



REQUEST FOR QUOTE
Information Technology Data Backup and Recovery Services

Missouri Housing Development Commission
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Items: Information Technology Data Backup and Recovery

Due: 5:00 PM - June 14, 2019

Responses to: it-quotes@mhdc.com

General Description:

The Missouri Housing Development Commission (MHDC) is requesting quotes for backup and recovery services. MHDC currently uses a backup local and replicate to cloud process, combined with vendor services providing general support services and annual testing. MHDC is looking to continue with that or similar model.

Vendor will need to provide systems capable of providing a minimum of 3 TB and up-to 16 TB of storage, pricing model based on size usage and not per resource.

General Minimum Specification/Requirements:

1. Must have solution for hardware, software, cloud services, testing of backups, and full DR orchestration failover.
2. Cloud datacenters must meet or exceed SSAE 16, SOC 2, HIPAA, CJIS, PCI, and ITAR compliances.
3. Must have cloud services integrated with backup solution.
4. Must have the ability to perform bare metal backup/restoration and said backup/restorations should also include the ability to go to dissimilar hardware.
5. Must have automation for local recovery and testing of virtual and physical machines and be able to define specific application level testing.
6. Must include capabilities for malware and ransom-ware detection.
7. Vendor must provide a pre-populated appliance with the most recent full dataset to be delivered to site of choice with overnight delivery, in the event of site or hardware failure.
8. Must have the ability to use specified and global exclusion lists and filtering.

9. The proposed solution must have in line granular level file recoverability across all operating systems.
10. Must have encryption capabilities AES-256 at a minimum on appliance, in cloud, and data in flight.
11. Must have a capacity-based licensing model as opposed to a per resource model.
12. Must have role-based access control (RBAC) to configure users for proper permissions to use the software.
13. Must provide a capability to manage the data protection environment within a single management interface.
14. Must provide capabilities to monitor login attempts.
15. Must provide a 24 hour return to service for a hardware failure.
16. In the event of a hardware failure, the solution must provide a mechanism for the reconfiguration of replacement hardware to the latest functional state of the failed device.
17. Must have 24x7x365 US-based support services.
18. Must have fully orchestrated failover for onsite workloads and datasets.
19. Must have no egress fees for retrieval of cloud data.
20. In the event of data recall vendor must have the ability to load cloud data onto a NAS/SAN/Physical storage appliance to send back to site of choice with no fees.
21. Must have proactive monitoring of local appliance.

Responses:

Responses should include a solutions summary document and itemized quote(s) with sample pricing based on usage/capacity.

Any questions should be directed to Denise Greenbaum, Information Services Administrator, at 816-759-6674 or dgreenbaum@mhdc.com.

Notes:

MHDC is committed to supporting small business enterprises, including socially or economically disadvantaged enterprises such as disadvantaged, women-owned, and Section 3 certified business enterprises in its purchasing programs. Please indicate, if applicable, your participation as any of the small business enterprises listed above.

MHDC will consider the Missouri economic impact including proposed services and products that will be provided by Missourians, economic impact returned to Missouri through tax revenue obligations or otherwise, and the Respondent's economic presence within Missouri including Missouri employee statistics.