



## **Request for Proposal Information Technology Infrastructure**

### **Organizational Profile:**

Greater Family Health is a community-based and patient-directed provider of integrated primary health care services. The organization is recognized as a Federally Qualified Health Center, is certified as a Primary Care Medical Home, and is accredited by The Joint Commission. Our mission is to provide quality, affordable health care for all, including those without the ability to pay.

### **Project Overview:**

Greater Family Health has received grant funds from the Health Resources and Services Administration under the American Rescue Plan and is looking to design and implement an upgraded server infrastructure to support 10-15 remote locations and around 500 remote user sessions delivering our healthcare and miscellaneous Windows applications. In addition, Greater Family Health is looking to make upgrades to its remote locations network equipment infrastructure.

Greater Family Health's project is categorized into 4 primary areas:

#### **1. Domain migration**

Greater Family Health has on premise Active Directory (AD) environment to which all our current end-user devices and servers are joined. This AD includes our formal corporate name and needs to be updated to reflect our new name Greater Family Health. Greater Family Health also has an Azure AD ([greaterfamilyhealth.org](http://greaterfamilyhealth.org)) environment as part of Office 365 which has our new domain name. Greater Family Health desires for the new infrastructure and end-user equipment to be part of the new domain (Azure AD or hybrid) while still allowing existing machines and users to access the new infrastructure through domain trust or other means.

#### **2. Virtualization and Application environment:**

Greater Family Health is looking to have a new VMware environment implemented that will include host clustered servers, all-flash SAN, and v-motion capable setup. vCenter managed operation.

Note about latency:

Latency will be the key challenge to minimize. Be it WAN network latency, SQL server latency, disk latency, SAN network latency, LAN latency etc. Greater Family Health is looking for all flash storage solutions. Greater Family Health is looking for very high-speed (40Gbps or higher) SAN and server LAN networks. Greater Family

Health absolutely needs performance visibility into each layer: VMware, Citrix, LAN, and SAN.

**3. Backup solution:**

Backup schedule window:

- Weekdays (M-F) 9:00PM central to 4:00AM CST.
- Weekends (S-Sun) 8:00 PM central through Monday 3:00AM central.

Two backup types needed: 1) Disk to Disk backup and 2) Weekly full backup to tape for offsite storage. The tape backup should be ready no later than Monday 4 AM for removal to offsite location. Veeam is our preferred backup software.

**4. Health Center Network Equipment:**

Greater Family Health is looking to upgrade the network equipment housed at our individual health center and administrative office locations. This includes the purchase of switches, firewalls and wireless access points.

Greater Family Health’s dental equipment specifications and quantities are as follows:

**Server Hardware, LAN and Licenses**

Item	Qty
HPE ProLiant DL 380 Gen10 Plus Servers* <ul style="list-style-type: none"> <li>• CPU – Dual proc Intel 2nd Gen Xeon Gold 6262V Processors VM optimized (P11822-L21) or latest CPU optimized for virtualization</li> <li>• RAM: 1.5 TB</li> <li>• Disks on server:                             <ul style="list-style-type: none"> <li>○ 100+ GB effective space for ESXi OS</li> <li>○ Read intensive Enterprise SSD RAID 1/5; controller with battery backed cache</li> </ul> </li> <li>• LAN: 40 Gbps or faster network adapter(s) compatible with LAN switches</li> <li>• SAN: 40 Gbps or faster network adapter(s) compatible with SAN switches</li> <li>• Power: reliable dual power supply (should be able to also power a GPU)</li> <li>• iLO 5; 5-year Advanced subscription</li> <li>• Server hardware 5-year warranty with 24/7 onsite repair</li> </ul>	6
Dedicated LAN Network to connect above servers <ul style="list-style-type: none"> <li>• 24 or more ports</li> <li>• 40 Gbps or faster</li> <li>• Dual power</li> <li>• Redundant switches</li> </ul> Include appropriate parts to rack mount and connecting cables to connect host servers to switch. Uplink to site primary/trunk switch using fiber transceiver and fiber cable.	2
Microsoft Windows Server 2022 Standard Virtualized	Based on the CPU core licenses for 6 quoted HPE servers
Microsoft SQL Server 2019 for virtual server	Based on 10 SQL VMs

Microsoft Windows Server 2022 CALs	500
Microsoft Windows SQL Server 2019 CALs	500
RDS 2022 CALs	500
VMWare Licenses	Based on the 6 new servers
VMWare advanced performance monitoring software with historical data of at least 60 days	1
Citrix Licenses - Renew 310 existing perpetual licenses for 5-years**	310
Citrix Licenses - Renew 90 existing subscription licenses for 5-years**	90
Citrix Licenses - Add 100 new subscription licenses for 5-years**	100
Citrix performance monitoring and alerting software	1

\* Please factor in the following information when determining the GPU for 3 of the above servers

- Greater Family Health delivers Windows business apps through Citrix XenApp (design for 500 user capacity). Apps will have images and graphical buttons. PDF documents are viewed frequently by users.
- Greater Family Health wants to be able to deliver Microsoft Edge web browser as a XenApp/Virtual App. User should be able to play videos (typically employee training videos).
- Greater Family Health does not use any 3D rendering apps.
- Assume 165 users per host server accessing Citrix Virtual Apps on VMs on the host. Provide supporting documentation and customer reference or examples where use of GPU helped improve business virtual apps.
- Include quote all software and licenses needed for multi-user multi-vm server virtual app environment.

\*\* Greater Family Health has 310 existing Citrix perpetual licenses and 90 existing subscription licenses. Greater Family Health is looking to purchase 100 additional Citrix licenses and for these licenses to share the same term period.

### **SAN Storage and Network**

<b>Item</b>	<b>Qty</b>
PURE Storage SAN* <ul style="list-style-type: none"> <li>• Effective 90+ TB</li> <li>• All Flash Storage</li> <li>• SAN Network of 40GB or faster productivity</li> </ul>	1
Evergreen Gold Subscription – 5 years	1
SAN Network* <ul style="list-style-type: none"> <li>• 40 Gbps or faster ports</li> <li>• Redundant Switch</li> <li>• Dual Power</li> </ul>	2
SAN performance monitoring solution	1

\* SAN solution and SAN and LAN network around the servers must support VMware host clusters and vMotion

### **Backup Solution**

<b>Item</b>	<b>Qty</b>
HPE DL Physical Server with direction connection to tape drive	1

Veeam Licenses	12 (amount needed for new servers above)
HPE LTO-9 Tape Drive with autoloader high speed connection	1
LTO-9 Media	50

### Health Center Network Equipment

Item	Qty
Aruba 2540 48G PoE+ 4SFP+ Switch (JL357A) or similar + Aruba Centralized Advanced 5-year subscription	35
Aruba 6100 24G Class 4 PoE 4SFP+ 370W Switch (JL677A) or similar + Aruba Centralized Advanced 5-year subscription	11
Sonic Wall TZ570 (Gen 7) – upgrade price + Advanced Protection Service Suite for TZ570, 5 Year – upgrade price where available. 24/7 support required*	9
NSM SaaS Advanced required (5-years)	9
SonicWall NSa 4700 (Gen7) – upgrade price* 100	1
SonicWall NSa 4700 HA (Gen7) – upgrade price*	1
Advanced Protection Service Suite 5 Year – upgrade price. 24/7 support required	1
IPSec VPN licenses (Global VPN Client)	100
TLS/SSL VPN licenses	100
HPE Aruba AP-555 (US) - Campus - Wireless Access Point MFG.PART: JZ357A	45
HPE Aruba AP-MNT-B Campus AP Type B Mount Bracket Kit   MFG Part: R3J16A	50
HPE Aruba Central Advanced - subscription license (5 years) NOTE: We want to also upgrade existing licenses to advanced and co-term.**	45

\* All SonicWall units (except spare) should have cloud management subscription included

\*\* Greater Family Health has an existing account on US-4 west cloud, and the licenses should be applied to the correct account.

### Technical Services

Service Needed
Design, plan and execute migration to new AD domain and retire old AD domain
Onsite server-side LAN and SAN network design, install and testing
Onsite VMware implementation – ESXi, vCenter, clusters, DRS, LAN and SAN network and v-motion
Onsite SAN System – Setup system. Configure in sync with VMware and Backup solution.
Setup Citrix environment – delivery controller(s), secure web front, centralized profile for 500 users

**General RFP Information:**

Release of RFP: October 31, 2022

RFP Due Date: November 17, 2022 12PM CST

Selected Proposal Announcement: November 24, 2022

Project Completion Date: On or before March 31, 2023

All products will be delivered to the following address:

Greater Family Health

Attn: Chief Information Officer

3150 W. Higgins Rd., Suite 130

Hoffman Estates, IL 60169

Please note that this building does not have a delivery dock. All items must be brought into our suite within the single-story office building.

Please direct all questions in writing to Jason Carey, Chief Financial Officer at [jcarey@greaterfamilyhealth.org](mailto:jcarey@greaterfamilyhealth.org).

All RFP responses must be received no later than 12:00 PM CST on November 17, 2022. RFP responses should be submitted to Jason Carey, Chief Financial Officer at [jcarey@greaterfamilyhealth.org](mailto:jcarey@greaterfamilyhealth.org).

To be considered a qualifying submitted, all proposals must include the provided proposal pricing sheet (Form A) and any supplemental information necessary to evaluate the reputation and skillset of the RFP responder.

Evaluation Criteria: Greater Family Health will conduct a comprehensive, fair and impartial evaluation of all proposals received in response to this RFP. Each proposal received will be analyzed to determine overall responsiveness and completeness. Failure to comply with the instructions or to submit a complete proposal may deem a proposal non-responsive and may be eliminated from further evaluation at the discretion Greater Family Health.

<b>Criteria</b>	<b>Points Available</b>
Project Price	50
Reputation of Vendor/Quality of Work	30
Ability to Meet Project Deadline	20
<b>Total</b>	<b>100</b>

**Proposal Requirements:**

1. Completion of form A listing the brand, model and unit cost of each item.
2. Provide any company information to allow Greater Family Health to evaluate the reputation of your company including quality of work and any applicable warranties that would be available.

3. Provide a narrative on your ability to meet project deadline including strategies that will be employed to address any supply chain challenges.
4. All respondents, including any partnering entities, must not be excluded from receiving Federal contracts, subcontracts, and certain types of Federal financial. Exclusions are also referred to as suspensions and debarments.
5. All pricing proposed shall remain valid for the entirety of the project.
6. Greater Family Health reserves the right to purchase in varying phases throughout the project.
7. Greater Family Health has listed preferred equipment manufactures and model numbers. Any proposed alternative must be identified with the RFP submittal.
8. RFP responders are not permitted to contact any Board Member, Employee, Volunteer or Agent of Greater Family Health. No gratuities of any kind will be accepted, including meals and/or gifts.



**Request for Proposal - Information Technology Infrastructure  
Form A**

Include applicable specification sheets for each brand/model of equipment proposed

**SERVER HARDWARE, LAN and LICENSES**

<b>Equipment/Product Listing</b>	<b>Qty</b>	<b>Unit Price</b>	<b>Total Price</b>
HPE ProLiant DL 380 Gen10 Plus Servers	6		
Dedicated LAN Network to connect above servers	2		
Microsoft Windows Server 2022 Standard Virtualized			
Microsoft SQL Server 2019 for virtual server			
Microsoft Windows Server 2022 CALs	500		
Microsoft Windows SQL Server 2019 CALs	500		
RDS 2022 CALs	500		
VMWare Licenses			
VMWare advanced performance monitoring software with historical data of at least 60 days	1		
Citrix Licenses - Renew 310 existing perpetual licenses for 5-years	310		
Citrix Licenses - Renew 90 existing subscription licenses for 5-years	90		
Citrix Licenses - Add 100 new subscription licenses for 5-years	100		
Citrix performance monitoring and alerting software	1		
<b>Total Server Hardware, LAN and Licenses Category</b>			

**SAN STORAGE AND NETWORK**

<b>Equipment/Product Listing</b>	<b>Qty</b>	<b>Unit Price</b>	<b>Total Price</b>
PURE Storage SAN	1		
Evergreen Gold Subscription – 5 years	1		
SAN Network	2		
SAN performance monitoring solution	1		
<b>Total SAN Storage and Network Category</b>			

**BACKUP SOLUTION**

<b>Equipment/Product Listing</b>	<b>Qty</b>	<b>Unit Price</b>	<b>Total Price</b>
HPE DL Physical Server with direction connection to tape drive	1		
Veeam Licenses	12		
HPE LTO-9 Tape Drive with autoloader high speed connection	1		
LTO-9 Media	50		
<b>Total Backup Solution Category</b>			

## HEALTH CENTER NETWORK EQUIPMENT

Equipment/Product Listing	Qty	Unit Price	Total Price
Aruba 2540 48G PoE+ 4SFP+ Switch (JL357A) or similar + Aruba Centralized Advanced 5-year subscription	35		
Aruba 6100 24G Class 4 PoE 4SFP+ 370W Switch (JL677A) or similar + Aruba Centralized Advanced 5-year subscription	11		
Sonic Wall TZ570 (Gen 7) – upgrade price + Advanced Protection Service Suite for TZ570, 5 Year – upgrade price where available. 24/7 support required.*	9		
NSM SaaS Advanced required (5-years)	9		
SonicWall NSa 4700 (Gen7) – upgrade price. 100	1		
SonicWall Nsa 4700 HA (Gen7) – upgrade price.	1		
Advanced Protection Service Suite 5 Year – upgrade price. 24/7 support required.	1		
IPSec VPN licenses (Global VPN Client)	100		
TLS/SSL VPN licenses	100		
HPE Aruba AP-555 (US) – Campus – Wireless Access Point MFG.PART: JZ357A	45		
HPE Aruba AP-MNT-B Campus AP Type B Mount Bracket Kit   MFG Part: R3J16A	50		
HPE Aruba Central Advanced – subscription license (5 years)	45		
<b>Total Health Center Network Equipment Category</b>			

## TECHNICAL SERVICES

Technical Service Listing	Qty	Unit Price	Total Price
Design, plan and execute migration to new AD domain and retire old AD domain			
Onsite server-side LAN and SAN network design, install and testing			
Onsite VMware implementation – ESXi, vCenter, clusters, DRS, LAN and SAN network and v-motion			
Onsite SAN System – Setup system. Configure in sync with VMware and Backup solution			
Setup Citrix environment – delivery controller(s), secure web front, centralized profile for 500 users			
<b>Total Technical Services Category</b>			

**Grand Total \$** \_\_\_\_\_