



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. Virtualization and Application environment:

Greater Family Health is looking to have a new VMware environment implemented that will include clustered host 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.

2. 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.

3. 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"> • CPU – Dual proc Intel current Gen Xeon Gold optimized for virtualization • TPM Chip • RAM: 1+ TB (32 x 32GB) • Disks on server: <ul style="list-style-type: none"> ○ 250+ GB effective space for ESXi OS ○ Read intensive Enterprise SSD/Flash RAID 1/10 ○ Performance RAID controller with battery backed cache • LAN: 40+ Gbps adapter(s) • SAN: 40+ Gbps adapter(s) • Power: Platinum dual power supply • iLO 5; 5-year Advanced subscription • Server hardware 5-year warranty with 24/7 onsite repair 	6
Dedicated LAN switch to connect above servers <ul style="list-style-type: none"> • 24 or more ports • 40 Gbps or faster • Dual power Include appropriate parts to rack mount and connecting cables to connect host servers to switch (6 servers + 1 backup server). Uplink parts and cables to an existing HP FlexFabric 5950 48SFP28 8QSFP28	1
Microsoft SQL Server 2019 Standard	8
Microsoft SQL Server 2019 CALs	500
VMWare Licenses (Upgrade 8 existing; 4 New for a total of 12)	8 upgrade; 4 New
VMWare Support Business Critical/24-hours; 5-years	for above.
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

** 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

Item	Qty
All Flash Storage SAN (e.g. HPE, PURE, NetApp)* <ul style="list-style-type: none"> • Effective 90+ TB • All Flash Storage • SAN Network of 40GB or faster 	1

Warranty and Support Subscription with onsite repair – 5 years	1
SAN Network Switches * <ul style="list-style-type: none"> • 40 Gbps or faster ports • Redundant Switch • Dual Power • Rack mount kit • Cables + transceivers to connect the 6 servers + 1 backup server. 	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

Item	Qty
HPE DL 1CPU Intel Xeon Gold Direct connection to tape drive	1
Veeam Backup & Replication Enterprise for VMware – Public Sector	Upgrade 8 and 4 New
HPE LTO-9 Tape Drive with autoloader with fastest connection to server 5-year warranty	1
LTO-9 Media	50

Health Center Network Equipment

Item	Qty
48G PoE+ switch with 4SFP+ Uplink ports. HPE/Aruba/Cisco	35
24G PoE+ switch with 4SFP+ Uplink ports. HPE/Aruba/Cisco	11
SonicWall 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
Transfer/Upgrade existing 500 IPSec VPN licenses (Global VPN Client)	500 (upgrade/transfer)
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 also want to co-term 35 existing advanced licenses (currently expiring in 2023).**	45

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

** Greater Family Health can at a later stage provide the subscription key for existing licenses.

General RFP Information:

Release of RFP: December 19, 2022
RFP Due Date: January 19, 2023 12PM CST
Selected Proposal Announcement: January 20, 2023
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.

All RFP responses must be received no later than 12:00 PM CST on January 19, 2023. RFP responses should be submitted to Jason Carey, Chief Financial Officer at 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.

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

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

Equipment/Product Listing	Qty	Unit Price	Total Price
HPE ProLiant DL 380 Gen10 Plus Servers	6		
Server LAN Switch	1		
Microsoft SQL Server Standard 2019	8		
Microsoft SQL Server 2019 CALs	500		
VMWare Licenses upgrade 8 existing	8		
VMWare Licenses 4 New	4		
VMWare Support Business Critical/24-hours 5-year	12		
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		
Total Server Hardware, LAN and Licenses Category			

SAN STORAGE AND NETWORK

Equipment/Product Listing	Qty	Unit Price	Total Price
All Flash Storage SAN (e.g. HPE, PURE, NetApp)	1		
Warranty and Support Subscription with onsite repair – 5 years	1		
SAN redundant switches	2		
Total SAN Storage and Network Category			

BACKUP SOLUTION

Equipment/Product Listing	Qty	Unit Price	Total Price
HPE DL 1CPU Intel Xeon Gold Direct connection to tape drive	1		
Veeam Backup & Replication Enterprise for VMware – Public Sector – Upgrade/Transfer	8		
Veeam Backup & Replication Enterprise for VMware – Public Sector – New	4		
HPE LTO-9 Tape Drive with autoloader with fastest connection to server. 5-year warranty.	1		
LTO-9 Media	50		
Total Backup Solution Category			

HEALTH CENTER NETWORK EQUIPMENT

Equipment/Product Listing	Qty	Unit Price	Total Price
48G PoE+ switch with 4 1-Gbps Uplink ports. HPE/Aruba/Cisco	35		
24G PoE+ switch with 4SFP+ Uplink ports. HPE/Aruba/Cisco	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		
Upgrade/Transfer existing 500 licenses - IPSec VPN licenses (Global VPN Client). If new required, quote 100 licenses.	500		
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 (Wi-Fi)– subscription license (5 years)	45		
Co-term 35 existing HPE Aruba Central Advanced AP subscriptions (5-years). Currently expiring 2023.	35		
Total Health Center Network Equipment Category			

Grand Total \$ _____