certifying that (i) no member of your firm has made inquiries or contacts with respect to this Request for Proposals other than in an email or written communication to **aelidriissi@rhodeislandhousing.org** to seek clarification of the Scope of Work set forth in this proposal, from the date of this RFP through the date of your proposal, (ii) no member of your firm will make any such inquiry or contact until after **May 15, 2013**, (iii) all information in your proposal is true and correct to the best of her/his knowledge, (iv) no member of your firm gave anything of monetary value or promise of future employment to a Rhode Island Housing employee or Commissioner, or a relative of the same, based on any understanding that such person’s action or judgment will be influenced and (v) your firm is in full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors.

### **EVALUATION AND SELECTION**

A selection committee consisting of Rhode Island Housing employees (the “Committee”) will review all proposals and make a determination based on the following factors:

- Professional capacity to undertake the scope of work.
- Proposed fee structure (must be fixed)
- Ability to perform within time and budget constraints
- Evaluation of potential work plans
- Previous work experience and performance with Rhode Island Housing and/or similar organizations
- Recommendations by references
- Firm minority status and affirmative action program or activities
- The time line for completion of the Linux and GroupWise upgrades
- Other pertinent information submitted
- Having the skill set and experience to perform all aspect of the upgrades
- Having the ability to complete the project prior to June 15, 2013.

Rhode Island Housing may invite one or more finalists to make presentations.

In its sole discretion, Rhode Island Housing may negotiate with one or more firms who have submitted qualifications to submit more detailed proposals on specific projects as they arise.

By this Request for Proposals, Rhode Island Housing has not committed itself to undertake the work set forth. Rhode Island Housing reserves the right to reject any and all proposals, to rebid the original or amended scope of services and to enter into negotiations with one or more respondents. Rhode Island Housing reserves the right to make those decisions after receipt of responses. Rhode Island Housing's decision on these matters is final.

**For additional information contact:** Abdel El idrissi at [aelidrissi@rhodeislandhousing.org](mailto:aelidrissi@rhodeislandhousing.org).

## **Attachment A**

### **Scope of Work**

Rhode Island Housing is seeking proposals from consultants to perform Linux and GroupWise upgrades. The scope of work consists of carrying out upgrades in two environments: our production site in Providence, R.I. and our disaster recovery site in Springfield, MA. Each technical environment consists of FAS 2040, VSphere 5 and all related dependencies and subset components. During the upgrade(s), the selected respondent will perform the primary site upgrade onsite and any necessary reconfiguration on the Disaster Recovery site remotely. Rhode Island Housing's production and disaster recovery sites are actively replicating data and fully functional. The senior engineer(s) carrying out the services must be certified or have extensive working knowledge and a proven track record for the following types of implementations:

- Novell /OES/GroupWise (working knowledge)
- NetApp (all modules)
- VMware (all modules)
- Networker Backup (EMC)

### **Key Deliverables**

- The upgrades will be performed on-site after hours and on weekends.
- Respondent must address licenses, hardware, software or any potential issue that could slow the upgrade process.
- Respondent must take VMware snapshots of servers that are being upgraded.
- System verify server, eDirectory, and GroupWise Health.
- A successful upgrade of Novell Servers to latest SUSE OES Linux, SLES and GroupWise (GroupWise 2012 Sp 2).
- Provide tested silent script to automate the GroupWise client.
- Provide tested silent scrip for Novell client upgrade (only if needed).
- Test and verify all GroupWise functionalities prior and after upgrade.
- Test BES Functionality and GroupWise app on iPhone.
- Respondent must ensure the upgrade plan is well tested and free from last-minute errors or bugs.
- Respondent must make sure Bes servers and Data Sync are functional after the upgrade.
- Respondent must provide additional NetApp Storage to expand or add NSS Pools/Volumes on three (3) servers in production and Three (3) servers in disaster recovery site. Also responsible for verifying the availability of storage space prior to starting the upgrade.
- Respondent must carry out in-place upgrades of six (6) servers.

- Respondent must download and apply all available SLES 11 SP2 and OES 11 SP1 patches.
- Respondent must upgrade GroupWise Administration Modules to version 2012 SP2.
- Respondent must upgrade Datasync Server, provide port security and assist with Datasync Policy configuration.
- Post support upgrade onsite support until all issues are resolved.
- The successful respondent shall configure and upgrade console one and necessary tools to manage the environment.
- The selected vendor will install the most current software releases and remediate any issues. All tests must meet Rhode Island Housing needs.
- Respondent must make sure that the backup continues to work after the upgrade.
- Provide training and a knowledge transfer document.
- The implementation of this project must be free of interruption to users during production hours (Monday through Friday, 6:30 AM to 7:30 PM).

### Technical Data

#	Server Name	Role / Description
1	GROUPWISE ARCHIVE	OES File Server with NSS volumes for GroupWise archives
2	GWMON	SLES 10, GroupWise Monitor service
3	RIH12	OES 2 10, OES File Server
4	RIH13	OES 2/SLES 10, GroupWise system (Domain, 2 PO's, 1 GWIA)
5	RIHSyn	SES 11 (64 bit), Datasync Mobility for Smartphones
6	WEBMAIL	SLES 10, GroupWise WebAccess

### Inquiries and Communication

All inquiries and other communications with respect to this RFP are to be directed ONLY to Abdel El idrissi at [aelidrissi@rhodeislandhousing.org](mailto:aelidrissi@rhodeislandhousing.org).