



## **SAN and Tape Backup Request for Proposal #206**

Issue Date: Tuesday, June 10, 2014

Buyer: Gary Keathley

Issued by: The Thames Valley District School Board:

**Return Date: 12:00:00 noon, local time, Monday, July 7, 2014**

ITEM NO.	TERMS AND CONDITIONS	WILL COMPLY/WILL NOT COMPLY	COMMENT
<b>1.0</b>	<b>INTRODUCTION</b>		
1.0.1	The Thames Valley District School Board (hereafter referred to as the TVDSB) invites interested parties to submit sealed submissions in response to this bid document. The TVDSB is one of the largest public school boards in the Province of Ontario and is comprised of all public schools within the counties of Elgin, Middlesex, and Oxford. The TVDSB is the employer of approximately 8,000 staff and operates 162 schools with an estimated enrolment of 71,000 students.		
<b>1.1</b>	<b>PURPOSE</b>		
1.1.1	The purpose of this bid document is to provide interested parties with sufficient information to enable them to prepare and submit bids for consideration by the TVDSB for SAN and Tape Backup, subject to the conditions herein.		
1.1.2	The TVDSB may agree to permit other public organizations within Southwestern Ontario to access any contract(s) that may result from this solicitation. The successful proponent(s) shall allow such access with the understanding that the participating organizations be responsible for their own contract management.		
<b>2.0</b>	<b>BID DEFINITIONS AND INFORMATION</b>		
<b>2.1</b>	<b>DEFINITIONS</b>		
2.1.1	The following words are used throughout this bid document and bidders should note these conditions when completing their bid submission.		
2.1.1.1	The word "MUST" shall mean bidders "must" include the required information in bid submission. Failure to include the required information will deem submission noncompliant.		
2.1.1.2	The word "SHOULD" shall mean bidders "should" include the required information in bid submission.		
2.1.1.3	The word "NONCOMPLIANT" shall mean bid submissions will be eliminated from further evaluation if the submission does not include the required information.		
2.1.1.4	The word "SUBCONTRACTOR" shall mean a person, firm or company hired by the bidder(s) or the successful bidder(s) to perform any portion or all of this bid.		
2.1.1.5	The word "QUALIFIED" shall mean a bidder who is compliant and has included the required information in their bid submission.		
2.1.1.6	BID IRREGULARITY: A deviation between the requirements (terms, conditions, specifications, special instructions) of a bid response for the purposes of this bid; bid irregularities are further classified as major irregularities or minor irregularities. The classification of what is a major irregularity or a minor irregularity shall be the sole discretion of the TVDSB.		

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2.1.1.6.1	Major Irregularity: A deviation from the bid request which affects the price, quality, quantity or delivery, and is material to the award. If the deviation is permitted, the bidder could gain an unfair advantage over competitors. The TVDSB will reject any bid submission which contains a major irregularity.		
2.1.1.6.2	Minor Irregularity: A deviation from the bid request which affects form, rather than substance. The effect on the price, quality, quantity or delivery is not material to the award. If the deviation is permitted or corrected the bidder would not gain an unfair advantage over competitors. The TVDSB may permit the bidder to correct a minor irregularity.		
<b>2.2</b>	<b>STRUCTURE OF THIS BID</b>		
2.2.1	Proponents must use the online bidding system which is available on the internet at:		
2.2.1.1	www.tvdsb.ca		
2.2.1.2	"Board"		
2.2.1.3	"Purchasing"		
2.2.1.4	"Bids"		
2.2.1.5	Scroll to the end of the document, click "Proceed to inquiry/download page".		
2.2.1.6	Proceed to the bid, click "New" icon		
2.2.1.7	You will be directed to the "TVDSB Client Portal"		
2.2.1.7.1	Proponents that already have a TVDSB Client Portal account:		
2.2.1.7.1.1	Click "TVDSB Login".		
2.2.1.7.1.2	Login using TVDSB Client Portal account and password.		
2.2.1.7.2	Proponents that do not already have a TVDSB Client Portal account:		
2.2.1.7.2.1	Click "Sign up now".		
2.2.1.7.2.2	Read TVDSB Client Portal Disclaimer, scroll to bottom and click "I agree" or "I do not agree".		
2.2.1.7.2.3	If "I do not agree" was clicked, you will not be able to proceed. If "I agree" was clicked, you will be taken to "New Account Application".		
2.2.1.7.2.4	Complete account information and click "Create My Account"		
2.2.1.7.2.5	Click "TVDSB Login".		
2.2.1.7.2.6	Login using new TVDSB Client Portal account and password.		
2.2.1.8	Within the Client Portal click "Open to Bid"		
2.2.1.9	Click on the "New" icon for the bid upon which you will be bidding.		
2.2.1.10	Download the 2015Appendices206.xlsx file to your hard drive.		
2.2.1.10.1	The file contains the following worksheets:		
2.2.1.10.1.1	Worksheet A: Terms & Conditions in Excel format		
2.2.1.10.1.2	Worksheet B: Primary SAN Requirements in Excel format		
2.2.1.10.1.3	Worksheet C: Backup/DR SAN Requirements in Excel format		
2.2.1.10.1.4	Worksheet D: Tape Backup Requirements in Excel format		
2.2.1.10.1.5	Worksheet E: Professional Services in Excel format		

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2.2.1.10.1.6	Worksheet F: Fee Schedule in Excel format		
2.2.1.10.1.7	Worksheet G: Warranty, Service, and Technical Support in Excel format		
2.2.1.10.1.8	Worksheet H: Criteria & Weighting in Excel format		
2.2.1.10.1.9	Worksheet I: Diagram		
<b>2.3</b>	<b>IMPORTANT DATES</b>		
2.3.1	ISSUE DATE: Tuesday, June 10, 2014		
2.3.2	QUESTIONS: Wednesday, June 18, 2014		
2.3.3	ANSWERS TO QUESTIONS: Friday, June 20, 2014		
2.3.4	RETURN DATE and TIME: prior to 12:00:00 noon local time Monday, July 7, 2014 .		
2.3.5	PRESENTATION/DEMONSTRATION IF REQUIRED: Tentative Dates: To Be Advised.		
<b>2.4</b>	<b>RETURN LOCATION</b>		
2.4.1	Sealed bid submissions <b>must</b> be returned to:		
2.4.2	"Tenders Clerk"		
2.4.3	Tenders Clerk's box, Basement, Education Centre		
2.4.4	Thames Valley District School Board		
2.4.5	1250 Dundas Street		
2.4.6	London, Ontario		
2.4.7	N5W 5P2		
2.4.8	The bid submission envelope should show the bid document name, number, return date and time (as set out in Section 9.5 - Labeling of Envelope).		
2.4.9	The bid submission <b>must</b> be returned to the "Tenders Clerk" for your bid submission to be accepted.		
2.4.10	Delivery to the "Tenders Clerk" is the responsibility of the proponent.		
2.4.11	Submissions received by electronic transmission (i.e. fax or email) will not be accepted.		
2.4.12	Late bids will be returned to the proponent, unopened, if a return address is included on the submission envelope.		
<b>2.5</b>	<b>QUESTIONS</b>		
2.5.1	All questions pertaining to this bid document are to be addressed to: Gary Keathley: g.keathley@tvdsb.on.ca no later than Wednesday, June 18, 2014. After this date no further inquiries, concerns or questions may be submitted. The TVDSB reserves the right to distribute a notice of content of any inquiry and the TVDSB's response to all other registered bidders. All questions pertaining to this bid document <b>must</b> be submitted in writing.		

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2.5.2	Questions concerning the terms and conditions of the bid document, whether made orally or in writing, to any individual other than indicated above may, at the sole discretion of the TVDSB, render your submission noncompliant. Direct questions in written form only to: Gary Keathley- Buyer. The TVDSB will only be bound by written answers to questions .		
2.5.3	Answers to all questions will be posted to the TVDSB web site at <a href="http://www.tvdsb.on.ca">www.tvdsb.on.ca</a> :		
2.5.3.1	<a href="http://www.tvdsb.ca">www.tvdsb.ca</a>		
2.5.3.2	"Board"		
2.5.3.3	"Purchasing"		
2.5.3.4	"Bids"		
2.5.3.5	Scroll to the end of the document, click		
2.5.3.6	"Proceed to inquiry/download page"		
2.5.3.7	Proceed to the Bid, click		
2.5.3.8	"Answers to Questions"		
2.5.3.9	View documents in PDF format.		
2.5.3.10	All bid files are available for downloading at no charge from the TVDSB web site.		
2.5.4	Should any questions raised by a bidder necessitate an addendum to this bid document, the addendum will be posted to the TVDSB Web Site. See Section 2.5.2.		
2.5.5	All Addenda will be issued at least seven days prior to the closing date. If an addendum is issued within seven days of the closing date, the date will be extended accordingly.		
<b>3.0</b>	<b>CONTRACT TERM / PRICING / TAXES / DELIVERY / PAYMENT</b>		
<b>3.1</b>	<b>CONTRACT TERM</b>		
3.1.1	The term of this agreement shall be for one time purchase and will include annual maintenance for up to and including 5 years.		
<b>3.2</b>	<b>PRICING</b>		
3.2.1	Proponents <b>must</b> complete the Fee Schedule section - Worksheet F		
3.2.1.2	Proponents <b>must</b> print and sign all Worksheets.		
3.2.2	All charges <b>must</b> be included in the cost of the item. Prices quoted must be for goods and services exactly as specified and in Canadian funds, unless otherwise indicated.		
3.2.3	Prices <b>must</b> include delivery, F.O.B. destination. <b>NO AWARDS WILL BE MADE TO FIRMS QUOTING FREIGHT EXTRA.</b>		
3.2.4	Prices <b>must</b> remain valid for 6 months from date of award.		

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<b>3.3</b>	<b>TAXES</b>		
3.3.1	HST: Where applicable, Harmonized Sales Tax <b>must</b> be shown separately as extras on all invoices in accordance with Canadian and Provincial Government regulations.		
<b>3.4</b>	<b>DELIVERY &amp; ORDERING</b>		
3.4.1	Delivery for all items will be directly to our Education (1250 Dundas Street, London, Ontario N6A 5L1) or Distribution Centre (951 Leathorne Street, London, Ontario N5Z 3M5).		
3.4.2	Orders are to be delivered to the address stated on the purchase order. If delivery is made to an incorrect location, it will be the responsibility of the successful bidder to pick up and deliver to the correct location.		
3.4.3	The successful bidder(s) bears the cost of repairs to the site and to hardware with respect to damage caused from shipping or installation.		
3.4.4	The successful bidder(s) bears the risk of loss with respect to equipment until delivery and/or installation is complete.		
3.4.5	The successful bidder(s) will remove all packaging and shipping debris at no cost to the TVDSB.		
3.4.6	The TVDSB's purchase order number should appear on all packages, packing slips, correspondences, customs documentation and freight bills of lading.		
<b>3.5</b>	<b>INVOICING/PAYMENT TERMS</b>		
3.5.1	All invoices <b>must</b> be sent to the Thames Valley District School Board, P.O. Box 5888, London, ON N6A 5L1. Attention: Accounts Payable		
3.5.2	Applicable taxes <b>must</b> be shown as separate line items on all invoices.		
3.5.3	Bidders <b>should</b> indicate any specific payment terms. It is generally expected that payment will be 45 days from receipt of invoice.		
3.5.3.1	Bidders <b>should</b> state percentage discount for early payment and net payment terms.		
3.5.4	Purchase order numbers <b>must</b> be stated on all invoices; invoices without will be returned unpaid.		
3.5.5	The TVDSB prefers electronic invoices. Bidders should state if they are able to send us a flat ASCII file in any file layout.		
3.5.6	Invoices will be paid upon completion of installation and functional sign-off.		
<b>4.0</b>	<b>SPECIFICATIONS/REQUIREMENTS</b>		
<b>4.1</b>	<b>QUALITY</b>		
4.1.1	Unless otherwise specified, supplies must be new, in good condition, fit for the purpose for which they are being acquired and free from defects. The decision of the TVDSB pertaining to items being rejected is final.		
4.1.2	The determination of equal quality will be based on our internal professional opinions.		

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4.1.3	In addition to price, quality and suitability to school use will be among the first considerations. Delivery lead times, service, performance record, manufacturer's warranties and the value of the overall award will be also taken into consideration when awarding this contract.		
4.1.4	Any material, equipment, service or work ordered which, in the opinion of the TVDSB, does not completely fulfill the specifications <b>must</b> immediately be removed and/or completed to the specifications or sample quality at the expense of the successful bidder.		
4.1.5	The successful bidder(s) <b>must</b> carry out all work to the satisfaction of the TVDSB. All trade work is to be performed by appropriately certified staff.		
<b>4.2</b>	<b>REQUIREMENTS</b>		
4.2.1	For each requirement as described in Worksheets A, B, C, D, E, F & G, bidders <b>must</b> place a response in the appropriate column. The following responses are accepted:		
4.2.1.1	Complies: Provide functional information		
4.2.1.2	Deviates: The system partially meets the requirements. For each response, describe what specifically is and is not available. Also indicate how the system would achieve the requested functionality.		
4.2.1.3	Planned/In Development: State Date Available.		
4.2.1.4	Not planned. No intent to provide the requirement.		
4.2.2	The successful bidder(s) <b>must</b> be a certified dealer/distributor of the manufacturer of the equipment/products they are proposing.		
4.2.3	The successful bidder(s) <b>must</b> have the proprietary right or license to use software being provided or imbedded in the hardware that is being provided.		
<b>4.3</b>	<b>IMPLEMENTATION</b>		
4.3.1	Bidder(s) should outline an implementation plan or schedule as part of the installation requirements in Worksheets B,C,D and E.		
<b>4.4</b>	<b>ILLUSTRATIVE LITERATURE</b>		
4.4.1	Bidders <b>should</b> submit ILLUSTRATIVE and SPECIFICATION INFORMATION for each item of which they have bid. Bidders who are bidding EXACTLY as specified do not need to supply this information. Bidders who are submitting a catalogue must indicate page number where the item is illustrated.		
4.4.1.1	Bidders <b>should</b> state if this literature can be obtained directly from the manufacturer via the internet.		
4.4.1.2	Bidders <b>should</b> state the web site addresses for each manufacturer.		

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<b>4.5</b>	<b>PRESENTATION/INTERVIEW/DEMONSTRATION</b>		
4.5.1	Qualified bidders may be required to make a presentation/attend an interview at the bidders' own expense or arrange a visit for the evaluation committee to an existing installed location that matches the requirements of the bid. No bid alterations will be allowed. Notification will be given to qualified bidders as to time and place.		
<b>4.6</b>	<b>TRAINING / SUPPORT</b>		
4.6.1	Installation, training and support services are a consideration in awarding this bid. Include any and all support and implementation services your company will provide, identifying certification relevant to the support role envisioned.		
<b>4.7</b>	<b>WARRANTY AND MAINTENANCE</b>		
4.7.1	Service is an extremely important consideration in the award of this bid. Bidders <b>must</b> provide warranty information.		
4.7.2	Bidders <b>must</b> state length of warranty. Bidders must state if warranty includes parts, labour and if the warranty is on-site. If not, bidders must indicate the terms of the warranty.		
4.7.3	Bidders must state location of service facilities.		
4.7.4	Bidders must state number of service people at each location.		
4.7.5	Bidders must state time to respond to service calls:		
4.7.6	Bidders <b>should</b> state mean time to repair commitments in the event of service disruption and associated penalties in the event of extended outages		
4.7.7	Bidders <b>should</b> include a statement outlining your company's quality assurance philosophy and program. This statement should detail how your company will respond to:		
4.7.8	Bidders should state escalation procedures in the event of service issues.		
<b>5.0</b>	<b>TERMS AND CONDITIONS</b>		
<b>5.1</b>	<b>GENERAL TERMS AND CONDITIONS</b>		
5.1.1	Any response submitted to the bid is IRREVOCABLE for 180 days.		
5.1.2	A bidder who has already submitted a bid may submit an addendum in writing and signed by the bidder at any time up to the official closing time. No facsimiles shall be accepted. The last submission shall supercede and invalidate all previous submissions by that bidder as it applies to this bid. Addenda <b>must</b> be submitted to the "Tenders Clerk" in the same manner and within the same time constraints as the bid submission.		
5.1.3	A bidder may withdraw the bid at any time up to the official closing time by letter bearing his/her signature as it is in the submission. Withdrawal requests received after the closing date shall not be permitted. Submission withdrawals <b>must</b> be submitted to the "Tenders Clerk" in the same manner and within the same constraints as a bid submission.		

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5.1.4	The issuance of this call for bids shall not constitute any obligation on the part of the TVDSB to any firm or individual who submits a bid.		
5.1.5	The bidder <b>must</b> have satisfactorily fulfilled all relevant obligations as required under the terms and conditions of any previous award in order to be considered as an acceptable bidder.		
5.1.6	The laws of the Province of Ontario shall govern in any dispute occasioned as a result of the performance or non-performance and/or workmanship of a contract issued pursuant to the bid and any dispute arising out of the issuance of and response to this bid.		
5.1.7	The TVDSB reserves the right to withdraw the award of the contract to a successful bidder(s) within 30 days of the award if in the opinion of the TVDSB the successful bidder(s) is unable or unwilling to enter into a form of contract satisfactory to the TVDSB. The TVDSB shall be entitled to do so without any liability being incurred by the TVDSB to the bidder		
5.1.8	The lowest or any bid submission may not necessarily be accepted. The TVDSB reserves the right to decline any or all bid submissions, or to cancel the bid call in whole or in part at any time prior to making an award, for any reason, or no reason, without liability being incurred by the TVDSB to any bidder for any expense, cost, loss or damage incurred or suffered by the bidder as a result of such withdrawal.		
5.1.9	All costs associated with the preparation of the bid submission will be solely the responsibility of the bidder.		
5.1.10	The TVDSB reserves the right to decline or purchase one or all items in this bid from one supplier or from multiple suppliers.		
5.1.11	All of the terms and conditions of this bid are deemed to be accepted by the bidder and incorporated into the bidder's proposal submission. It is the TVDSB's intention that the Terms and Conditions stated in this bid and the successful bidder's response to this bid will form the contract between TVDSB and the successful bidder(s). Any conflict in the wording of the bidder's invoice and/or sales agreement and the wording of the terms and conditions of this proposal, shall be resolved in favour of the TVDSB and shall be deemed to be incorporated into the bidder's invoice and/or sales agreement.		
5.1.12	The successful bidder(s) <b>must</b> not at any time subcontract any portion of its contract with the TVDSB nor shall it assign the contract without the written permission of the TVDSB. The successful bidder(s) must not, at any time, change subcontractors approved by the TVDSB without written permission of the TVDSB.		

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5.1.13	While the TVDSB has used considerable efforts to ensure an accurate representation of information in this bid document, the information contained herein is contained solely as a guideline for bidders. The information is not guaranteed or warranted to be accurate by the TVDSB, nor is it necessarily comprehensive or exhaustive. Nothing in this bid document is intended to relieve bidders from forming their own opinions and conclusions in respect to the matters addressed in this bid document.		
5.1.14	The TVDSB may accept or waive a minor irregularity, or where practical to do so the TVDSB may as a condition of bid acceptance request a bidder to correct a minor irregularity with no change in bid price. Items of non compliancy on any bid submissions which do not strictly comply with the provisions, procedures and requirements of this bid, or are incomplete, ambiguous, or which contain errors, alterations, misleading information, omissions, or irregularities of any kind, may be rejected and disqualified at the discretion of the TVDSB. All bidders agree to provide all such additional information as, and when requested, at their own expense, provided no bidder in supplying any such information shall be allowed, in any way to change the pricing or other cost quotations originally given in its bid submission or in any way materially alter or add to the solution originally proposed.		
5.1.15	All TVDSB policies, procedures and regulations <b>must</b> be adhered to by the successful bidder(s).		
5.1.15.1	Smoking is prohibited in all TVDSB buildings and on all TVDSB property.		
5.1.15.2	Some TVDSB sites are equipped with video surveillance cameras.		
5.1.15.3	The successful bidder(s) is obliged to cooperate with all recycling and environmental procedures and initiatives established by government, the TVDSB and each school.		
5.1.16	The successful bidder(s) will reimburse the TVDSB for any damages through negligence or willful acts of any of the successful bidder(s)' employees or contracted staff.		
5.1.17	The successful bidder(s)' employees and contracted staff shall not be considered TVDSB employees and shall not represent themselves as an agent of the TVDSB nor be eligible for any of the benefits provided to TVDSB employees.		
5.1.18	The TVDSB reserves the right to demand the removal of any successful bidder's employees or contracted staff engaged in this contract if, in the TVDSB's opinion, their conduct has been of an unacceptable nature.		
5.1.19	The successful bidder(s) will be responsible for seeing that regular supervision is maintained over all working personnel. It is the bidder's responsibility to see that all their activities are properly coordinated with the TVDSB's operations and modify assignments as required.		

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5.1.20	This bid document is being issued pursuant to the TVDSB's Purchasing Policies and Procedures.		
5.1.21	The acceptance of the bid by the successful bidder and the award of the contract contemplated by this bid document is subject to approval of the Board of Trustees.		
<b>5.2</b>	<b>CANCELLATION OF CONTRACT / LOSS OF SERVICE</b>		
5.2.1	The TVDSB reserves the right to terminate this contract within 30 days written notice if, in its opinion, the successful bidder(s) fails to meet the terms and conditions of the contract. Notwithstanding the termination of the contract, the successful bidder(s) shall remain responsible for its obligations under this contract up to the date of termination. The TVDSB reserves the right to commence an action in a court of competent jurisdiction against the successful bidder(s) for damages that result from the breach of the terms and conditions of the contract, by the successful bidder(s).		
5.2.2	The TVDSB shall have the right to retain and set off from any monies payable to the successful bidder(s) under the contract the total outstanding amount from time to time and for all damage claims by the TVDSB or any third parties arising out of this contract which have not been resolved by the successful bidder(s) or its insurer.		
5.2.3	The TVDSB reserves the right to withhold monies owing under a contract to the value of the obligation to a maximum of the monies owing to the successful bidder(s) for any indebtedness of the supplier that may impact on the TVDSB.		
5.2.4	The successful bidder(s) shall be responsible for ensuring continuous delivery of the goods and services in the event of a labour disruption by either, the successful bidder(s), the TVDSB's staff or third party interruptions.		
5.2.5	In the event that the successful bidder(s) becomes insolvent, and/or the successful bidder(s) is unable or unwilling to provide the contracted service for a period of more than 30 consecutive days during the period of the contract, the TVDSB shall have the right to replace the successful bidder(s) with another service provider suitable to the TVDSB in addition to all of its other rights pursuant to the term of this bid.		
<b>5.3</b>	<b>FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT</b>		
5.3.1	Bidders agree that all documentation and information contained in any bid submissions and any addendum that becomes the property of the TVDSB shall be subject to disclosure pursuant to an application pursuant to a Municipal Freedom of Information and Protection of Privacy Act request for disclosure. Notwithstanding that a bid submission or an addendum may contain a trade secret of the bidder, intellectual property right of the bidder, or scientific, technical, commercial, pricing or other financial or labour relations information or any other similar secret.		

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5.3.2	A bidder specifically consents to the disclosure of any and all information contained in their bid submission or any addendum pursuant to a request for disclosure pursuant to a Municipal Freedom of Information and Protection of Privacy Act and such consent shall be considered a consent given pursuant to Subsection 10(2) of the said Act. Notwithstanding the aforesaid, the bidder assigns all right, title and interest that they have in the bid submission, and any addendum to the TVDSB, including the right to copy and/or publish the same as the TVDSB sees fit, notwithstanding that no request for disclosure is made pursuant to the Municipal Freedom of Information and Protection of Privacy Act.		
5.3.3	All bidders agree not to disclose any information provided by the TVDSB in this bid document to any third party without the written consent of the TVDSB.		
<b>5.4</b>	<b>PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT</b>		
5.4.1	The Bidder represents and warrants that if the bidder is or becomes subject to any private sector privacy legislation in responding hereto, or in carrying out its obligations under any subsequent agreement, the Bidder will be solely responsible for compliance with such legislation. Without limitation, the Bidder represents and warrants that if the Bidder is subject to the Personal Information Protection and Electronics Act, S.C. 2000, c.5, including any amendments thereto ("PIPEDA"), the Bidders shall ensure PIPEDA compliance of:		
5.4.2	All PIPEDA Protected Information the Bidder collects directly from the individual or indirectly from the Board or others		
5.4.3	All PIPEDA Protected Information the Bidder uses or discloses in the course of responding hereto or in performing its obligation under any subsequent agreement and,		
5.4.4	All PIPEDA Protected Information the Bidder transfers or discloses to the Board		
5.4.5	For the purposes hereof, "PIPEDA Protected Information" means any "Personal Information" or "Personal Health Information" as such terms are defined in PIPEDA.		

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ITEM NO.	TERMS AND CONDITIONS	WILL COMPLY/WILL NOT COMPLY	COMMENT
<b>5.5</b>	<b>ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES</b>		
5.5.1	The successful bidder shall comply with the provisions of the Accessibility for Ontarians with Disabilities Act, 2005, and the regulations thereunder with regard to the provision of its goods or service to persons with disabilities. The proponents acknowledge that pursuant to the Accessibility for Ontarians with Disabilities Act, 2005, the Board must, in deciding to purchase goods or services through its procurement process, consider the accessibility for persons with disabilities to such goods or services. This legislation can be accessed through the following link to the Government of Ontario's website: <a href="http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm">http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm</a>		
<b>5.6</b>	<b>HUMAN RIGHTS AND CHILD LABOUR LAWS</b>		
5.6.1	Any infringement on human rights, but namely those of children, is of considerable concern to the TVDSB. Bidders wishing to do business with the TVDSB are asked to promote the purchase of goods from companies that operate in full compliance with the laws of their respective countries and with all applicable child labour laws, rules and regulations related to hiring, wages, hours worked, overtime and working conditions.		
5.6.2	Bidders should indicate your firm's policy and present practices and procedures in place to encourage promotion of this objective.		
5.6.3	For bidders information the web site address of the International Labour Organization and its objectives toward the abolition of child labour is:		
5.6.3.1	<a href="http://www.ilo.org">http://www.ilo.org</a>		
<b>5.7</b>	<b>HEALTH, SAFETY REGULATIONS</b>		
5.7.1	All equipment requiring approval (Hydro One, C.S.A., ULC., etc.) <b>must</b> be completely assembled and must bear label showing approval of assembly prior to delivery. The TVDSB shall not accept any equipment that has not been inspected and approved. If not so approved, the TVDSB reserves the right to invoice the successful bidder(s) for the cost of certification/replacement.		
5.7.2	Every person who supplies any machine, device, tool, equipment or service to the TVDSB <b>must</b> ensure that the machine, device, tool, equipment or service complies with the Occupational Health and Safety Act and Regulations of Industrial Establishments. The burden of proof rests with the supplier.		
5.7.3	The Ministry of Education and Training and the Ministry of Health provides regulations specifying which substances/ products are not acceptable. If applicable, the successful bidder(s) <b>must</b> supply MATERIAL SAFETY DATA SHEETS providing us with the breakdown of components for any products used in our facilities with every shipment.		

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ITEM NO.	TERMS AND CONDITIONS	WILL COMPLY/WILL NOT COMPLY	COMMENT
5.7.4	The Occupational Health and Safety Act describes the responsibilities of an employer. The TVDSB requires contractors maintain procedures, training and enforcement so that the responsibilities are carried out at our workplace. The contract shall abide by and strictly adhere to the regulations and conditions set out and laid down by the most current versions of the Occupational Health and Safety Act, 1990, Chapter 0-1. Their workers must be trained in WHIMS in accordance with Occupational Health and Safety Act Regulations. They <b>must</b> adhere to all of the TVDSB's Health and Safety Policy, Procedures and Guidelines and Municipal Bylaws.		
<b>5.8</b>	<b>WORKPLACE SAFETY AND INSURANCE BOARD</b>		
5.8.1	The successful bidder(s) <b>must</b> ensure that all workers are covered by the Workplace Safety & Insurance Board for the duration of this contract.		
5.8.2	The successful bidder(s) <b>must</b> furnish a Certificate of Clearance from the Workplace Safety and Insurance Board as evidence that all returns have been made and all necessary assessments have been paid as required, or levied, by the Workplace Safety and Insurance Board. This certification is to be furnished prior to the commencement of this contract. The good standing must be maintained throughout the contract. It is the responsibility of the Contractor to ensure that the Workplace Safety & Insurance Board Certificate is updated every sixty (60) days. The TVDSB reserves the right to request proof of coverage any time throughout the duration of the contract.		
5.8.3	All workplace injuries or accidents on TVDSB property <b>must</b> be reported by the successful bidder(s) to the TVDSB's representative within 24 hours.		

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ITEM NO.	TERMS AND CONDITIONS	WILL COMPLY/WILL NOT COMPLY	COMMENT
<b>5.9</b>	<b>COMMERCIAL LIABILITY INSURANCE</b>		
5.9.1	The successful bidder(s) <b>must</b> be covered by Commercial General Liability Insurance throughout the term of the contract. Each bidder must state if it has Commercial General Liability Insurance Coverage.		
5.9.2	Each bidder should show proof with the submission of this bid that upon the award of this contract that it will be covered by Commercial Liability Insurance coverage with limits of \$5 million per occurrence for liability (by way of primary coverage and/or Umbrella Coverage and/or otherwise), arising at law for damages caused by reason of bodily injury (including death) or damage to property by its employees or subcontractors. If the bidder does not presently have \$5 million per occurrence of Commercial Liability Insurance coverage, the bidder shall provide a written assurance from his insurer or agent on the insurer's or agent's letterhead that liability insurance limits will be increased to \$5 million per occurrence from the commencement of the contract should the contract be awarded to the bidder. The successful bidder(s) further agrees to maintain good standing throughout the term of the contract. The TVDSB reserves the right to request proof of coverage any time throughout the duration of the contract.		
5.9.2.1	This liability policy shall contain the following coverage:		
5.9.2.2	Personal Injury & Property Damage		
5.9.2.3	Non-Owned Automobile Liability		
5.9.2.4	Owners and Contractors Protective Coverage		
5.9.2.5	Contractual Liability		
5.9.2.6	Broad Form Property Damage		
5.9.2.7	Products & Completed Operation Insurance		
5.9.2.8	Contingent Employees Liability		
5.9.2.9	Cross Liability Clause and Severability of Interest Clause		
5.9.3	Upon an award to the successful bidder(s) by the TVDSB, the successful bidder(s) shall be required to submit certification in a form satisfactory to the TVDSB of the above-mentioned coverage to protect the TVDSB against claims for property damages and personal injuries, including accidental death, caused by the successful bidder(s) or its employees or subcontractors during the performance of its obligations under the contract.		
5.9.4	The successful bidder(s) agrees to indemnify, hold harmless and defend the TVDSB from and against any and all liability for loss, damage and expense, which the TVDSB may suffer or for which the TVDSB may be held liable by reason or injury (including death) or damage to any property arising out of negligent or willful acts on the part of the successful bidder(s) or any of its representatives or employees or subcontractors in the execution of the work performed or from defects in the equipment supplied.		

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ITEM NO.	TERMS AND CONDITIONS	WILL COMPLY/WILL NOT COMPLY	COMMENT
<b>5.10</b>	<b>MOTOR VEHICLE LIABILITY INSURANCE</b>		
5.10.1	Bidders <b>must</b> state if its own vehicles and/or those vehicles owned by its employees or subcontractors shall operate on the property of the TVDSB.		
5.10.2	In the event of an affirmative answer to 5.10.1, the successful bidders <b>must</b> be covered by Automobile Liability Insurance through the term of the Contract. If the bidder's employees or subcontractors will operate their own vehicles during the contract then they must maintain the same Automobile Liability Coverage as the bidder. Each bidder must state if it or its employees or subcontractors have Automobile Liability Insurance Coverage. Sub clauses also subsection 5.10.3 to subsection 5.10.4 applies to those employees or subcontractors who operate their own automobiles on the property of the TVDSB.		
5.10.3	Bidders should show proof with the submission of this bid, that upon the award of this contract that it will be covered by Automobile Liability Insurance with coverage limits of \$2 million (Commercial and \$1million on all personally owned vehicles)per occurrence for liability arising at law for damages caused by reason or bodily injury (including death) or damage to property by its employees or subcontractors. If the bidder does not presently have \$2 million per occurrence of Automobile Liability Insurance Coverage, the bidder shall provide a written assurance from his insurer or agent on the insurer's or the agent's letterhead that liability insurance limits will be increased to \$2 million for Commercial Vehicles and \$1 million personally owned vehicles per occurrence from the commencement of the contract and annually thereafter for the term of the contract, should the contract be awarded to the bidder. The successful bidder(s) further agrees to maintain that good standing throughout the term of the contract.		
5.10.3.1	The TVDSB reserves the right to request proof of coverage anytime throughout the duration of the contract. This liability policy shall contain the following coverage:		
5.10.3.2	Third Party Liability Coverage in the form of OAP-1		
5.10.4	Upon an award to the successful bidder(s) by the TVDSB, the successful bidder(s) shall be required to submit certification in a form satisfactory to the TVDSB of the above-mentioned coverage to protect the TVDSB against claims for property damage and personal injuries, including accidental death, caused by the successful bidder(s) or its employees or subcontractors during the performance of its obligations under the contract by way of the ownership or operation of an automobile.		

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5.10.5	The successful bidder(s) agrees to indemnify, hold harmless, and defend, the TVDSB from and against any and all liability for loss, damage and expense, which the TVDSB may suffer or for which the TVDSB may be held liable by reason of injury (including death) or damage to any property arising out of negligence on the party of the successful bidder(s) or any of its representatives or employees by way of the ownership or operation of an automobile.		
<b>5.11</b>	<b>ASBESTOS</b>		
5.11.1	Bidders must comply with all legal requirements of all levels of government.		
5.11.2	The successful bidder(s) shall furnish a Certificate for training in: WHIMS, Ladders and Scaffolds, and Asbestos Management for each employee who may be employed by the successful bidder. These certificates are to be furnished prior to the commencement of this contract and annually thereafter. The good standing must be maintained throughout the contract.		
5.11.3	All staff and contractors will comply with the Environmental Protection Act, RSO 1990, Section 27 and Ontario Regulation 347, Section 17 when disposing of asbestos waste.		
5.11.4	Before starting any work in a TVDSB facility, check with the Custodian and/or Principal to view the site's Asbestos Report.		
5.11.5	The successful bidder(s) will be required to sign the Pinchin Report/T.Harris on asbestos at each TVDSB location when conducting site visits, or prior to commencement of work at any TVDSB location.		
5.11.6	The successful bidder(s) will be required to demonstrate that all installation personelle has reviewed the ceiling entry procedures, see Section 2.10.14, by signing an Asbestos Procedures Form.		
5.11.7	Workplace parties may be required under O.Reg. 654/85 to inspect locations above false ceilings. This guidance note provides the procedure under which these inspections should take place.		
5.11.8	Inspecting a building to find friable asbestos-containing material may require entry into the space above a false ceiling. If sprayed-on insulation has been applied to the building structure, some of the insulating material may have broken free and fallen onto the surface of the false ceiling. Entry into the ceiling space could therefore disturb such fallen material, creating an exposure hazard if the material contains asbestos.		
5.11.9	Since, in conducting an inspection, it is not known whether there is likely to be asbestos-containing material lying on the ceiling surface, it is advisable to assume there is and the ceiling space should only be entered from an unoccupied room; in schools, entry should be carried out only outside of classroom hours. The following procedure is required:		
5.11.9.1	Place a drop sheet of polyethylene or other suitable material beneath the area where the ceiling space is to be entered.		

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5.11.9.2	Carefully raise the edge of a ceiling tile and examine the surface of adjacent tiles for evidence of fallen insulation.		
5.11.9.3	If the surface of the adjacent tiles is clean or very little insulation has fallen, the raised tile may be removed, by sliding it over an adjacent tile, and the ceiling space entered.		
5.11.9.4	If a significant amount of insulation has fallen, lower the raised tile and put on protective clothing that is impervious to asbestos and an air-purifying respirator with filters approved for protection against asbestos. The protective clothing should have tight fitting cuffs at the wrists and ankles and should include a head cover. When a respirator is worn, a good fit should be ensured by checking the seal between the face and the respirator. Respirators certified by the U.S. National Institute for Occupational Safety and Health meet this requirement.		
5.11.9.5	If you encounter suspected or friable Asbestos, stop work immediately and contact the Project Coordinator or Maintenance Leader.		
5.11.9.6	Always use appropriate Asbestos precautions including cleanup as specified by Regulation.		
5.11.10	The successful bidder(s) must be covered by Commercial General Liability Insurance throughout the terms of the Contract. Each bidder <b>must</b> state if it has Commercial General Liability Insurance Coverage		
5.11.11	Each bidder must show proof with the submission of this bid that upon the award of this contract that it will be covered by Commercial Liability Insurance coverage with limits of \$5 million per occurrence for liability.		
5.11.12	Upon an award to the successful bidder(s) by the TVDSB, the successful bidder(s) shall be required to submit certification in a form satisfactory to the TVDSB of the above-mentioned coverage.		
<b>6.0</b>	<b>BIDDER PROFILE</b>		
<b>6.1</b>	<b>REFERENCES</b>		
6.1.1	All bidders <b>must</b> provide a minimum of three references where you have successfully provided goods and or services similar to this bid document. The reference <b>must</b> contain the following information:		
6.1.1.1	Reference 1 - Company Name:		
6.1.1.2	Reference 1 - Address:		
6.1.1.3	Reference 1 - Contact Name:		
6.1.1.4	Reference 1 - Phone Number:		
6.1.1.5	Reference 1 - Fax Number:		
6.1.1.6	Reference 1 - e-mail address:		
6.1.1.7	Reference 2 - Company Name:		
6.1.1.8	Reference 2 - Address:		

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6.1.1.9	Reference 2 - Contact Name:		
6.1.1.10	Reference 2 - Phone Number:		
6.1.1.11	Reference 2 - Fax Number:		
6.1.1.12	Reference 2 - e-mail address:		
6.1.1.13	Reference 3 - Company Name:		
6.1.1.14	Reference 3 - Address:		
6.1.1.15	Reference 3 - Contact Name:		
6.1.1.16	Reference 3 - Phone Number:		
6.1.1.17	Reference 3 - Fax Number:		
6.1.1.18	Reference 3 - e-mail address:		
<b>6.2</b>	<b>ADMINISTRATION &amp; ORGANIZATION</b>		
6.2.1	The TVDSB reserves the right at any time after the closing date, to request from any bidder evidence of its financial standing and stability, including that of each of its officers, directors and principals. All bidders agree to provide at their own expense all such above-related information as may be requested by the TVDSB within four (4) days of the date of any such request.		
6.2.2	Bidders are required to list any and all pending or ongoing legal claims or disputes where the bidder could individually or in combination with other claims, suffer a potential economic loss greater than \$100,000.00.		
6.2.3	Bidders should state if their employees service sites wearing uniforms.		
6.2.4	Bidders should state if their employees carry photo identification.		
6.2.5	Bidders should state if they are ISO registered and if so what level.		
6.2.6	Bidders should state if the staff involved in the execution of this contract are employees or sub-contractors.		
<b>7.0</b>	<b>BID SUBMISSION</b>		
<b>7.1</b>	<b>BIDDER'S RESPONSE GUIDE</b>		
7.1.1	Each bid submission should be structured using only the criteria identified in this bid document. When submitting bids, proponents should use the same numbering format, as on this bid document.		
7.1.2	The bid submission <b>must</b> include:		
7.1.2.1	Printed and signed copies of all Worksheets.		
7.1.3	Failure to respond in electronic format will deem the bid noncompliant.		
7.1.4	All bid documents should be submitted in an envelope marked with the bid name and number (as set out in Section 9.5 - Labeling of Envelope).		
7.1.5	Proponents' submissions should include page numbers for ease of reference by committee members.		
7.1.6	The specifications and pricing section of the bid submission should not make reference to supplemental materials.		

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7.1.7	Supplemental materials will not qualify as substitutes for direct responses to the bid's requirements unless specifically requested.		
<b>8.0</b>	<b>AWARD</b>		
<b>8.1</b>	<b>EVALUATION PROCESS</b>		
8.1.1	An evaluation committee will be established to evaluate bid submissions.		
8.1.2	All bid submissions will first be evaluated on their compliance with the requirements of this bid document.		
8.1.3	All compliant bid submissions will be evaluated by a TVDSB evaluation committee based on the evaluation criteria shown in Worksheet H - Criteria & Weighting.		
8.1.4	The determination of equal quality will be based on our internal professional opinions.		
<b>8.2</b>	<b>AWARD AND NOTIFICATION OF CONTRACT</b>		
8.2.1	The results of this bid will be posted to the TVDSB web site as soon as decisions have been made:		
8.2.1.1	<a href="http://www.tvdsb.ca">www.tvdsb.ca</a>		
8.2.1.2	"Board"		
8.2.1.3	"Purchasing"		
8.2.1.4	"Bids"		
8.2.1.5	Scroll to the end of the document, click "Proceed to inquiry/download page".		
8.2.1.6	Proceed to the Bid, click		
8.2.1.7	"Results - Check Mark"		
8.2.1.8	View documents in PDF format.		
8.2.2	All bid files are available for downloading at no charge from the TVDSB web site.		
<b>8.3</b>	<b>DEBRIEFING</b>		
8.3.1	Not later than 60 Days following the date of posting of a contract award notification in respect of the RFP, a Bidder may contact the Buyer requesting a debriefing from the TVDSB, and the TVDSB shall conduct such debriefing in accordance with the requirements of the Ontario Broader Public Sector Procurement Directive..		
8.3.1.1	Any request that is not timely received will not be considered and the Bidder will be notified in writing.		
8.3.1.2	Bidders should note that, regardless of the time of submission of a request by a Proponent, debriefings will not be provided until such time as a contract award notification has been posted.		

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<b>8.4</b>	<b>BID PROTEST PROCEDURE</b>		
8.4.1	In the event that a Bidder wishes to review the decision of the TVDSB in respect of any material aspect of the RFP process, and subject to having attended a debriefing, the Bidder shall submit a protest in writing to the TVDSB within 10 Days from such a debriefing.		
8.4.2	Any protest in writing that is not timely received will not be considered and the Bidder will be notified in writing.		
8.4.3	A protest in writing shall include the following:		
8.4.3.1	A specific identification of the provision and/or procurement procedure that is alleged to have been breached;		
8.4.3.2	A specific description of each act alleged to have breached the procurement process;		
8.4.3.3	A precise statement of the relevant facts;		
8.4.3.4	An identification of the issues to be resolved;		
8.4.3.5	The Bidder's arguments and supporting documentation; and		
8.4.3.6	The Bidder's requested remedy.		
8.4.3.7	In the event of any dispute or claim arising between the Board and any proponent as to their respective rights and obligations under the Contract, either party may give the other written notice of such dispute or claim within fourteen (14) calendar days of dispute or cause of action arising. The parties agree that they will first work together in good faith to resolve the matter internally by escalating it to higher levels of management and then if necessary, use mutually agreeable alternative dispute resolution prior to resorting to litigation. Each party shall continue performing its obligations during the resolution of any dispute.		
<b>Gary Keathley Purchasing Services</b>		<b>Ruth Tisdale Chairperson</b>	

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<b>9.0</b>	<b>ELECTRONIC BIDDING INSTRUCTIONS</b>		
<b>9.1</b>	<b>DOWNLOADING BID DOCUMENTS</b>		
9.1.1	All documents are available from the TVDSB Web Site at <a href="http://www.tvdsb.ca">www.tvdsb.ca</a>		
9.1.2	Click "Board"		
9.1.3	Click "Purchasing"		
9.1.4	Click "Bids"		
9.1.5	Read "Electronic Bidding Instructions, Bid Download and Bid Results" or "Bids"		
9.1.6	Click "Proceed to Inquiry/Download page"		
9.1.7	Click on the "Name of the Bid" to view documents in PDF format.		
9.1.8	Click on the "NEW" logo to be directed to the TVDSB Client Portal.		
9.1.9	Follow log in instructions beginning with item 2.2.1.7.		
<b>9.2</b>	<b>COMPUTER SYSTEM REQUIREMENTS</b>		
9.2.1	To use the electronic system, proponents must be using Microsoft Internet Explorer.		
<b>9.3</b>	<b>BID WORKSHEETS</b>		
9.3.1	Download the file "2015Appendices206.xlsx from the Associated Files.		
9.3.1.1	The file contains the following worksheets:		
9.3.1.1.1	Worksheet A: Terms & Conditions in Excel format		
9.3.1.1.2	Worksheet B: Primary SAN Requirements in Excel format		
9.3.1.1.3	Worksheet C: Backup/DR SAN Requirements in Excel format		
9.3.1.1.4	Worksheet D: Tape Backup Requirements in Excel format		
9.3.1.1.5	Worksheet E: Professional Services in Excel format		
9.3.1.1.6	Worksheet F: Fee Schedule in Excel format		
9.3.1.1.7	Worksheet G: Warranty, Service, and Technical Support in Excel format		
9.3.1.1.8	Worksheet H: Criteria & Weighting in Excel format		
9.3.1.1.9	Worksheet I: Diagram		
9.3.2	Complete the worksheets.		
9.3.3	Print and sign all worksheets. The printed and signed copies must be returned as hard copies.		
9.3.4	Upload files back to the TVDSB using the "Your Uploaded Files for this Tender" area.		
<b>9.4</b>	<b>BID REPORT</b>		
9.4.1	The "Bid Report" button must be clicked to initiate the transfer of any uploaded files into our system.		
<b>9.5</b>	<b>LABELING OF ENVELOPE</b>		
9.5.1	ADDRESS BID ENVELOPE AS SHOWN BELOW:		
9.5.2	From - Company Name & Address		
9.5.3	To:OFFICE OF THE TENDERS CLERK		
9.5.4	Thames Valley District School Board		

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<b>ITEM NO.</b>	<b>TERMS AND CONDITIONS</b>	<b>WILL COMPLY/WILL NOT COMPLY</b>	<b>COMMENT</b>
9.5.5	EDUCATION CENTRE,		
9.5.6	1250 Dundas Street,		
9.5.7	LONDON, Ontario		
9.5.8	N5W 5P2		
9.5.9	SAN and Tape Backup		
9.5.10	Bid #206/2015/GK		
9.5.11	Return Date: Monday, July 7, 2014 12:00:00 noon local time		

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<b>10.0</b>	<b>SIGNATURE PAGE</b>		
10.1	This section must be completed, signed, and included with your submission for your bid to be accepted.		
10.2	I hereby acknowledge and agree that I have read and completed all of the preceding Contract Terms and Conditions and all Appendices. All required Appendices are included in our bid submission.		
10.3	I/We the undersigned are duly authorized to execute this Bid Submission on behalf of:		
10.4	NAME (Please print):		
10.5	TITLE:		
10.6	SIGNATURE:		
10.7	FIRM NAME:		
10.8	State the legal entity that your organization operates under:		
10.8.1	Proprietorship		
10.8.2	Partnership		
10.8.3	Corporation		
10.9	If your organization is incorporated, bidders <b>must</b> state the jurisdiction in which the corporation was originally incorporated in:		
10.9.1	Name of each individual Partner or Correct Legal Name of Corporation:		
10.9.2	E-MAIL ADDRESS:		
10.9.3	ADDRESS:		
10.9.4	INTERNET ADDRESS:		
10.9.5	TELEPHONE NO.:		
10.9.6	FAX NO.:		
10.10	If subcontracting, bidders <b>must</b> provide the correct legal name for any sub contractor, their full personal name and address, telephone number, fax number, as well as the name(s) of appropriate contact persons (with whom the TVDSB may consult regarding this bid with whom the bidder enters into a contract(s) with to carry out any portion of this contract:		
10.10.1	Firm Name:		
10.10.2	Firm Address:		
10.10.3	Telephone Number:		
10.10.4	Fax Number:		
10.10.5	E-MAIL ADDRESS:		

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ITEM NO.	PRIMARY SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
B.1.0	<b>CURRENT ENVIRONMENT</b>		
B.1.1	HP EVA 4400 SAN, 96 x 600GB drives, 43TB capacity, 14 FC connected hosts, 8GB FC connectivity using redundant HP StorageWorks 24 port SAN switch - located in main data centre.		
B.1.2	The current TVDSB SAN is five years old, is reaching capacity and cannot be expanded. We currently do not have snapshot capability, our data recovery and Disaster Recovery (DR) options are traditional tape backups and database log shipping to our DR site. SAN does not provide tiering, so all data is stored on expensive drives, does not support de-duplication. Only server connectivity options are fibre channel. TVDSB has performed a detailed storage assessment that has led to the creation of this RFP. The requirements specified in this document reflect the recommendations from the assessment.		
B.2.0	<b>DESIRED ENVIRONMENT</b>		
B.2.1	TVDSB is looking to purchase an expandable, tiered Storage Area Network with a minimum usable capacity of 100TB, multiple storage networking options including FC and iSCSI. The proposed solution should provide FC connectivity for a minimum of 12 servers and iSCSI to an additional 8. Proposed solution should include fully redundant pathways from hosts to SAN disks. SAN environment should use os snapshot technology for server and data security. TVDSB has a Disaster Recovery (DR) location that is connected to the primary data centre via a 1 Gb fibre connection. TVDSB would like to receive a proposal where data is replicated to the DR site to ensure DR site viability. TVDSB would like to continue to archive data to traditional tape backup devices for long term data security. We have provided a diagram outlining the target environment in Worksheet "I".		
B.3.0	<b>PROJECT PURPOSE</b>		
B.3.1	To refresh an aging SAN environment that has reached capacity and to take advantage of snapshot and deduplication technologies. Ideally positioning for stability, growth and backup for the next five years. <b>Replication to a disaster recovery site should be considered.</b>		
B.4.0	<b>PROJECT SCOPE</b>		
B.4.1	The scope of the project will include a primary SAN in our data centre, software to support the SAN, connectivity for 20 servers (see section B.5.7, B.5.7.3), installation, knowledge transfer and maintenance for the SAN.		
B.5.0	<b>KEY ASSUMPTIONS FOR PRIMARY SAN</b>		
B.5.1	The solution should include all necessary software and licenses for management integration with the following platforms:		
B.5.1.1	a) Microsoft Windows Server 2003-2012		
B.5.1.2	b) Microsoft Hyper-V		
B.5.1.3	c) Microsoft SQL Server		
B.5.1.4	d) Microsoft System Center Suite		
B.5.1.5	e) ability to backup Linux server		
B.5.2	The solution should include all necessary parts to ensure no single point of failure between host servers and presented LUN's, including:		
B.5.2.1	a) Primary & Redundant Controllers		
B.5.2.2	b) Primary & Redundant Power Supplies and electrical cables		
B.5.2.3	c) Chassis/Enclosure/Shelves for Controllers & Drives		

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ITEM NO.	PRIMARY SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
B.5.2.4	d) Drives		
B.5.2.5	e) Controller to Enclosure/Shelves Interconnect Cables		
B.5.2.6	f) S/W Licenses (if applicable)		
B.5.3	The solution should be able to support non-disruptive operations and be able to scale capacity and performance with minimal disruption to user data access.		
B.5.4	The solution should provide snapshot technology.		
B.5.5	For the purposes of this RFP the definition of "usable capacity" should be the total amount of SAN disk space that can be presented as LUNs to host servers prior to any RAID configuration.		
B.5.6	Proposed solution should have a minimum "usable capacity" of 100TB and be expandable to a "usable capacity" of at least 200TB.		
B.5.7	Proposal should include redundant Fibre Channel connectivity for 12 servers.		
B.5.7.1	Fibre Channel switches should be included to connect a minimum of 12 servers, including licensing if required.		
B.5.7.2	Fibre Channel cables are not required.		
B.5.8.3	iSCSI connectivity for 8 servers		
B.5.8	Proposed solution should provide storage tiering capabilities.		
B.5.9	Proposed SAN solution should include rack and all associated hardware.		
B.6.0	<b>PROPOSED SOLUTION ARCHITECTURE</b>		
B.6.1	<b>Overview</b>		
B.6.1.1	Provide an overview of your storage architecture as it relates to this proposal.		
B.6.2	<b>Operating System And Command Sets</b>		
B.6.2.1	Describe the storage operating system or command set used in the proposed solution.		
B.6.2.2	If multiple operating systems or command sets are proposed, describe each separately.		
B.6.3	<b>Communication Protocols</b>		
B.6.3.1	State the communication protocols supported by the proposed solution (CIFS, NFS, iSCSI, FC, FCoE).		
B.6.3.2	Include max. bandwidth/connection speeds for each protocol included in the proposal.		
B.6.3.3	Does the proposed solution support multiple, concurrent protocols on a single storage system?		
B.6.3.4	If so, provide a detailed description.		
B.6.4	<b>Disk Technologies</b>		
B.6.4.1	State the disk technologies supported by the proposed solution (SSD, FC, SAS, and SATA).		
B.6.4.2	Does the proposed solution support multiple concurrent drive types on a single storage system?		
B.6.5	<b>Flash Storage Array</b>		
B.6.5.1	Describe any capability for providing high-performance Flash storage.		
B.6.6	<b>System Health Reporting</b>		
B.6.6.1	Does the proposed solution support automatic notification of system health?		
B.6.6.2	If so, describe the system health information provided and any different ways in which it can be delivered to users.		
B.6.7	<b>Failover</b>		
B.6.7.1	The proposed storage system should support active-active controller configuration with automated failover.		

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ITEM NO.	PRIMARY SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
B.6.8	<b>Redundant Power Supplies</b>		
B.6.8.1	Describe the use of redundant power supplies as it relates to each component in the proposed solution.		
B.6.9	<b>Nondisruptive Functionality</b>		
B.6.9.1	Describe the nondisruptive functionality of the proposed solution. Which components (software, firmware and hardware) require no downtime to replace, and which components require an outage to replace or upgrade?		
B.6.10	<b>Raid Protection</b>		
B.6.10.1	List and describe all supported RAID levels		
B.6.11	<b>Diagnosing And Repairing Defective Drives</b>		
B.6.11.1	Describe any capability to automatically diagnose or repair defective drives.		
B.6.12	<b>Reboot Process</b>		
B.6.12.1	Describe the reboot process in the event of a power failure.		
B.6.12.2	State the average reboot time and the consistency checks that occur during reboot.		
B.6.13	<b>Data Mobility</b>		
B.6.13.1	Describe any features in the proposed solution that provide nondisruptive data migration to relocate data for optimization.		
B.7.0	<b>SCALABILITY</b>		
B.7.1	<b>Capacity</b>		
B.7.1.1	State the raw capacity of the proposed SAN		
B.7.1.2	State the usable capacity of the proposed SAN with reference to section B.5.5		
B.7.1.3	State the usable capacity of the proposed SAN assuming RAID 5 is used for all LUNs		
B.7.1.4	What is the maximum data storage capacity of the proposed storage area network when fully populated?		
B.7.2	<b>Storage Tiering</b>		
B.7.2.1	Vendor should suggest best estimate for tiered storage configuration		
B.7.2.2	Describe the proposed functionality for accelerating performance through tiered storage.		
B.7.3	<b>Server-Side Cache</b>		
B.7.3.1	Describe any functionality for providing server-side storage cache.		
B.8.0	<b>DATA MANAGEMENT</b>		
B.8.1	<b>Management Interface</b>		
B.8.1.1	Describe the management interface required to install and operate the proposed solution.		
B.8.1.2	Does the proposed solution support a command-line interface to the operating system that is accessible by using telnet, SSH, or direct-connect console?		
B.8.1.3	Does the proposed solution support a Web-enabled management interface?		
B.8.1.4	Describe host server requirements to host the management software if required.		
B.8.2	<b>Automating The Implementation Process</b>		
B.8.2.1	Describe any tools you offer to automate the storage implementation process as well as migration tools to facilitate movement of data from existing SAN.		
B.8.3	<b>Discovery And Autoconfiguration Tools</b>		
B.8.3.1	Describe any tools you offer to discover and autoconfigure any portion of the proposed solution.		

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ITEM NO.	PRIMARY SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
B.8.4	<b>Quality Of Service</b>		
B.8.4.1	Describe any features in the proposed solution that automatically adjust quality of service levels.		
B.8.5	<b>Analysis Tools And Reports</b>		
B.8.5.1	Describe any analysis tools that provide capacity optimization reports on the proposed solution.		
B.8.6	<b>Policy-Based Storage Management</b>		
B.8.6.1	Describe any capabilities to automate the process of storage management.		
B.9.0	<b>STORAGE EFFICIENCY</b>		
B.9.1	<b>Data Deduplication</b>		
B.9.1.1	Describe the general process used to perform data deduplication.		
B.9.1.2	What is the performance impact of the deduplication feature?		
B.9.1.3	Are there any restrictions in the deduplication design?		
B.9.1.4	Specify storage optimization gains expected through the data deduplication process.		
B.9.2	<b>Disk-Based Data Compression</b>		
B.9.2.1	If the proposed solution includes disk-based data compression, describe the general process used to perform compression.		
B.9.2.2	Describe the performance impact of the compression feature.		
B.9.2.3	Describe storage tiers and third-party applications that should not incorporate compression.		
B.9.3	<b>Thin Provisioning</b>		
B.9.3.1	If the proposed solution includes thin provisioning, describe the general process used to perform thin provisioning and the performance impact of thin provisioning.		
B.9.4	<b>Energy-Efficient Certifications</b>		
B.9.4.1	Describe any energy-efficient certifications of the proposed solution.		
B.9.5	<b>Estimated Storage Savings</b>		
B.9.5.1	Describe any tools you provide that estimate savings from the proposed solution by using storage efficiency and green technologies.		
B.10.0	<b>DATA PROTECTION</b>		
B.10.1	<b>Overall Approach</b>		
B.10.1.1	Describe your overall approach to data protection. What level of integration does your data protection solution offer?		
B.10.2	<b>Disaster Recovery</b>		
B.10.3	Describe your disaster recovery process.		
B.10.4	What is the range of RTOs and RPOs supported by your solution?		
B.11.0	<b>Snapshot Creation Capability</b>		
B.11.1	Describe the snapshot creation process.		
B.11.2	Describe typical time estimates for creation of a snapshot.		
B.11.3	Is manual creation of snapshots permitted?		
B.11.4	Is the automatic creation of snapshots on a user-defined schedule permitted?		
B.12.0	<b>Maximum Snapshots Per Volume or LUN</b>		
B.12.1	What is the maximum number of snapshots allowed per volume or LUN?		
B.13.0	<b>Snapshot Performance</b>		
B.13.1	Is snapshot creation nondisruptive to production operation?		
B.13.2	Describe any performance degradation that occurs as a result of snapshots.		

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ITEM NO.	PRIMARY SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
B.14.0	<b>Snapshot Capacity Overhead</b>		
B.14.1	Describe any capacity overhead required for snapshots.		
B.15.0	<b>Snapshot Restore Capability</b>		
B.15.1	Describe the snapshot restore process.		
B.15.1.1	Specifically, are restores of individual files from a snapshot supported?		
B.16.0	<b>DATA SECURITY</b>		
B.16.1	<b>Role Based Access Control</b>		
B.16.1.2	Does the proposed solution offer role-based access control (RBAC)?		
B.17.0	<b>CLOUD CAPABILITIES</b>		
B.17.1	<b>Overall Cloud Approach</b>		
B.17.1.1	Describe how your solution enables a transition from server virtualization to cloud computing.		
B.17.1.2	What specific capabilities are required at the storage layer to enable a cloud model, and how does your solution integrate with the rest of the infrastructure and management stack?		
B.17.2	<b>Secure Multi-Tenancy</b>		
B.17.2.1	Explain how your solution keeps data secure and private in a multi-tenant environment.		
B.17.3	<b>Cloud Management</b>		
B.17.3.1	Describe the interaction of your solution with cloud orchestration products.		
B.17.3.2	Specifically, does your solution have an API that is supported by cloud orchestration products?		
B.17.4	<b>Metering And Chargeback</b>		
B.17.4.1	Describe the data storage metering and chargeback capabilities that your solution provides.		
B.17.5	<b>Service Catalog</b>		
B.17.5.1	Describe the capability of your solution to provide a catalog of storage services.		
B.17.6	<b>Self-Service Operation</b>		
B.17.6.1	Describe the capability of your solution to allow self-service for basic storage operations.		
B.17.7	<b>Cloud Service Provider Options</b>		
B.17.7.1	Describe your cloud solutions that can be purchased as an external service.		
B.17.7.2	Are these solutions offered directly or via partnerships?		
B.17.7.3	Describe the benefits of using the same storage architecture for both private and public cloud.		
B.17.8	<b>Hyper-V Integration</b>		
B.17.8.1	Describe the level of integration and capabilities your product or solution offers for Microsoft® Hyper-V™ shared IT/private cloud solutions. Does your product or solution have the capability to take snapshots in a virtual environment?		
B.17.9	<b>Microsoft Management Tools For Virtualization And Private Clouds</b>		
B.17.9.1	What level of integration exists between your products/solution and Microsoft Management Tools for Virtualization and Private Clouds?		
B.18.0	<b>FLASH CAPABILITIES</b>		
B.18.1	<b>Overall Approach</b>		
B.18.1.1	Describe your overall approach in providing flash capabilities.		
B.18.1.2	In what ways is flash integrated into the design of the proposed solution?		
B.18.2	<b>Storage Array Cache</b>		
B.18.2.1	Is cache provided in the storage array controller of the proposed solution?		
B.18.2.2	If cache provided, please explain capacity and capabilities.		

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ITEM NO.	PRIMARY SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
B.18.3	<b>Solid State Drives</b>		
B.18.3.1	Describe any use of SSD's in the proposed solution.		
B.18.4	<b>Sata Performance Acceleration</b>		
B.18.4.1	If the proposed solution supports SATA disk drives, describe any technologies you offer to improve the performance of SATA drives.		
B.18.5	<b>INSTALLATION</b>		
B.18.5.1	Please state whether installation costs are included, if not please state cost.		
B.18.5.2	Provide full details of power requirements including connector type(s).		
B.18.5.3	Provide full details of floor space requirements/rack dimensions.		
B.18.5.4	Include detailed project plan along with timeline for the installation process.		
B.18.5.5	Provide the heating/cooling requirements.		

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ITEM NO.	BACKUP/DR SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
C.1.0	<b>CURRENT ENVIRONMENT</b>		
C.1.1	The current backup environment consists of a SCSI connected HP MSL6000 tape library, with two LTO-3 drives and 28 slots. Approximately 20TB full weekly backup, 3TB daily incremental, managed by 1 media server using HP Data Protector software v6.0. Tape library is currently located in the main data centre, with offsite storage for tapes.		
C.1.2	Our challenges are: Extended backup window, limited capacity due to LTO3 tapes, tapes should be transported to remote site weekly, backup limited to data only due to limited space, all backups performed across the network (ie no direct connectivity to SAN).		
C.2.0	<b>DESIRED ENVIRONMENT</b>		
C.2.1	Disk based solution to be used for disaster recovery and day-to-day backup/restore, utilizing snapshot/deduplication technology at a DR (remote) site. The backup/DR SAN should have enough capacity to capture and hold four full weekly backups, and associated daily backups of the proposed primary SAN and an additional 20TB for backup of non-SAN connected servers.		
C.3.0	<b>PROJECT PURPOSE</b>		
C.3.1	To refresh an aging tape backup environment that has reached capacity and to take advantage of disk to disk based backup utilizing snapshot and deduplication technologies		
C.4.0	<b>PROJECT SCOPE</b>		
C.4.1	The scope of the project will include a backup/DR SAN in our remote DR site, software to support the SAN, connectivity for 2 servers, installation, and knowledge transfer and maintenance for the SAN.		
C.5.0	<b>KEY ASSUMPTIONS FOR BACKUP/DR SAN</b>		
C.5.1	The solution should include all necessary software and licenses for management integration with the following platforms:		
C.5.1.1	a) Microsoft Windows Server 2003-2012		
C.5.1.2	b) Microsoft Hyper-V		
C.5.1.3	c) Microsoft SQL Server		
C.5.1.4	d) Microsoft System Center Suite		
C.5.1.5	e) ability to backup Linux server		
C.5.1.6	The solution should provide snapshot technology.		
C.5.1.7	The backup/DR SAN should have enough capacity to capture and hold the equivalent of four full weekly backups, and associated daily backups of the proposed primary SAN and an additional 20TB for backup of non-SAN connected servers.		
C.5.1.8	TVDSB suggests iSCSI connectivity but the vendor may provide alternative suggestions for server connectivity to DR SAN. Assume DR SAN will be connected to two (2) servers.		
C.5.1.9	The backup/DR SAN should have direct connectivity to the proposed tape backup library.		
C.6.0	<b>PROPOSED SOLUTION ARCHITECTURE</b>		
C.6.1	<b>Overview</b>		
C.6.1.1	Provide an overview of your storage architecture as it relates to this proposal.		
C.6.2	<b>Operating System And Command Sets</b>		
C.6.2.1	Describe the storage operating system or command set used in the proposed solution.		
C.6.2.2	If multiple operating systems or command sets are proposed, describe each separately.		

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ITEM NO.	BACKUP/DR SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
C.6.3	<b>Communication Protocols</b>		
C.6.3.1	State the communication protocols supported by the proposed solution (CIFS, NFS, iSCSI, FC, FCoE).		
C.6.3.2	Does the proposed solution support multiple concurrent protocols on a single storage system?		
C.6.3.3	If so, provide a detailed description.		
C.6.4	<b>Disk Technologies</b>		
C.6.4.1	State the disk technologies supported by the proposed solution (SSD, FC, SAS, and SATA).		
C.6.4.2	Does the proposed solution support multiple concurrent drive types on a single storage system?		
C.6.5	<b>System Health Reporting</b>		
C.6.5.1	Does the proposed solution support automatic notification of system health?		
C.6.5.2	If so, describe the system health information provided and any different ways in which it can be delivered to users.		
C.6.6	<b>Redundancy</b>		
C.6.6.1	Describe any features that provide fault tolerance and redundancy. Cost should be included in costing spreadsheet (worksheet F)		
C.6.7	<b>Nondisruptive Functionality</b>		
C.6.7.1	Describe the nondisruptive functionality of the proposed solution. Which components (software, firmware and hardware) require no downtime to replace, and which components require an outage to replace or upgrade?		
C.6.8	<b>Raid Protection</b>		
C.6.8.1	List and describe all supported RAID levels.		
C.6.9	<b>Diagnosing And Repairing Defective Drives</b>		
C.6.9.1	Describe any capability to automatically diagnose or repair defective drives.		
C.6.10	<b>Reboot Process</b>		
C.6.10.1	Describe the reboot process in the event of a power failure.		
C.6.10.2	State the average reboot time and the consistency checks that occur during reboot.		
C.7.0	<b>SCALABILITY</b>		
C.7.1	<b>Capacity</b>		
C.7.1.1	State the raw capacity of the proposed SAN.		
C.7.1.2	State the usable capacity of the proposed SAN with reference to section B.5.5.		
C.7.1.3	State the usable capacity of the proposed SAN assuming RAID 5 is used for all LUNs.		
C.7.1.4	What is the maximum data storage capacity of the proposed storage area network when fully populated?		
C.8.0	<b>DATA MANAGEMENT</b>		
C.8.1	<b>Management Interface</b>		
C.8.1.1	Describe the management interface required to install and operate the proposed solution.		
C.8.1.2	Does the proposed solution support a command-line interface to the operating system that is accessible by using telnet, SSH, or direct-connect console?		
C.8.1.3	Does the proposed solution support a Web-enabled management interface?		
C.8.1.4	Describe server requirements to host the management/backup software if required.		
C.8.2	<b>Automating The Implementation Process</b>		
C.8.2.1	Describe any tools you offer to automate the storage implementation process.		

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ITEM NO.	BACKUP/DR SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
C.8.3	<b>Discovery And Autoconfiguration Tools</b>		
C.8.3.1	Describe any tools you offer to discover and autoconfigure any portion of the proposed solution.		
C.8.4	<b>Analysis Tools And Reports</b>		
C.8.4.1	Describe any analysis tools that provide capacity optimization reports on the proposed solution.		
C.8.5	<b>Policy-Based Storage Management</b>		
C.8.5.1	Describe any capabilities to automate the process of storage management.		
C.9.0	<b>STORAGE EFFICIENCY</b>		
C.9.1	<b>Data Deduplication</b>		
C.9.1.1	Describe the general process used to perform data deduplication.		
C.9.1.2	What is the performance impact of the deduplication feature?		
C.9.1.3	Are there any restrictions in the deduplication design?		
C.9.1.4	Specify storage optimization gains expected through the data deduplication process.		
C.9.2	<b>Energy-Efficient Certifications</b>		
C.9.2.1	Describe any energy-efficient certifications of the proposed solution.		
C.9.3	<b>Estimated Storage Savings</b>		
C.9.3.1	Describe any tools you provide that estimate savings from the proposed solution by using storage efficiency and green technologies.		
C.10.0	<b>DATA PROTECTION</b>		
C.10.1	<b>Overall Approach</b>		
C.10.1.1	Describe your overall approach to data protection.		
C.10.1.2	What level of integration does your data protection solution offer?		
C.10.2	<b>Disaster Recovery</b>		
C.10.2.1	Describe your disaster recovery process.		
C.10.2.2	What is the range of RTOs and RPOs supported by your solution?		
C.10.2.3	TVDSB has a 1 Gb fibre link to our DR site, approximately 5 Km away. Please comment on the suitability of this connection for DR purposes as it relates to this proposal.		
C.10.2.4	What is the estimated network traffic impact of using the 1 Gb fibre link to the DR site?		
C.10.3	<b>Snapshot Creation Capability</b>		
C.10.3.1	Describe the snapshot creation process.		
C.10.3.2	Describe typical time estimates for creation of a snapshot.		
C.10.3.3	Is manual creation of snapshots permitted?		
C.10.3.4	Is the automatic creation of snapshots on a user-defined schedule permitted?		
C.10.4	<b>Maximum Snapshots Per Volume or LUN</b>		
C.10.4.1	What is the maximum number of snapshots allowed per volume or LUN?		
C.10.5	<b>Snapshot Performance</b>		
C.10.5.1	Is snapshot creation nondisruptive to production operation?		
C.10.5.2	Describe any performance degradation that occurs as a result of snapshots.		
C.10.6	<b>Snapshot Capacity Overhead</b>		
C.10.6.1	Describe any capacity overhead required for snapshots.		
C.10.7	<b>Snapshot Restore Capability</b>		
C.10.7.1	Describe the snapshot restore process.		

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ITEM NO.	BACKUP/DR SAN REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
C.10.7.2	Specifically, are restores of individual files from a snapshot supported?		
C.10.8	<b>Disk-To-Disk Backup Automation</b>		
C.10.8.1	Describe any tools or products you offer to automate the disk-to-disk (D2D) backup process.		
C.10.9	<b>Archive And Compliance</b>		
C.10.9.1	Explain how your solution addresses secure, long-term data archiving and compliance requirements.		
C.11.0	<b>DATA SECURITY</b>		
C.11.1	<b>Role Based Access Control</b>		
C.11.1.1	Does the proposed solution offer role-based access control (RBAC)?		
C.11.2	<b>INSTALLATION</b>		
C.11.2.1	Provide full details of power requirements including connector type(s).		
C.11.2.2	Provide full details of floor space requirements/rack dimensions.		
C.11.2.3	Include detailed project plan along with timeline for the installation process.		
C.11.2.4	Provide the heating/cooling requirements.		

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ITEM NO.	TAPE BACKUP REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
D.1.0	<b>CURRENT ENVIRONMENT</b>		
D.1.1	The current backup environment consists of a SCSI connected HP MSL6000 tape library, with two LTO-3 drives and 28 slots. Approximately 20TB full weekly backup, 3TB daily incremental, managed by 1 media server using HP Data Protector software v6.0. Tape library is currently located in the main data centre, with offsite storage for tapes.		
D.1.2	Our current challenges are: Extended backup window, limited capacity due to LTO3 tapes, tapes must be transported to remote site weekly, backup limited to data only due to limited space, all backups performed across the network (ie no direct connectivity to SAN). Data protector software is out of date.		
D.2.0	<b>DESIRED ENVIRONMENT</b>		
D.2.1	A modern tape library is required for long term archiving, with connectivity to the proposed backup/DR SAN. The tape backup system should have enough capacity to retain one year's worth of data, collected monthly, from the backup/DR SAN. The tape library should be able to perform one complete full monthly backup of the backup/DR SAN without user intervention (removing and replacing tapes).		
D.3.0	<b>PROJECT PURPOSE</b>		
D.3.1	To provide an archiving solution to meet our off-line data storage requirements. Our requirements are to maintain one year's worth of monthly backups on tape.		
D.4.0	<b>PROJECT SCOPE</b>		
D.4.1	This section refers to the proposed tape library which will reside at our remote DR site and connect to the proposed Backup/DR SAN.		
D.5.0	<b>KEY ASSUMPTIONS FOR TAPE BACKUP</b>		
D.5.1	The solution <b>must</b> include all necessary software and licenses for management integration and backup agents for the following platforms:		
D.5.1.1	a) Microsoft Windows Server 2003-2012		
D.5.1.2	b) Microsoft Hyper-V		
D.5.1.3	c) Microsoft SQL Server		
D.5.1.4	d) Microsoft System Center Suite		
D.5.1.5	e) ability to backup Linux server		
D.5.2	The tape library should be able to perform one complete full monthly backup of the backup/DR SAN within a 48 hour window.		
D.5.3	Tape technology should be LTO6 or equivalent with enough drives / slots to be able to perform one complete full monthly backup of the backup/DR SAN without user intervention (removing and replacing tapes).		
D.5.4	Tape media with enough estimated capacity to retain 12 full monthly backups must be included in the proposal.		
D.6.0	<b>PROPOSED SOLUTION ARCHITECTURE</b>		
D.6.1	<b>Overview</b>		
D.6.1.1	Provide an overview of your tape backup solution as it relates to this proposal.		
D.6.2	<b>Communication Protocols</b>		
D.6.2.1	State the communication protocols and connectivity to backup/DR SAN used in the proposed solution.		
D.6.3	<b>Tape Technologies</b>		
D.6.3.1	State the tape technologies supported by the proposed solution.		

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ITEM NO.	TAPE BACKUP REQUIREMENTS	WILL COMPLY/WILL NOT COMPLY	COMMENT
D.6.3.2	State the raw data capacity of the proposed tape media.		
D.6.3.3	State the number of drive/slots/carousels in the proposed solution.		
D.6.3.4	State the number of tapes required to meet backup requirements.		
D.6.3.5	State the raw data capacity of the entire proposed tape library.		
D.6.4	<b>BACKUP SOFTWARE</b>		
D.6.4.1	Provide detailed description of proposed backup software.		
D.6.4.2	Provide server requirements to host the management/backup software, if required.		
D.6.4.3	Provide logging information on succesful backup/restore.		
D.6.4.4	Software should manage backup to proposed DR SAN and to proposed tape solution.		
D.6.5	<b>INSTALLATION</b>		
D.6.5.1	Provide full details of power requirements including connector type(s).		
D.6.5.2	Provide full details of floor space requirements/rack dimensions.		
D.6.5.3	Include detailed project plan along with timeline for the installation process.		
D.6.5.4	Provide heating/cooling requirements.		

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ITEM NO.	SAN Professional Services	WILL COMPLY/WILL NOT COMPLY	COMMENT
E.1.0	General Comments: It is TVDSB's desire to have the successful vendor provide installation and implementation services. It is expected that the successful vendor will provide the following services as part of the engagement.		
E.1.1	Physical installation of SAN, include unpacking, assembly and commissioning.		
E.1.2	Connection to 4 file servers, 2 FC and 2 iSCSI.		
E.1.3	Migration of data from 2 servers that are connected to the legacy SAN to servers connected to the new SAN.		
E.1.4	Installation of SAN management software.		
E.1.5	Operational training of TVDSB Staff in operation of management software.		
E.1.6	Configuration of data replication to DR site.		
E.1.7	Demonstrate configuration and operation of snap shot technology.		
E.1.8	Demonstrate restoration of server via snapshot technology.		
E.1.9	Vendor must provide documentation on all systems and services that are specified above.		
E.2.0	<b>DR SAN Professional Services</b>		
E.2.1	Physical installation of SAN, include unpacking, assembly and commissioning.		
E.2.2	Connection to 2 file servers, iSCSI.		
E.2.3	Installation of SAN management software.		
E.2.4	Operational training of TVDSB Staff.		
E.2.5	Demonstrate how to use DR SAN technology to restore server to operation at DR site.		
E.2.6	Vendor must provide documentation on all systems and services that are specified above.		
E.3.0	<b>Tape Backup Professional Services</b>		
E.3.1	Physical installation of tape drives, include unpacking, assembly and commissioning.		
E.3.2	Installation of any required media servers.		
E.3.3	Installation of tape backup software.		
E.3.4	Operational training of TVDSB staff in operation of backup software and equipment.		
E.3.5	Demonstrate file restore, server restore.		
E.3.6	Vendor must provide documentation on all systems and services that are specified above.		

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ITEM NO.	FEE SCHEDULE	WILL COMPLY/WILL NOT COMPLY	COMMENT
F.1.0	All proposals must clearly outline the responsibilities both of the TVDSB and the successful vendor. ALL costs payable by the TVDSB for these services must be clearly defined. Bidders must clearly describe your fees and fee schedule .		
F.1.1	All proposals must identify all components, software versions and licenses required.		
F.2.0	Proposal must include an all-inclusive Fee Schedule, including, if any, installment payments AND schedule separated into the options below:		
F.2.1	Please state total cost of SAN solution, include hardware, software, professional services and maintenance costs (maintenance cost may be prepaid for 3 years or annually with price guarantees for up to 5 years).		
F.2.2	Please state total cost of BACKUP /DR SAN solution, include hardware, software, professional services and maintenance costs (maintenance cost may be prepaid for 3 years or annually with price guarantees for up to 5 years)		
F.2.3	Please state total cost of Tape Backup solution, include hardware, software, professional services, any media required and maintenance costs (maintenance cost may be prepaid for 3 years or annually with price guarantees for up to 5 years)		
F.2.4	Please state any travel expenses.		
F.2.5	Please state any disengagement fee (should the Board cancel the contract).		
F.2.6	If your fee states progress billing, please list installments based on your timetable (milestones) of service and in conjunction with the progress reports you will provide.		
F.2.7	Please state the terms of the proponent's guarantee, if the TVDSB is not satisfied.		
F.2.8	Bidders must state any other expenses:		

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ITEM NO.	WARRANTY, SERVICE AND TECHNICAL SUPPORT	WILL COMPLY/WILL NOT COMPLY	COMMENT
G.1.0	<b>Technical And Customer Support Services</b>		
G.1.1	Describe your technical and customer support services.		
G.1.2	How do you track technical support requests, problems, fixes, and so on?		
G.1.3	How do you facilitate communication and feedback from users?		
G.1.4	Describe any applicable service level agreements, including costs and penalties.		
G.2.0	<b>Escalation Process</b>		
G.2.1	Describe in detail your field problem escalation process.		
G.3.0	<b>Proactive Service Features</b>		
G.3.1	Does the proposed solution have any proactive service features?		
G.3.2	Describe any "phone home" capability and any ability to self-diagnose errors and perform automated corrective action.		
G.4.0	<b>Training</b>		
G.4.1	Describe the system training available upon project launch.		
G.4.2	Please include sufficient training days for TVDSB staff to become familiar with the new hardware/management software - please provide details.		
G.4.3	State cost for additional days of training?		
G.5.0	<b>OTHER VALUE ADDED SERVICES</b>		
G.5.1	Please describe any other value added services that may be offered.		

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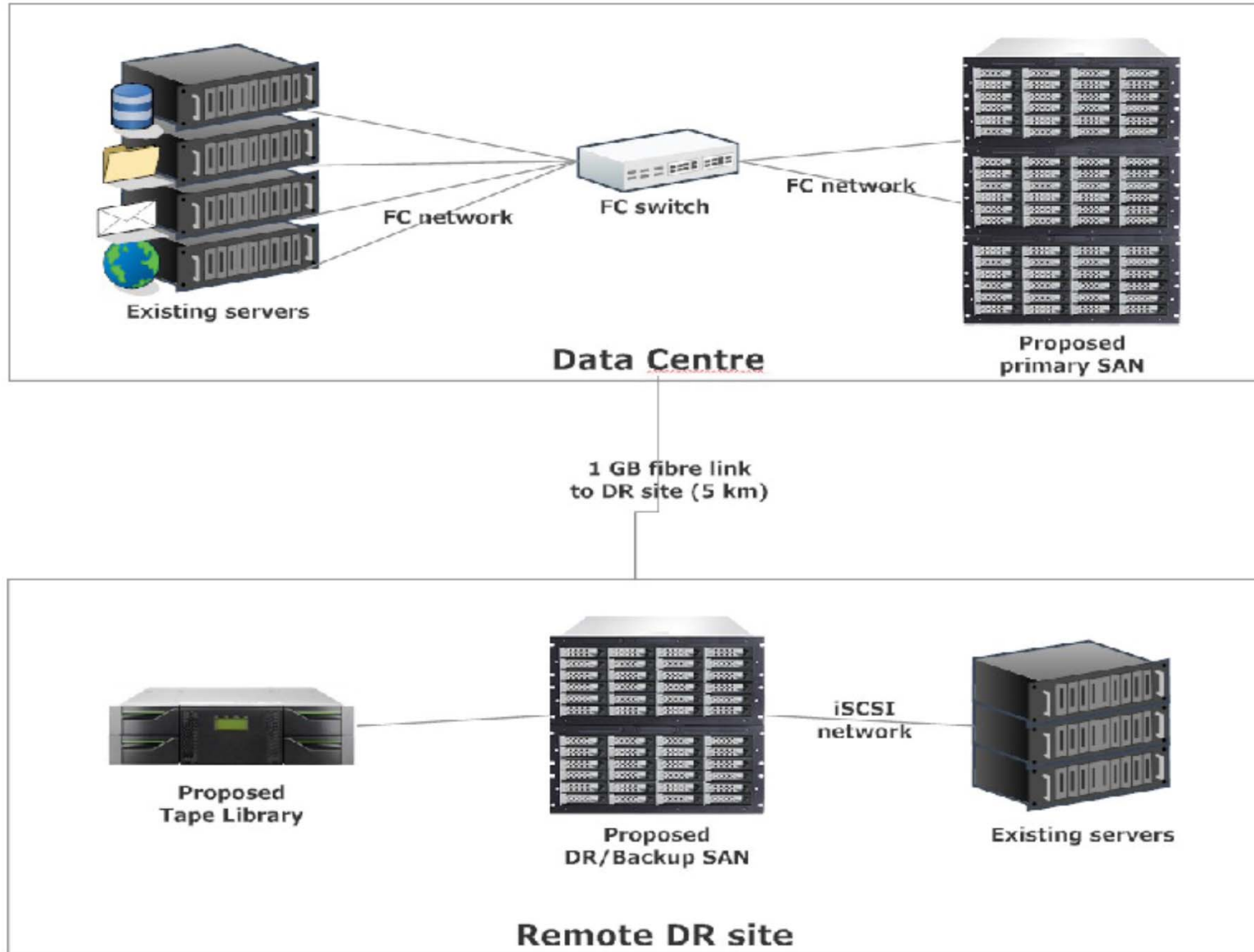
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<u>ITEM NO.</u>	<u>CRITERIA</u>	<u>POINTS</u>	<u>SUB CATEGORIES</u>	<u>SUB-POINTS</u>
H.1.0	<b>Fees</b> - Total costs for Primary SAN, Backup/DR SAN, and Tape Backup.	<b>100</b>		<i>100</i>
H.2.0	<b>Technology</b>	<b>45</b>		
H.2.1	Technology related to Primary and Backup / DR SAN		SAN and BACKUP/DR SAN	15
H.2.2	Technology related to Tape Backup		Tape Backups	15
H.2.3	Technology related to Software		Software	15
H.3.0	<b>Implementation Plan/Services</b>	<b>5</b>	Completeness, quality, viability	5
H.4.0	<b>References</b>	<b>10</b>	Quality of References	10
H.5.0	<b>Support</b>	<b>10</b>	Support services offered	10
H.6.0	<b>Bid submission</b>	<b>10</b>	Quality of proposal	10
H.7.0	<b>Interview</b>	<b>10</b>	Interview if required	10
<b>Total</b>		<b>190</b>		<b>190</b>

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