CITY OF NANAIMO
THE HARBOUR CITY

REQUEST FOR PROPOSAL No. 1133

SAP Basis and Technical Support Services

Issue date: February 22, 2011

Closing location:
Purchasing Department
2020 Labieux Road
Nanaimo, B.C.
V9T 6J9

Closing date and time:
Prior to 2:00 PM Pacific
Time on
March 11, 2011

City Contact:
Debbie Scheibel
Supervisor, Financial Systems & Reporting
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Email: debbie.scheibel@nanaimo.ca

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1. INSTRUCTIONS TO PROPONENTS

Proposals will be accepted prior to 2:00 p.m. Pacific Time on March 11, 2011. It is the Proponent's responsibility to ensure their proposal is received at the closing location prior to the posted closing date and time. Proponents are strongly encouraged to call the Purchasing Department to ensure receipt prior to the posted closing date and time.

Proposals should contain a cover letter signed by an officer of the company in a position to legally bind the company to the statements contained within their proposal.

An information meeting, via conference call, is scheduled for **9:00 a.m. Pacific Time, March 4, 2011**. This will allow potential vendors to ask any questions regarding the requirements of this Proposal call. Conference call instructions are contained in Appendix 2.

Proposal Submission Methods:

   a) Via email at the only acceptable email address: purchasinginfo@nanaimo.ca

ADDENDA
   1.   Direct all questions in **writing** to the Owner (The City of Nanaimo).
   2.   Answers to queries are only binding when confirmed by written Addenda, issued by the City's Purchasing Department.
   3.   Addenda may be issued by the Owner during the tender period. Any Addenda will be delivered directly to Proponents whom return the Receipt Confirmation Form. As well, any addenda will be posted on the City's website and BC Bid's website. If a Bidder does not return the Receipt Confirmation Form, it is their sole responsibility to check the City's and BC Bid's websites for the latest information prior to submitting a proposal.
   4.   All Addenda become part of the Proposal Documents and any costs arising from any Addenda are to be included in the proposal.

Any revision to this Proposal must be in writing and received by the Purchasing Department Office before the closing date & time.

A Proponent may withdraw his Proposal upon written request received in the Purchasing Department Office any time prior to the closing date and time. Proposals are irrevocable for 60 calendar days from date of closing.

All costs incurred to prepare a proposal submission shall be borne solely by the Proponent.

The City reserves the right to conduct final negotiations with the highest ranked proponent.

The Owner may accept or waive a minor and inconsequential irregularity. The determination of what is, or is not, a minor and inconsequential irregularity shall be at the Owner's sole discretion.

The Owner reserves the right to reject any or all proposal as the interests of the Owner may require, without stating reasons therefore, and the lowest or any proposal will not necessarily be accepted. The entire process is subject to final award approval by City of Nanaimo Council whom retains the ability to cancel the proposal process for any reason whatsoever with no compensation up until an award has been made.

2. SUMMARY

The City of Nanaimo has been contracting its SAP Basis and technical support since the City's original SAP implementation in 2002. The purpose of this Request for Proposal is to select a Vendor ("Vendor") to continue to provide high level SAP technical support services. The City's current service level requirements are detailed in Section 4 below.

The scope of services included in this RFP is to provide a contract for SAP technical support services for the SAP technical landscape including but not limited to: Administration, Monitoring, Trend Analysis, Reporting and Documentation, Patches, Fixes, Support Packs, OSS Notes, Problem Resolution, and recommendations on hardware upgrading, etc. as well as project management for the technical aspects of any significant new implementations for SAP products.

For more information on the City of Nanaimo visit our website at www.nanaimo.ca.

3. BACKGROUND

The City originally used SAP (4.6c) for its HR/Pay, Materials Management, Funds Management, Project Systems and Finance/Controlling as the City's initial SAP implementation in 2002. In 2006/07 the City added Business Warehouse (3.5) Enterprise Portal (6.0) and upgraded its core ERP systems to My SAPERP 2005 (ECC 6.0) in late 2006. In 2010, the BW, EP and SM systems were upgraded to 7.0.

The City has used a single vendor for functional support as well as Basis and technical support for its SAP sustainment, maintenance, and implementations including all recent upgrades and improvement projects. The functional support services are not part of this RFP and may be tendered separately.

4. REQUIREMENTS

It is expected that all activities listed in sections 4.1 through 4.3 will be included in a service bundle, provided within a single fee structure.

4.1. Communication

4.1.1. Response times
- System outages are to be met with an immediate response, with continued effort until the issue is resolved.
- Events impacting a single work group or inconveniencing the entire organization, (for example, failed printing, or failure of a particular module) will be responded to within 2 hours, with resolution expected within 24 hours.
- Configuration/customization changes and transport requests will be addressed within 24 hours.

4.1.2. Methods
- Telephone and email are the preferred methods of communication.
- Other methods, such as Goto Meeting or Webex will be used as needed, along with any other methods that may become apparent.

4.1.3. Documentation
- Documentation of SAP landscape - identify documentation services included in proposal and include the frequency of updates where appropriate
- Scheduling and documentation of technical support schedules - identify all services scheduled including frequency where appropriate;
- Obtaining Support - Identify how the City obtains support - where to call, how to escalate support tickets, etc. A clear written path to obtain support during business hours and after hours including weekends

should be included. Include methodology to contact support staff (cell phone, blackberries, pagers, etc). Provide specifics including support management, location, availability, service levels, functions, procedures, and staffing.

4.2. Administration

4.2.1. System Monitoring
- Strategy, configuration and establishment of monitoring software including alerts - clearly identify all services included in proposal
- Manual and automatic SAP system monitoring Mon-Fri 7 AM – 5 PM PST, as well as 24-hr automated monitoring is expected. Specify proposed monitoring methodology and whether this is manual or automatic for the entire weekly cycle
- Examples of expected monitoring minimums include system-up monitoring, monitoring of backups and confirmation of connectivity
- Identify any other monitoring and proposed frequencies included in your proposal

4.2.2. Reporting and Trend Analysis
- Reporting - identify all reporting and frequency of reports included in your proposal
  - For activities such as Early Watch reports, analysis of results and a plan to address identified deficiencies are expected
- Trend Analysis - identify all trend analysis and frequency of analysis included in your proposal

4.2.3. Troubleshooting and Break/Fix
- The Vendor will update the system as required for problem resolution including updating the kernel, OSS note implementation and DB changes. The Vendor will take primary responsibility for the incident, including troubleshooting and resolving the issue including searching and verification of OSS notes as required. City staff will be made available to assist to the extent of their abilities.
- Ongoing updates regarding the issue are expected as events develop, along with daily summary reports for ongoing issues.
- Response times are expected to conform as described in section 1.1.1.
- Identify other troubleshooting and break/fix services offered

4.2.4. Problem Resolution
- Documentation describing the issue and its resolution is to be provided for each instance, which will be used to both identify and resolve the issue should it occur again in the future. This documentation and any other communication regarding the issue will be entered into the City's Helpdesk ticketing system.

4.2.5. Ongoing/Daily Maintenance
Identify all ongoing and daily maintenance activities included in your proposal, such as:
- Transports to PRD and other clients as needed
- Backup configuration and management
- R/3, BW and EP Administration
- Database Administration
- Availability Management
- Capacity Management
- Performance Management
- CTS Administration

- Backup and Restore
- Batch Processing
- Client Administration
- Print Administration
- User Administration
- Notes Application
- Hot Packages, LCPs, and Database Patches
- System Recovery
- Helpdesk Support
- OSS - Solution Manager Link Management
- Third party application Management
- R/3 Installation
- R/3 Upgrade
- Non SAP Infrastructure Support (network, routers, PDC, WINS, etc.)
- Response times are expected to conform as described in section 1.1.1.
- Include and other Ongoing/Daily maintenance services offered.

4.3. Backup and Restore, Disaster Recovery

The Vendor and the City will work together to ensure an adequate backup, restore, and disaster recovery plan is in place and is followed to ensure the City's SAP investment is protected. Vendor is responsible for all SAP and database scripting to ensure SAP system can be restored from agreed documented backup plan. The City will be responsible for verifying that the Operating System backups have run per the schedule and the Vendor will provide a scheduled report indicating success or failure of the database backups. The Vendor will assist in verification that the backup contents are sufficient to allow restoration either to the same servers (restore) or to a different location (disaster recovery).
Further information regarding the present backup configuration is available in Appendix 1

4.4. Project Services
Projects are considered to be the implementation of significant new technical infrastructure as required by the City to increase the functionality of SAP. Vendor is to clearly indicate pricing for the technical side of any SAP implementations, as well as changes that would increase monitoring and/or sustainment fees. Also, clearly define Vendor's definition of where a change to the City's landscape constitutes a project and therefore becomes subject to additional fees.
The City requires project management resources for the installation or upgrade of any new infrastructure. The Vendor is to list fees for project management and implementation services, or indicate whether these services are included in Vendor's base rate. It is to be understood that all projects will require a time and materials quote before proceeding.
There are some regular maintenance tasks that are also considered to be projects. Specific maintenance projects that are expected to occur on a regular basis include:

4.4.1. Software Maintenance Strategy
The Vendor will perform Enhancement Pack (EHP) and/or Support Pack (SP) updates at least once, possibly twice per year for all SAP environments, including ERP, BW, EP and SM. Identification and scheduling will be a shared responsibility between the City and the Vendor, with the Vendor to provide research, recommendations and an implementation schedule based on the City's requirements.

For evaluation purposes, an itemized estimate of the EHP and SP projects is requested, based upon the technology landscape described in section 5.

The Vendor will take primary responsibility to recommend a desired EHP/SP level for the entire SAP landscape considering HR/Pay, IS-PS and any other relevant modules and factors. Vendor will provide a recommended implementation schedule in order for the City to test and evaluate functional changes included in the recommended updates.

The proposed EHP/SP project windows are:
- May/June
- November/December

4.4.2. Enhancement and/or Support Packs

At least once per year apply the latest generally available EHP including the latest generally available SP stack for the target EHP level to all environments. If no viable generally available EHP update is available, install SP stack once per year to all environments

- Include Oracle (or SQL Server) upgrade / update to latest release or patch set available.
- Perform system refresh from PRD environment down to all SBX, DEV and QAS sub-clients prior to each EHP/SP installation and regression testing.

4.4.3. Database Maintenance

Support for Oracle 10.2.0.2 is ending and will need to be upgraded. One option is to convert SAP's underlying database from Oracle to Microsoft SQL Server. Indicate SQL and/or Oracle database support capabilities.

The Oracle upgrade/SQL replacement is another example of a project that would be outside the regular Basis support scope and the cooperation and support of the successful Basis candidate would be expected on any future projects that may involve other contractors.

4.4.4. System Refresh and Client Copies

The city may require additional system refreshes and / or client copies in addition to those specifically identified in section 4.4.2. Indicate the cost per system refresh and cost per client copy the city will be charged for additional refreshes or copies requested.

4.4.5. HRSPs

Human Resources Support Packs (HRSPs) to be implemented at least once per year in addition to any HRSPs that would be required during either of the regularly scheduled projects listed above. This will generally be performed before year end, after the November/December project is completed, though scheduling ultimately depends on SAP's release of regulated changes and will be scheduled accordingly.

4.4.6. Regression Testing

Regression testing of both EHP and SP implementation projects using vendor-provided Computer Aided Testing Tools (CATT) for impact analysis and testing management are requested, with additional consideration given to those proposals that include it. Examples include usage based risk analysis by such products as Intellicorps' LiveCompare or Panaya as well as Solution Manager Change Impact Analysis.

5. TECHNOLOGY LANDSCAPE

The SAP Technology Landscape consists of all the technology infrastructure components involved in supporting the ERP as well as the BW and EP environments and applications for the City of Nanaimo. Many of these components support aspects of other applications in the City of Nanaimo's information technology infrastructure, but in this document the City is only concerned with how they affect SAP.

5.1. Network

5.1.1. Description

The WAN is a hybrid of the City of Nanaimo's own fibre network and wireless connections to peripheral sites.

The City of Nanaimo's fibre network directly connects City Hall, City Hall Annex, Fire Station #1 and Public Works with a 10 Gb backbone. Fire Station #2 and Oliver Wood Recreation Centre are connected with 100Mb and 150Mb wireless connections respectively, all other office locations are serviced with 1 Gb switches.

The server LAN's are 1 Gb, with the previously described 10 Gb Ethernet backbone between locations. SAPERPPRD is directly connected with 1 Gb. SAPERPDEV is located at Public Works and linked with a 1 Gb connection to the rest of the network. All backup servers are presently connected with 1 Gb.

The network connection to SAP in support of SAP OSS is presently configured using SNC. The Vendor is to provide details and management of SAP OSS connection.

Vendor to provide details on proposed connection from Vendor location to City infrastructure and indicate whether Vendor has this currently set up for other clients.

5.1.2. Responsibilities

The City of Nanaimo will be responsible for network management, including interfacing within the WAN.

Vendor will be responsible for the management of the remote connectivity network for Vendor as well as the OSS Note connectivity.

5.2. Hardware

5.2.1. Description

The Hardware currently consists of:

- **SAPERPPRD**
  - DELL 2950 3.7 GHz Dual Xeon CPU's and 8 GB RAM
  - Microsoft Windows Server 2003, Standard x64 Edition
  - Dell MD1000 PowerVault Disk Shelf with 73 GB drives

- **SAPERPDEV**
  - DELL 2950 3.7 GHz Dual Xeon CPU's and 8 GB RAM
  - Microsoft Windows Server 2003, Standard x64 Edition
  - Dell MD1000 PowerVault Disk Shelf with 146 GB SATA drives

- **SAPBWPRD2010**
  - DELL 710 2.8 GHz Dual Xeon CPU's and 24 GB RAM
  - Microsoft Windows Server 2008, Standard x64 Edition

- **SAPBWDEV2010**
  - Virtual Machine, 8 GB RAM
  - Microsoft Windows Server 2008, Standard x64 Edition

- **SAPEPPRD2010**
  - DELL 710 2.8 GHz Dual Xeon CPU's and 24 GB RAM
  - Microsoft Windows Server 2008, Standard x64 Edition

- **SAPEPDEV2010**
  - Virtual Machine, 8 GB RAM
  - Microsoft Windows Server 2008, Standard x64 Edition

- **SAPERPSBX**
  - Virtual Machine, 4 GB RAM
  - Microsoft Windows Server 2003, Standard x64 Edition

5.2.2. SAP Server Drive and Disk Space Table

Server Name	Drive	Size (GB)	Free (GB)	% Free
SAPERPPRD	C:	136	41	30%
	D:	136	101	74%
	E:	338	159	47%
	F:	338	329	97%
SAPERPDEV	C:	136	32	24%
	D:	136	110	81%
	E:	680	97	14%
	F:	680	604	89%
SAPBWPRD2010	C:	278	233	84%
	D:	136	112	82%
	E:	557	405	73%
SAPBWDEV2010	C:	79.9	33.2	42%
	D:	59.9	19.6	33%
	E:	319	52	16%
SAPEPPRD2010	C:	278	235	85%
	D:	136	130	96%
	E:	557	482	86%
SAPEPDEV2010	C:	79.9	47.1	59%
	D:	59.9	44.2	74%
	E:	319	241	75%
SAPERPSBX	C:	349	43	12%

Within the City of Nanaimo's network are two Netapp 3140 filers (Tent and Village) with enough storage space allocated for the copying of data from all of the SAP servers prior to tape backup.

5.2.3. Responsibilities

The City of Nanaimo will be responsible for ensuring that appropriate Vendor warranty and hardware maintenance contracts are in place for all hardware.

The City of Nanaimo will be responsible for the management of desktop computers, desktop-support servers, network cabling, and network switches and hubs.

The City of Nanaimo will be responsible for the management of the physical aspects of the SAP servers, including coordinating maintenance contracts with the hardware vendor.

5.3. Operating System and Backup Software

5.3.1. Description
The operating systems consist of:
• Microsoft Windows XP and a small percentage of Windows 7 Professional on desktop systems
• Microsoft Windows 2003 x64 Edition on SAPERPDEV and SAPERPPRD
• Microsoft Windows 2008 64-bit on SAPBWDEV, SAPBWPRD, SAPEPDEV and SAPEPPRD
• NetApp Data ONTAP release 7.3.3 on TENT and VILLAGE
• Microsoft Exchange 2007

The backup software consists of:
• NetApp SnapMirror
• Commvault Simpana 8 Service Pack 5
• Commvault Simpana 8 Windows idata agent

5.3.2. Ownership and Licensing
The desktop operating system is licensed by the City of Nanaimo.

The Server operating systems for the SAP servers and the Commvault backup software is licensed by the City of Nanaimo from their respective vendors.

5.3.3. Responsibilities
The City of Nanaimo will be responsible for technical support of the desktop operating systems as well as the SAP servers' operating systems.

Vendor will provide support to the City of Nanaimo Information Technology Department with respect to SAPGUI (currently version 7200.2.4.1057), allowing the City of Nanaimo Information Technology Department to provide end-user support of the desktop.

The City of Nanaimo will be responsible for ensuring that appropriate vendor software maintenance contracts are in place for:
• Windows XP, 7 Professional desktop operating systems
• Windows 2008 Server and Advanced Server and 2003 Server operating systems
• NetApp Data ONTAP
• NetApp SnapMirror
• Commvault Simpana

Vendor will be responsible for assisting with SAP and database control (stop/start) in conjunction with backup.

5.4. SAP ERP Applications and Oracle Databases

5.4.1. Description

The application consists of three instances of SAP'S ERP software at version ECC6 as well as BW 7.0 and EP7.
The various clients are:

- DEV (development/integration system, running on 'SAPERPDEV')
  - DB size: 168 GB, 3 clients, no data
- QAS (quality assurance/test system, running on 'SAPERPDEV')
  - 299 GB – 3 clients, copy of data from PRD
- SM1 (Solution Manager, 7.01, running on 'SAPERPDEV')
  - DB size: 85 GB
- SBX (Sandbox/integration system, running on 'SAPERPSBX')
  - DB Size: 286 GB, 4 clients, copy of data from PRD
- PRD (production system, running on 'SAPERPPRD')
  - DB size: 169 GB
- BWD (development/integration system, running on 'SAPBWDEV2010')
  - DB size: 92 GB
- BWQ (quality assurance/test system, running on 'SAPBWDEV2010')
  - DB size: 91 GB
- BWP (production system, running on 'SAPBWPRD2010')
  - DB size: 120 GB
- EPD (development/integration system, running on 'SAPEPDEV2010')
  - DB size: 14 GB
- EPP (production system, running on 'SAPEPPRD2010')
  - DB Size 9 GB
- The Runtime Environment kernel level on all ERP instances is 7.0 patch 22.
- The Oracle version is 10.2.0.2 (64 bit) for all ERP instances.
- The Runtime Environment kernel for all BW and EP environments is 7.0 EHP 1.
- The Oracle version is 10.2.0.4 (64 bit) for all BW and EP environments.

5.4.1.1. SAP Support Packages on all instances:
- SAPAPPL – 600-0018
- SAPBASIS – 700-0022
- SAPABA – 700-0022
- SAPHR – 600-0061
- IS-PS-CA – 600-005

5.4.1.2. SAP modules in use:
- FI/CO/FM/AP
- PS
- MM
- HR
- HR-PCS, HR-PCC (Canadian)
- IS-PS (Industry Solutions Public Sector)
- BW (7.0)
- EP (7.0)
- AA, and
- PM

5.4.1.3. Licensing consists of:

- Active users: 253
- Vendor count: 5109

There are some interfaces in use: SXC (SAP Exchange Connector) in conjunction with Workflow (used to facilitate sendmail for Purchase Requisitions at this time), Class and Tempest file importation (LSMW interface used for these two programs). GUIXT is also in use.

5.4.2. Ownership and Licensing
SAP and Oracle software are licensed by the City of Nanaimo from SAP. Any custom code developed for the City of Nanaimo is property of the City and the source code will be provided with delivery of the product.

5.4.3. Responsibilities
The City of Nanaimo will be responsible for ensuring that all vendor maintenance contracts are in place for SAP, Oracle and potentially SQL.

Vendor is to provide configuration of Basis components (printers, users, security and authorizations under direction of the City of Nanaimo).

Vendor will be responsible for technical problem determination of the application and the related Oracle databases. If problem determination leads to the need for SAP patching/fixing of the SAP application or Oracle application (SAP kernel fixes, SAP application fixes from OSS notes, or Oracle executable fixes/patches), Vendor will inform the City of Nanaimo and after approval from the City, install any SAP-supplied patches and/or fixes. If Vendor fixes are not available, Vendor will analyze impact of problem, research workarounds, and inform the City of Nanaimo of the situation; the City of Nanaimo will be required to make technical decisions based on business needs.

6. ADDITIONAL INFORMATION
Interested proponents may obtain answers to specific questions by contacting in writing:

Operational, Business Requirement and Technical Requirements:
Debbie Scheibel, Supervisor of Financial Systems and Reporting
E-mail: Debbie.Scheibel@nanaimo.ca

Questions on the City's RFP Process:
Kurtis Felker, Manager of Purchasing and Stores
E-mail: kurtis.felker@nanaimo.ca

Responses to questions that explain or provide clarification on system requirements and specifications will be made available to other interested proponents via formally issued addenda.

7. COMMUNITY CHARTER
If a member of Council, or a person who was a member of Council in the previous six months has a direct or indirect interest in the contract, then the Proponent shall report this to Council in accordance with Section 107 of the Community Charter upon being notified of the award of the contract.

The Proponent warrants and represents that it has not received any information or a record from any Council member or former Council member contrary to Section 108 of the Community Charter.

8. INDEMNIFICATION

The Vendor shall indemnify and save harmless the City and its Directors, Officers, Servants, Employees and Volunteers, and Agents from and against all claims, demands, proceedings, suits, losses, damages, costs and expenses of whatsoever kind or nature (including, but not limiting the generality of the foregoing, in respect of death, injury, loss or damage to any person or property) arising in any way out of or connected with the work by the Vendor under this agreement, except to the proportionate extent that such actions, claims, demands, proceedings, suits, losses, damages, costs and expenses were caused by the indemnified parties or any of them.

9. INSURANCE REQUIREMENT

9.1. Professional Liability Insurance

The successful Vendor shall maintain Professional Liability Insurance in a form reasonably acceptable to the City with the following minimum limits:
- Each Claim $250,000
- Annual Aggregate $500,000

Before commencing services, the successful Vendor shall file with the City a copy of each insurance policy and/or certificate required.

9.2. General Liability Insurance

The successful Vendor shall maintain Commercial General Liability Insurance including Premises and Operations Liability, Owner and Operators Protective Liability, Completed Operations Liability, Contractual Liability, and Non-Owned Automobile Liability Insurance.

The limits of the Liability Insurance shall be not less than the following:

- Bodily Injury Liability $2,000,000 each occurrence
- $2,000,000 aggregate products and/or completed operations
- Property Damage Liability $2,000,000 each occurrence
- $2,000,000 aggregate products and/or completed operations
- Non-Owned Auto Liability $2,000,000 any one accident

The General Liability policy will include the City of Nanaimo as Additional Insured and contain a Cross Liability clause or endorsement.
All policies shall provide that they cannot be cancelled, lapsed or materially changed without at least thirty (30) days notice to the City of Nanaimo by registered mail.

Before commencing services, the successful Vendor shall file with the City a copy of each insurance policy and/or certificate required. All insurance shall be maintained until final completion of the services.

10. SELECTION CRITERIA

The proposal that is deemed by the City to provide best value will be accepted subject to the City's right to negotiate with the successful proponent. Proposal review and selection will be based on the following criteria:

Criteria	Points
Presentation of the RFP • Content addresses all sections of the RFP clearly	5
Service Level • Service Level Agreement including response time to issues • Modularity, flexibility and openness of the proposed solution including whether potential future SAP enhancements are included in proposal and costing. • Support service windows • Comprehensive scope of included services	25
Communication, Monitoring and Reporting • Flexibility of communication methods • Clarity and definition of communication methods • Automated monitoring coverage • Thoroughness of reports, time interval between reports	15
Quality of Technical Resources, Experience and SAP Certification. • Demonstrated quality of similar work done for the City or other municipal government SAP clients in Canada (weighted by City experience as well as references) • Provide references from three of your organization's current SAP Basis clients. Like Municipal clients preferred • Verification of SAP certification for all relevant technical staff	25
Ad Hoc/Project availability and capabilities • Comprehensive scope/listing of ad hoc services • Amendment process for shifting services from ad hoc to included in the service level as they become more heavily used	10
Fees • Any initial costs, additional costs and the anticipated long term costs to maintain the SAP technical environment including implementation projects. • Payment schedule • Quotes and prices estimates, particularly those for EHP/SP, system refreshes and for Oracle upgrade/replacement with SQL • The lowest cost proposal will not necessarily become the accepted proposal, although cost will be a significant factor. Consideration will be given to the proposal that provides the best overall value to the City.	15
Interview (optional) • At the City's option	5
Total Points	100

The City will perform an initial review of all proposals. In the opinion of the City and at its sole discretion, if the highest ranking proponent is clearly superior, the City may proceed directly to the award stage. Alternatively, the City may choose to create a shortlist of up to 3 firms and conduct interviews. The interviews will be scored and these scores will be added to the Proponent's overall point total.

11. TERM OF CONTRACT

This agreement shall be for a 3 year term, commencing May 1, 2011 which may be extended for one (1) additional three year period by mutual agreement between the City and the Vendor.

12. BUSINESS LICENCE

The successful Vendor will be required to obtain a current City of Nanaimo Business Licence prior to commencement of the contract.

13. WORKERS' COMPENSATION

The Vendor shall provide Workers' Compensation coverage for all workers on his payroll.

14. PROPOSAL SUBMISSION / FORMAT AND CONTENTS

14.1.   Deadline and General Information

Proposals clearly marked "RFP No.1133" must be received by the Purchasing Manager, Purchasing Department before 2:00 PM local time March 11, 2011 via email only. Proposals received after the noted due time will not be considered.

The City reserves the right to accept or reject any or all of the proposals made. The lowest proponent will not necessarily be recommended or awarded the contract. The City of Nanaimo reserves the right to negotiate with the preferred proponent. The City expects to have a contract in place and to have services started with the selected Vendor for May 1, 2011.

Award is contingent on approval by Council or other appropriate authority.

14.2.   Format & Required Contents

The submitted written proposal should adhere to the following format and content detail. All proposals should be typed on 8 ½" x 11" paper. Each page should be numbered in sequence and include the Vendor's identification. Proponents are encouraged to include enough relevant data and information under each section to ensure proper evaluation.

14.3.   Suggested Proposal Format

Title Page: Identify the company name; the name, address and telephone number of the sales representative responsible for the proposal, the date of the proposal and the signature of a company representative legally authorized to bind the company to the statements contained therein.

Table of Contents: List all major topics and associated page numbers.

Summary: On a single page, identify the solution proposed, summarize the proposal, and give the total monthly cost for all SAP technical support including any additional costs for significant technical implementation projects. If there is additional cost for technical implementation projects, clearly define where these additional costs are triggered.

Proposal: Explain the proposed solution as described above. Identify the specific RFP requirements that are included in the proposal and clarify what is included in the basic proposal and any optional features. Include detailed costing

for any optional features. Outline the proponent's expectation of the City. Clearly describe innovative ideas and suggestions included in the proposal.

Describe the proposed system and equipment required to connect to Nanaimo's system and to provide the SAP OSS Connection. Include an explanation of the system operation and administration as well as detail any assumptions about Nanaimo's responsibilities in this area.

Describe proponent's experience with the proposed solution and overall experience with SAP technical maintenance. Use specific examples including, but not limited to, support management experience, location, availability, service levels, functions performed, procedures, and staffing.

Proponent's Profile: Provide any relevant information on past projects that demonstrate that the proponent has the knowledge and experience to successfully develop and implement the solutions proposed. Include resumes for key staff.

References: Provide references from three of your organization's current SAP Basis clients.

Supplementary Material: Provide any brochures or other descriptive literature that may assist in the evaluation. Any proposed service/contract agreements should be included, but the City reserves the right to negotiate any proposed terms.

15. LEGAL
- Please note: The City may, in its absolute discretion, reject a proposal submitted by a proponent, if the vendor, or any officer or director of the proponent is or has been engaged either directly or indirectly through another corporation in legal action against the City, its elected or appointed officers and employees in relation to:

  - any other Contract or proposal for works or services; or
  - any matter arising from the City's exercise of its powers, duties, or functions under the Local Government Act, Community Charter or another enactment;
  within five years of the date of this Proposal call.

  - In determining whether to reject a Proposal under this clause, the City will consider whether the litigation is likely to affect the proponent's ability to work with the City, its consultants and representatives and whether the City's experience with the vendor indicates that the City is likely to incur increased staff and legal costs in the administration of this Contract if it is awarded to the proponent.
  - Proprietary or Confidential Information: The City has only a limited ability to protect information against public disclosure under the Freedom of Information and Protection of Privacy Act ("FIPPA"). Information that is supplied in confidence, the disclosure of which could result in prejudice or loss to the proponent should be clearly identified. The FIPPA and Commissioner's orders should be reviewed by proponents to determine the scope of the City's ability to preserve the confidentiality of such information.
  - Any disputes arising from this RFP shall be governed by the laws of the Province of British Columbia.

16. APPENDIX 1: COPY OF SAP SERVER DISASTER RECOVERY PROCESS

SAP Server Disaster Recovery – Abridged

Overview

There are two parts to the backup and recovery of the SAP servers. They are the Operating System and SAP application software, and the database and its attendant files. A network location has been defined as a place to dump the database files, and a Commvault iData agent will be used to back up the operating system and applications.

Operating System Backup and Recovery:

A Commvault Simpana 8 iData agent is installed on each of the SAP servers. This will allow the recovery of the operating system. One note is a list of database folders to exclude will be required before installation on the SAP servers.

Database Backup and Recovery:

The databases will be backed up to \\village\dump\SAP\servername where servername is the name of the server, for example \\village\dump\SAP\SAPERPPRD. There are several subfolders for archive logs, online and offline backups. The backups are run using oracle native scripting.

NOTES:

The actual process of restoring the databases and making them operational is left to the contracted staff. Also, during the restore of the SAP servers, the original database folders will be missing, as they are excluded in the backup process. They will need to be manually recreated before the database files can be restored.

Commvault Simpana 8 has a 1-Touch Disaster recovery option. This would entail the purchase of an SAP backup license from Commvault and would provide the ability to restore the entire system including the databases using a USB stick to begin recovery. This would restore the system to the most recent backup. At this time, this would only be implemented on SAPERPPRD. It is expected that this method would be evaluated before being endorsed and supported by the selected support contractor.

APPENDIX 2

City of Nanaimo
Telephone Conferencing

Participant's Instructions

1. You are invited to join a Telephone Conference hosted by the City of Nanaimo on March 4, 2011 at 9:00 a.m. PST.

2. At the agreed date and time, please dial one of the following numbers (whichever is appropriate for you):

Local Dial In: **604-678-9970**
Toll Free Dial In: **1-866-792-1316**

3. Once you have dialed in to the conferencing number above, you will be asked for the Conference ID #:

   Enter **2246066** followed by the **#** key.

4. At this point you will join the conference. Should you be the first participant to join, you will hear "on hold" music until the call organizer has joined the call.

5. Should you encounter problems or have any questions, please contact:

   Name: City of Nanaimo Helpdesk – Information Technology Office

   Phone: 250-755-4477

RECEIPT CONFIRMATION FORM

Request for Proposal No. 1133

SAP TECHNICAL SERVICES

Closing date and time: by 2:00 PM, Pacific Standard Time, **March 11, 2011**

As receipt of this document, _and_ to receive any further information about this Request for Proposal please return this form to:

Attention: Kurtis Felker

Manager, Purchasing & Stores
City of Nanaimo
2020 Labieux Road, Nanaimo, BC, V2T 4M7
Fax: 250.756.5327
Email: purchasinginfo@nanaimo.ca

COMPANY NAME: _____

STREET ADDRESS: _____

CITY/PROVINCE: _____

POSTAL CODE: _____

PHONE NUMBER: _____

FAX NUMBER: _____

CONTACT PERSON: _____

EMAIL ADDRESS: _____

SIGNATURE: _____