



**CITY OF AUSTIN, TEXAS**  
Purchasing Office  
**REQUEST FOR INFORMATION (RFI)**

**SOLICITATION NO:** JTH0200

**COMMODITY/SERVICE DESCRIPTION:** Computer Software Consulting

**DATE ISSUED:** August 25, 2014

**REQUISITION NO.:** N/A

**PRE-PROPOSAL CONFERENCE TIME AND DATE:** N/A

**COMMODITY CODE:** 91829

**FOR CONTRACTUAL AND TECHNICAL ISSUES CONTACT THE FOLLOWING AUTHORIZED CONTACT PERSON:**

**RESPONSE DUE PRIOR TO:** November 14, 2014, 3:00 p.m.

**PROPOSAL CLOSING TIME AND DATE:** November 14, 2014, 3:00 p.m.

James T. Howard  
Senior Buyer Specialist

**LOCATION:** MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
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**When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired, as shown below:**

<b>P.O. Address for US Mail</b>	<b>Street Address for Hand Delivery or Courier Service</b>
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed	Purchasing Office-Response Enclosed
P.O. Box 1088	124 W 8 <sup>th</sup> Street, Rm 310
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

**To ensure prompt delivery, all packages SHALL BE CLEARLY MARKED ON THE OUTSIDE "Purchasing Office-Response Enclosed" along with the offeror's name & address, solicitation number and due date and time. See Section 0200 Solicitation Instructions for more details.**

All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

**SUBMIT 1 ORIGINAL, 5 COPIES, AND 1 ELECTRONIC COPY OF YOUR RESPONSE**

\_\_\_\_\_  
**RESPONSE SUBMITTED BY**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**SIGNER'S NAME AND TITLE**

Company Name: \_\_\_\_\_  
Date: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

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**\* Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of these Sections are available, on the Internet at the following online address:**

**If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8<sup>th</sup> Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.**

**It is the policy of the City of Austin to involve certified Minority Owned Business Enterprises (MBEs) and Woman Owned Business Enterprises (WBEs) in City contracting.**

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Statement of Work

## 1. INTRODUCTION

Austin Energy (AE) seeks commercially available information or innovations to provide a solution that addresses the computing and storage needs of Austin Energy now and in the future.

The major requirements for the proposed solution include:

1. Ability to seamlessly move application hosting from one location to another over a minimum of three locations within a 100-mile radius.
2. Ability to move application hosting from one location to another over a minimum of three locations without distance limitation. Respondent should specify any distance limitation and the distance at which a service outage will be necessary in order to move applications.
3. Provide support for applications running in the following Operating Systems:
  - Windows 2008 R2+
  - AIX 6.1 6100-05-09-1228 – 6.1 6100 08.03.1339+
  - SuSe 10+ (i386, x86\_64)
  - RHEL5+ (i386, x86\_64)
4. Provide a means of orchestration to deploy hypervisors, guests, storage and manage the solution infrastructure from a single UI
5. High availability design: must allow hosted applications to survive the loss of one server, one rack, one site and/or one data center without interruption to application/service.
6. Scale-out and scale-up design to allow for simplified growth of application sets.

Proposed solutions must also provide a high availability solution for hosted applications utilizing existing AE (and potential non-AE owned) data centers which will:

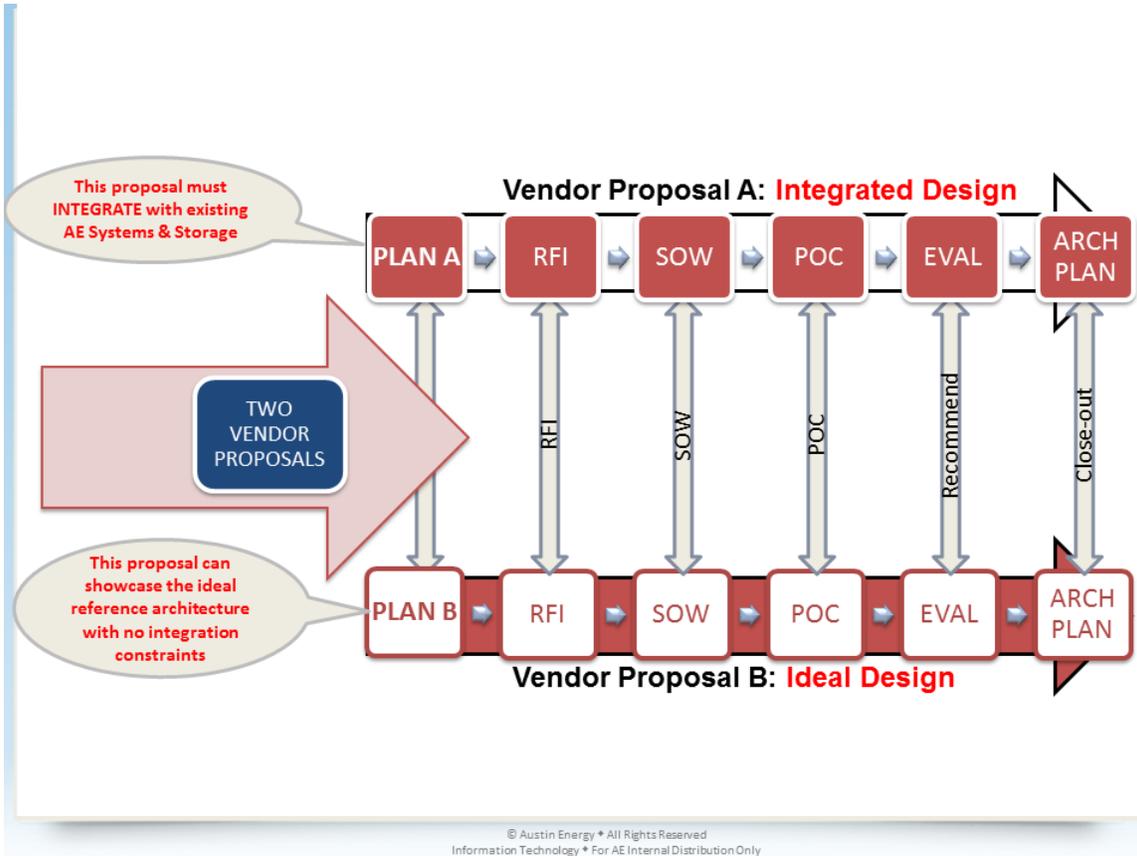
- Provide enhanced disaster recovery capabilities utilizing AE owned and operated data centers. This includes but, is not limited to, the following capabilities:

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- Hot standby (active/passive) capability for any application hosted on the proposed solution
  - Application failover from active to standby site with no outage
  - Support for non-contiguous networks between active/standby sites (i.e., no dedicated “Vmotion” spanning VLAN available).
  - Support for IP address change during failover between active/standby sites.
  - Integration with Symantec NetBackup 6.5.4+ infrastructure for backups (i.e., all hypervisors and guests must be on Symantec NBU support list). Provide the capability to dynamically scale compute, storage and network components.
  - Provide monitoring and provisioning capabilities across all assets (compute, storage, network) utilizing a single interface point.
  - Provide trend analysis & forecasting for host, CPU, storage, and network resources. .
- Meet or exceed all common IT Security requirements specifically including all NERC-CIP requirements.

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In the response to this RFI, each respondent should address each of the capabilities and goals listed above. It is expected that each respondent will provide two (2) proposals:



**Figure 1: AE’s RFI solicits two distinct Proposals from respondents**

**Proposal A:** The respondent solution should meet the requirements of this RFI while integrating with the existing Austin Energy technology stack which includes AIX LPARS and vSphere as well as existing SAN and storage infrastructure and network stack. This solution should be designed to make maximum use of existing AE technology and should be focused on integration, management and orchestration of that technology

**Proposal B:** The Respondent solution is not required to integrate with Austin Energy’s existing system/storage technology stack, but is required to integrate with the existing network stack. This is essentially a “Greenfield” where the Respondent should propose an integrated infrastructure stack that meet the needs of AE as specified in this RFI.

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Specific functional and technical requirements are identified in Attachment A. These requirements apply to both proposals.

## **2. CURRENT ENVIRONMENT DESCRIPTION**

### **2.1. Locations**

Austin Energy currently operates four data centers:

- Town Lake Center (TLC): 1400 sq ft datacenter in downtown Austin, hosting most of AE's production systems. TLC is approximately 12 miles from RLC, 5 miles from SCC, and 13 miles from BUCC.
- Rutherford Lane Center (RLC): 1100 sq ft datacenter in northern Austin, hosting most of AE's test/development systems. RLC is approximately 12 miles from TLC and SCC.
- BUCC: 400 sq ft datacenter in east Austin which may serve as a DR site
- System Control Center (SCC): 6000 sq ft datacenter in east Austin that will be populated by multiple systems in future-state plans. SCC is approximately 10 miles from BUCC.

TLC and RLC datacenters have hosted the bulk of AE's IT infrastructure & application systems. SCC is a net new, "greenfield" datacenter that was designed to provide modern cooling, power, and administration and serve as the future-state production facility for AE's IT systems. The goal of this project is to provide a reference architecture for deployment into the SCC, providing Austin Energy a platform that inherently provides high availability, manageability, scalability, and all of the other capabilities sought by this RFI.

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**2.2. Existing systems and storage infrastructure hardware**

Austin Energy's current-state systems and storage infrastructure are largely comprised of:

- IBM P6/P7 Power systems with HMC/VIO running AIX 6.1 systems, hosting database and application tiers on multiple LPARs.
- IBM H-class bladecenters with x86 blades, running VMWare ESX 5.1+, hosting SuSE Linux 10+ and Win 2K3R2, Win 2K8 guests for various applications.
- Brocade SAN directors in dual redundant fabrics at each site (non-spanning)
- Heterogeneous block SAN storage, comprised of Dell, EMC, IBM arrays
- IBM San Volume Controllers virtualizing block storage at each site
- A variety of standalone Dell machines hosting some applications
- Some legacy systems, i.e., DEC Vax
- Symantec NetBackup 6.1 at each site with DBB
- Network: Cisco clusters and/or cores at each DC
- Network: ASA-SM/FWSM firewalling
- Network: A10 AX2500 or ACE-10 load balancing
- Network: ~10Gb links between RLC/TLC/SCC, and limited to BUCC

**2.3. Network**

The current Austin Energy network uses private dark fiber between all locations. Connections are at either 1Gbps or 10Gbps, at Layer 3. All datacenters are interconnected using 10Gbps, plus a 1Gbps connections for extranet connectivity on a private MPLS cloud. Internal to the data center, there are multiple VLANs that are segregated using firewalls.

Current AE policy is to segregate most machines by application and/or environment using individual VLANs. VLANs do not span datacenters. These factors must be considered and/or accommodated when responding in both Proposal 1 and Proposal 2. For instance, any plan to use vSphere VMotion or SRM to meet the requirements for application mobility must accommodate the fact that AEs current network policy will not allow for a single contiguous VLAN between two or more datacenters.

AE primarily uses Cisco and A10Networks (load balancing) network equipment. Firewalling in datacenters is done using Cisco FWSM or Cisco ASA-SM.

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Austin Energy supports multiple points of connection to the internet, to the City of Austin and to externally hosted applications.

**2.4. Applications**

Austin Energy currently has common single tier (application only), two tier (application plus database) and three tier (web front end, application, database) applications in their operating environment. In many instances several of these applications depend on each other for data, control information or functionality. Current applications run on a mixture of Windows, AIX and Linux (SuSE, RedHat) operating systems. Web portals are common and web based applications may run on either IHS or IIS or Apache and its derivatives.

**2.5. System Management**

System monitoring currently consists of four (4) non-integrated solutions that are used to monitor network components, firewalls, application performance, system events and up/down status as well as the collection of log files and syslogs.

Currently there are no predictive or trend analysis tools in place nor are there any enterprise availability or reliability measurement tools. Proposed solutions for Proposal A must integrate effectively with AE's existing systems – i.e., they must allow appropriate up/down, performance, capacity planning interfacing and alerts via agent or SNMP MIB. It is desired that solutions for Proposal B should provide more of an integrated, single-pane monitoring, alerting and capacity planning/analysis interface that is comprehensive and may or may not interface with AE's existing legacy systems.

### **3. RESPONSE PREPARATION/SUBMISSION**

The following is a suggested outline intended to minimize the effort of the respondent and structure the responses for ease of analysis by AE. Nevertheless, respondents are free to develop their responses as they see fit.

**3.1 Executive Summary**

In the Executive Summary, respondent shall summarize the proposed solutions in such a way as to provide AE with a broad understanding them. This section is

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designed to ensure AE has a clear and concise understanding of key aspects of proposal.

**3.2 Business Organization**

State the full name and address of the organization and identify the parent company if the entity is a subsidiary.

**3.3 System Concept and Solution**

Define in detail your understanding of our requirements and your solution's approach for meeting each of the requirements identified. Specifically, a detailed narrative that includes a description of the solution and how each of the requirements are met or not met. Include a detailed diagram/visual of the proposed solution, as well as a diagram of how the solution provides high availability/failover between two or more datacenters.

Specify the best solution you propose to implement for both an integrated and architecture with no integration constraints and explain why that each system would best satisfy AE's requirements. In particular, it would be helpful to state how your proposed solution differs from other known respondent offerings in the context of AE's requirements.

Complete the table (in Appendix A) for every Functional, Reporting and Technical requirement. AE has particular interest in the following areas:

- Application Mobility
- High Availability solutions
- Disaster recovery
- Orchestration
- Scale out capabilities for future growth

**3.4 Timeline and Implementation Approach**

Describe your proposed implementation and execution timeline for the Proof of Concept. It is AE's desire and intent to have the deliverables completed as early as possible. However, AE will rely on the expertise of the Respondent to provide the

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best timeline and implementation approach. The description provided shall include the following:

- a. Implementation and set up timeframes;
- b. Milestones – specifically, hardware set up and application installation;
- c. Deliverables, and
- d. High level work breakdown structure and schedule

**3.4 Proof of Concept Methodology and Approach**

Describe your approach to managing the Proof of Concept. As part of its approach, Respondent shall describe the processes, tools, standards, controls and procedures that will be utilized to create an environment that represents the final design for AE for the Proof of Concept. Provide a brief description of the proposed implementation and set up methodology to include the following:

- a. Key principles and distinguishing characteristics;
- b. Phases and major activities;
- c. Tools and templates;
- d. Previous projects on which the methodology has been used successfully.
- e. If use of subcontractors is proposed, identify their placement in the management structure, and provide a specific description of their role for each subcontractor.
- f. Issue Management - Respondent shall propose a protocol for collaboratively resolving project issues.
- g. Testing Management - Respondent shall describe the overall, high level approach to testing management for this Proof of Concept. This should include, but not be limited to the following:
  - a. Test Plan – including tests to be run, durations and methods of measurement
  - b. Description of the method of compiling and presenting test results
- h. Communications Plan - Respondent shall describe the overall approach to communication management for the Proof of Concept, including project stakeholder

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identification, project information collection, generation, dissemination, storage and disposition.

**3.5 Detailed Description of Services**

Describe in detail how each of the Services will be provided in accordance with your methodology and approach. A description of deliverables you propose be completed must also be included with each Service description. Describe all Services associated with the solution especially identifying how they meet or exceed the our defined requirements. Describe your approach and methodology for creating, modifying or implementing all necessary software to meet the requirements of the Proof of Concept for this SOW.

If the Proof of Concept requires on-site deployment or use of any AE or COA systems, network, infrastructure, or storage, describe your recommendations for implementing the security controls described herein and how your solution would integrate with the City's technology security infrastructure for data transfers. Include a detailed description of how the proposed operating environment provides for confidentiality and integrity. Describe steps taken to mitigate risks associated with identity and access management in your solution.

Describe how any AE data will be protected from unauthorized access and/or use during the Proof of Concept. Describe your approach to removing and destroying any AE data at the end of the Proof of Concept.

Define the activities related to each phase of testing as described herein. Specifically list and describe any tools to be utilized during Performance testing.

**3.6 Technical Environments to be Provided/Necessary for Demonstrations**

List the proposed technical environments to be made available for testing during the Proof of Concept. List the physical location of data centers that will host each environment {Note: all data centers shall be within the continental United States, preferred to be in Texas and ideally would be within Austin city limits}. Remote access to Austin Energy network will not be provided to personnel or data centers outside of the United States for this POC or project.

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Respondent should explicitly define the capabilities of the environment provided to host the solution for AE and provide capacity for testing as outlined herein. These defined capabilities shall include the Availability level, Performance level, Security Controls and initial capacity as well as respondent's planned solution for extending that initial capacity as needed.

**3.7 Proposed AE Roles and Responsibilities, including organizational chart**

Provide the roles, responsibilities, and quantity of AE personnel required to execute any POC that may be asked for as part of this Request for Information.

**3.8 Corporate Expertise**

Briefly describe your company, your products and services, history, experience, and other information you deem relevant.

In particular, please describe any projects you have been involved in that are similar in concept to what is described in this RFI, including management and operations approach, security requirements, security assurance processes, and any relevant lessons learned.

**3.9 Cost and Schedule Estimates**

Provide unitized cost and schedule estimates based on a similar implementation in an organization with a similar degree of difficulty. Any cost information must be consistent with standard commercially available information to the general public. Nothing in this RFI is binding on either AE or any respondent (See Section below).

**3.10 Contact Information**

Include name, address, and telephone number of person in your organization that will be able to discuss information gathered as part of this RFI.

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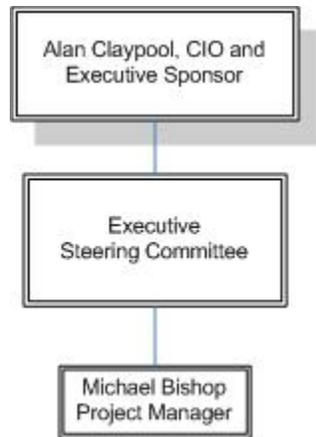
## 4. BACKGROUND

### 4.1. Business

Austin Energy is the municipal electric utility of the City of Austin, Texas and is engaged in the generation, transmission, and distribution of electrical services to a service territory of 421 square miles with over 420,000 customers in Travis County and portions of Williamson County.

### 4.2. Governance

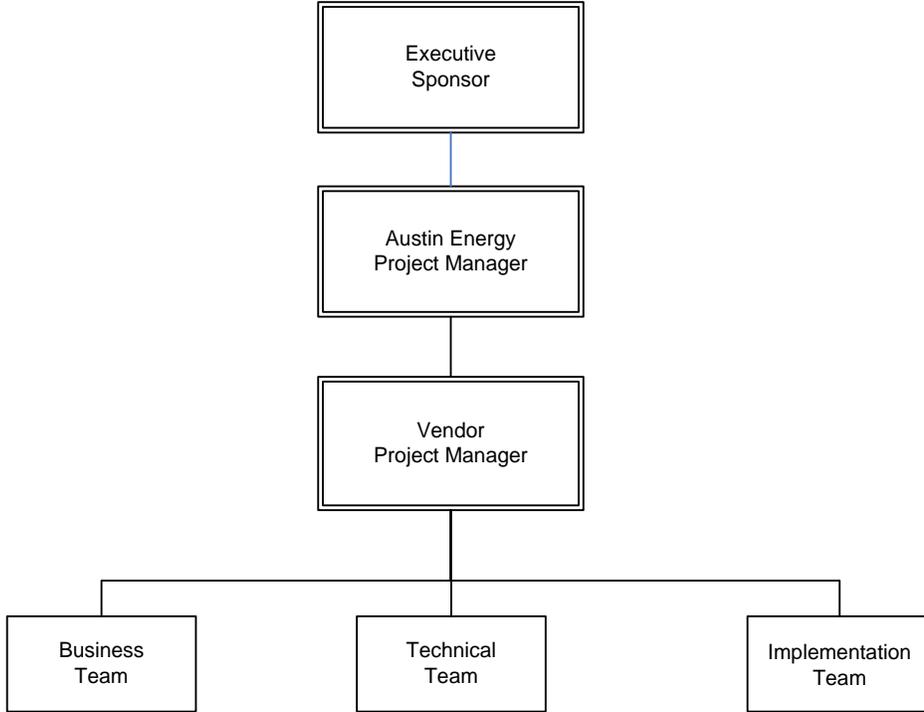
The Mobile Data Center and Applications Project is governed by an Executive Steering Committee. The chart below depicts the high-level governance structure for the project. The Executive Sponsor is Alan Claypool, CIO.



**Figure 1. Proof of Concept Governance Structure**

The Mobile Data Center and Applications Project team is led by Austin Energy's Project Manager, who will work with the Respondent's Project Manager to manage the Proof of Concept work effort. The following chart shows the anticipated organizational structure for the Proof of Concept:

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**Figure 2. Proof of Concept Organization**

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## 5. OVERVIEW OF SERVICES

Through this RFI, AE seeks the information needed to design a fully operational system according to the requirements set forth herein and to provide both hardware and a plan for a Proof of Concept to take place at the Austin Energy Systems Control Center or other mutually agreed upon facility.

AE requires the respondents to demonstrate a comprehensive set of Services to ensure as a Proof of Concept for the purposes of gathering information on the proposed design. The information that AE requires includes:

### **5.1. Technical Architecture and Infrastructure Design**

Respondent shall design a technical architecture and infrastructure that will meet AE's documented requirements as reflected in Appendix A. The design will be fully documented and communicated to Austin Energy as a response to this RFI.

The proposed architecture should address each of the capabilities and objectives listed in section 1 as well as each of the Desired Qualities specified in Appendix A.

### **5.2. Proof of Concept Plan**

#### **5.2.1 Proof of Concept Management**

Respondent shall be responsible for providing the following key Proof of Concept management activities, at a minimum. All formats used and plans developed by respondent shall be reviewed and approved by AE prior to implementation. In its Response, respondent shall provide its detailed methodology and approach in addressing the following activities:

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5.2.1.1.1. Proof of Concept Plan

The Proof of Concept Plan shall include tasks to be performed by AE and respondent personnel. The following standards apply to the Proof of Concept Plan:

- Documents all Proof of Concept activities;
- Outlines a plan for the entire Proof of Concept; this plan must include a visual overview of the plan (conceptual) as well as a narrative on the plan's proposed solutions and the technical components.
- Includes dependencies, critical paths, and resources (both respondent and AE staff) assigned to each task;
- Documents the methodology for demonstrating all of the capabilities of the designed system and how they meet the requirements outlined in this RFI;
- Includes all deliverables that support the proposed methodology and approach;
- Shows estimated work effort for each task;
- Identifies the appropriate milestones to gauge the progress toward meeting desired target completion dates; and
- Reflects any assumptions and exclusions.

Respondent's Project Manager shall be responsible for monitoring and updating the Proof of Concept plan, and revising and developing further details as appropriate.

5.2.1.2. Staffing Plan

The Staffing Plan shall address each of Respondent's personnel as well as the proposed AE personnel. The Staffing Plan shall show the plan of usage on a daily basis for each resource over the period of the Proof of Concept. The Plan shall include, but not be limited to, the number of resources needed for the Proof of Concept; the type of skill set by person; for each position, an indication of whether the person will be provided by Respondent or will need to be provided by AE. Respondent personnel shall be Fair and Accurate Credit Transactions Act (FACTA) trained. A Criminal Background Investigation (CBI) and/or a Personal Risk Assessment (PRA) shall be conducted by Respondent on Respondent staff assigned to this Proof of Concept.

**5.3. Proof of Concept Controls, Standards and Procedures**

Respondent shall be responsible for developing and maintaining Proof of Concept controls, standards, and procedures for all tasks. This requirement includes, but is not limited to:

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- Managing Proof of Concept documentation – templates used (configuration, design specifications, test scenarios, change request, etc.); organization of directories; naming conventions; and version control procedures.
- Meeting procedures – techniques to ensure that meetings are efficient, productive, and results are adequately documented.
- Development standards – standards and procedures for design specifications, review processes, Unit Testing, and other controls to ensure the quality and consistency of custom design and development.
- Testing – standards and procedures in performing all necessary testing of the designed solution.
- System change control procedures – procedures and/or automated tools that will be employed to ensure the integrity of programs and configuration settings developed to support the Proof of Concept
- Scope management – scope control processes to ensure that work is not performed on out-of-scope features, functions, or tasks until AE grants authorization in writing via a contract amendment, if required.

**5.4. Issue Management Plan**

Respondent shall be responsible for issue identification, tracking and resolution. AE shall have access to any issue management tools proposed for use during the Proof of Concept.

In its Response, Respondent shall propose a protocol for collaboratively resolving Proof of Concept issues. This protocol shall address the following topics, responsible parties and specific steps to be taken on issues or disputes arising during the Proof of Concept:

- Issue identification;
- Issue tracking;
- Issue review and prioritizations;
- Issue analysis;
- Issue resolution; and
- Issue escalation.

**5.5. Risk Management Plan**

Respondent shall be responsible for identifying and assessing potential risks, if any, to AE facilities and/or data during the Proof of Concept, as well as identifying and managing actions to avoid, transfer, mitigate, or manage those risks throughout the life of the Proof of Concept.

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In its Response, respondent must describe how risks are identified, categorized, analyzed, prioritized and addressed.

**5.6. Communications Plan**

In its Response, respondent shall describe the overall approach to communication management for the Proof of Concept, including Proof of Concept stakeholder identification, Proof of Concept information collection, generation, dissemination, storage and disposition.

Respondent must describe how Proof of Concept stakeholders and information requirements are identified and organized in order to ensure timely and appropriate collection, generation, dissemination, storage, and ultimate disposition of Proof of Concept information among Proof of Concept stakeholders. At a minimum, respondent must create a document that includes:

- Information requirement description
- Name of stakeholder responsible for providing the information
- Function the provider of the information represents
- Name of the stakeholder who is the recipient of the information
- Function the recipient of the information represents
- Timeline, frequency, or trigger requirements for the distribution
- Format requirements
- Medium and distribution method
- Storage requirements and disposition methods

Communication between AE and respondent

Respondent and AE will maintain communications to ensure Proof of Concept success. Communications between parties will be performed through, but not limited to:

- Regularly scheduled and ad hoc meetings
- Conference calls
- Email
- Weekly written status reports provided to the AE Project Manager by Respondent.

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**5.7. Status Reports**

Respondent's Proof of Concept Project Manager shall be responsible for providing weekly status reports and shall participate in weekly status meetings with the Proof of Concept team. AE's Project Manager will use the status reports to monitor activity and to detect potential problems or delays. The weekly status reports shall serve as the agenda for the status meetings. Topics to be covered, at a minimum, include:

- A listing of significant departures from the Proof of Concept Plan with explanations of causes, affects on other areas, and strategies to achieve realignment;
- A listing of tasks completed since the last report;
- Tasks that were delayed and reasons for delay, with expected revised completion date;
- Planned activities for the next scheduled period;
- Summary of major concerns or issues encountered, proposed resolutions, and actual resolutions; and
- Any other topics that require attention.

**5.8. Deliverables**

Respondent shall provide the following documents, at a minimum, for the Services described above:

- Proof of Concept Management Documentation
- Proof of Concept Plan, including work breakdown structure
- Staffing Plan
- Status Reports
- Documentation of Proof of Concept Controls, Standards, and Procedures
- Issue Management
- Risk Management Plan
- Test strategy

**5.9. Installation and Configuration**

**5.10.1 Product Installation for Proof of Concept**

Respondent shall be responsible for the installation of the POC solution to be provided under this SOW. In its proposal, Respondent shall provide the schedule and timeline for such installation. In the event the POC solution is available via remote access (WebEx,

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etc) for demonstration to AE evaluation team, Respondent shall provide details of remote system and how the proposed solution simulates multiple sites/datacenters. In such a case, AE evaluation team will, at its sole discretion, determine whether or not such a remote POC demonstration solution is viable and acceptable for this response.

Any proposed POC demonstration solution systems requiring installation of hardware or software on AE's networks or in any of AE's datacenters or environments (including AE LAB environment) must be detailed and submitted to AE's evaluation team for viability as well as resource availability. AE evaluation team will, at its sole discretion, determine whether or not Respondent's proposed on-site hardware and/or software installation is acceptable and/or viable. In any case, no Respondent hardware or software shall be installed in AE's PRODUCTION environment.

**5.10.2 Hardware and Software Configuration for Proof of Concept**

Respondent shall be responsible for the configuration of the system hardware and software to meet AE's requirements as stated in Attachment A prior to beginning the Proof of Concept testing.

Respondent shall be responsible for installing representative test applications that meet AE criteria for single tier, two tier and three tier applications prior to beginning proof of Concept testing. Details of demonstration applications and how they simulate common or AE-hosted applications must be submitted to AE's evaluation team for approval in the context of this RFI.

Respondent shall specify how AE can verify the installation and configuration of the Proof of concept system prior to beginning testing. Respondent test and verification plans must be submitted to the AE Evaluation Team prior to work beginning. The AE verification test, at its sole discretion, will determine if the test plans and methods proposed are adequate for the Proof of Concept.

**5.10. Interfaces with AE Systems**

In its Response, Respondent shall describe any and all interfaces, if needed, that are needed to existing AE systems for the Proof of Concept. Detailed justification for these interfaces should also be provided.

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**5.11. Security**

Respondent shall plan for a comprehensive security environment that includes confidentiality, integrity, and access controls.

Respondent shall identify confidential data and describe steps taken to mitigate risks associated with identity and access management in a shared environment to specifically address Fair and Accurate Credit Transactions Act (FACTA) Requirements, Criminal Background Investigation (CBI) and/or Personal Risk Assessment (PRA) Requirements.

Respondent shall provide the City with a solution that is secure from both internal and external threats. The system must have adequate security and data must be adequately protected to mitigate risk of loss or accidental / malicious damage.

There shall be no MODEMS, ISDN links, Wi-Fi, DSL or any other type of connections to public telephone, open-air transmission, circuit or network without prior written approval from the City. All remote access to the City's resources shall only be permitted providing that authorized users are authenticated, data is encrypted across the network, and privileges are restricted. Remote connections to or from locations outside the United States are not permitted.

Access controls shall be set at an appropriate level which minimizes information security risks yet also allows the City's business activities to be carried on without undue hindrance.

Access to systems and their data shall be restricted to ensure that information is denied to unauthorized users.

System access shall be able to be monitored regularly to thwart attempts at unauthorized access and to confirm that access control standards are effective.

To protect its internal network, the City utilizes a variety of firewall technologies, intrusion detection and anti-virus software. The network capacity is limited to 100 megabits per second at the user level.

Respondent remote access is contingent on business need, value to the City, and completion and submittal/approval of the City's remote access forms.

In its Response, Respondent shall describe recommendations for security support and how to integrate with the City's technology security infrastructure. Respondent shall include a detailed description of how the proposed operating environment provides for confidentiality and integrity.

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Respondent shall propose a comprehensive security environment that addresses the typical security needs for use of the proposed infrastructure solution. This shall include confidentiality, integrity, access controls, and availability. Respondent may be held responsible for any damages, including punitive and consequential damages if Respondent allows a breach of security, confidentiality, privacy, and/or integrity. Examples of information needing security includes, but is not limited to, citizen, employee, financial and police related information, energy usage data, credit card and social security numbers.

Respondent shall clearly describe steps taken to mitigate risks associated with identity and access management in a shared environment.

### **5.12. Data Migration**

It is anticipated that there will be no AE data used with this project. However, given the nature of this RFI, the Respondent must demonstrate sample data migration to illustrate the failover of applications, servers, and databases/systems. Respondent must provide a means to validate that data is or has been migrated during appropriate courses of the demonstration, and allow AE evaluation team to verify both the method and the migration of applications and data between disparate systems..

### **5.13. Documentation**

Respondent shall develop and provide to AE any necessary documentation for the evaluation of the system including, but not limited to:

- High-level conceptual diagram of proposed Respondent solution
- High-level conceptual diagram of proposed Respondent POC environment
- Narratives, descriptions, and technical specifications of each of the sample applications
- Complete hardware and software manifest of proposed solution components.
- Complete hardware and software manifest of POC stack components.
- Narrative and description on sample data
- Narrative on POC demonstration
- All relevant security, installation, administration, and user guides for the Respondent's solution.

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## 6. PROOF OF CONCEPT CONTROL

### 6.1 Roles and Responsibilities

Respondent must provide the specific number of AE resources required for the Proof of Concept, if any, and include a description of the roles and responsibilities.

AE will be responsible for the following:

- Providing a Project Manager to work alongside the Respondent Project Manager
- Providing an evaluation team to review/approve:
  - Respondent’s proposed off-site (remote) POC environment, if applicable
  - Respondent’s proposed on-site (at AE) POC environment, if applicable
  - Respondent’s proposed application models and whether they adequately represent AE’s hosted applications in the context of this POC.
  - Respondent’s proposed failover/live migration technology and whether it is viable or applicable to AE’s infrastructure and topology
- Resourcing and answering, at AE’s discretion, any additional business or technical questions or inquiries that Respondent has in the context of answering this RFI or executing the POC.
- Review and approval of all deliverables in accordance with Respondent’s final Proof of Concept schedule, which will be included as part of the contract.

#### 6.1.1. Austin Energy Roles, Responsibilities

Role	Responsibility
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Role	Responsibility
AE Evaluation Team	<ul style="list-style-type: none"> <li>• Review/approve Respondent's proposed offsite POC environment (as applicable)</li> <li>• Review/approve Respondent's proposed onsite POC environment (as applicable)</li> <li>• Review/approve Respondent's proposed application models and whether they adequately represent AE's hosted applications in the context of this POC.</li> <li>• Review/approve Respondent's proposed failover/live migration technology and whether it is viable or applicable to AE's infrastructure and topology</li> <li>• Ensures requirement traceability through delivery of the Proof of Concept</li> <li>• Observe and evaluate POC execution.</li> <li>• Deliver final evaluations and recommendations to AE executive staff.</li> <li>• Reports status and progress to Steering Committee.</li> </ul>
AE Project Architect	<ul style="list-style-type: none"> <li>• Chairs AE Evaluation Team</li> <li>• Liason for all technical matters and requests between Respondent and AE</li> <li>• Responsible for successful POC evaluation deliverables</li> </ul>
Compliance & Internal Controls	<ul style="list-style-type: none"> <li>• Serves as subject matter experts on compliance and internal controls as related to the Proof of Concept deliverables.</li> </ul>
Executive Sponsor	<ul style="list-style-type: none"> <li>• Oversees development of specific Proof of Concept deliverables from a business perspective.</li> <li>• Certifies the accuracy, viability, and defensibility of the business-related content of specific Proof of Concept deliverables.</li> <li>• Disposes of high-risk Proof of Concept issues.</li> <li>• Serves as the final level of business approvals for all business-related Proof of Concept deliverables.</li> </ul>
Interface SMEs	<ul style="list-style-type: none"> <li>• Serves as subject matter experts for system interfaces needed to support the solution.</li> </ul>
IT Business Liaison	<ul style="list-style-type: none"> <li>• Manages Proof of Concept related Budget and Spend.</li> <li>• Facilitates the procurement of any Proof of Concept staffing needs.</li> </ul>

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Role	Responsibility
IT Project Manager	<ul style="list-style-type: none"> <li>• Facilitates the execution of all Respondent POC's in this project</li> <li>• Facilitates POC evaluations and deliverables</li> <li>• Serves as primary Proof of Concept contact for the executive sponsor.</li> <li>• With the contract manager and Proof of Concept team works to determine if the deliverables satisfy the contract stipulations and whether specific deliverables should be approved or rejected.</li> </ul>
Legal	<ul style="list-style-type: none"> <li>• Provides forum for practical and business focused input on key areas of the Proof of Concept in relation to AE and COA policy.</li> <li>• Reviews and provides feedback on scope of work and develops solicitations.</li> <li>• Finalizes and approves terms &amp; conditions.</li> <li>• Participates and advises in the negotiation of contracts.</li> </ul>
Process Owners	<ul style="list-style-type: none"> <li>• Participates in Proof of Concept requirements gathering, as applicable.</li> <li>• Resourced to answer any required business process questions, as approved and directed by AE Evaluation Team.</li> </ul>
Procurement & Contracting	<ul style="list-style-type: none"> <li>• Provides guidance on how the procurement effort should be planned and managed.</li> <li>• Develops and submits "Request for Council Action" (RCA) as needed.</li> <li>• Reviews and provides feedback on scope of work and develops solicitations.</li> <li>• Executes contracts.</li> </ul>
Program Owners	<ul style="list-style-type: none"> <li>• Participates in Proof of Concept requirements gathering, as applicable.</li> <li>• Resourced to answer any required program guideline questions as approved and directed by AE Evaluation Team.</li> </ul>
Steering Committee	<ul style="list-style-type: none"> <li>• Includes key process owners, program owners, compliance and internal control staff to evaluate impacts of decisions to various stakeholders.</li> <li>• Serves as a Proof of Concept advocate throughout DES and Austin Energy.</li> <li>• Directs the AE Evaluation Team.</li> </ul>

6.1.2. Respondent Roles, Responsibilities

Role	Responsibility
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Role	Responsibility
Project Manager	<ul style="list-style-type: none"> <li>• Directs the Proof of Concept team and manages Proof of Concept activities.</li> <li>• Serves as primary Proof of Concept contact for AE.</li> <li>• Monitor and controls Proof of Concept execution.</li> <li>• Directs the Proof of Concept team and manages Proof of Concept activities.</li> <li>• Effectively communicates all aspects of Proof of Concept progress, risks and issues to AE.</li> <li>• Performs processes required to help ensure Proof of Concept will satisfy stated business goals and objectives.</li> </ul>
Solution Engineer	<ul style="list-style-type: none"> <li>• Responsible for all technical aspects of proposed solution</li> <li>• Responsible for all technical aspects of proposed POC</li> <li>• POC execution SME</li> <li>• Answers or resources any requested technical or engineering questions.</li> </ul>
Account Manager	<ul style="list-style-type: none"> <li>• Liason for all Respondent contacts and escalations.</li> <li>• Ultimately responsible for answering RFI and POC.</li> <li>• Responsible for all solution costing.</li> </ul>

**6.2 Proof of Concept Schedule and Timeline**

Schedule will be established by Austin Energy with Respondent input. Respondent shall supply a proposed Proof of Concept schedule as part of the Proof of Concept plan and this will be adjusted as required by Austin Energy.

**6.3 DISCLAIMER**

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation for purchase. All cost of developing and demonstrating any Proofs of Concept associated with this RFI must be born solely by the respondent. AE will not pay any costs in demonstrations related to this RFI. No awards of any kind will be made as a result of this RFI. AE may, at its discretion, issue an RFP as a result of the information gathered pursuant to this RFI. Any information submitted in response to this RFI should not be marked proprietary or confidential. Responses to the RFI will not be returned. Accordingly, responses to this notice are not offers and cannot be accepted by Austin Energy as such or to form or suggest a contract or commitment of any nature. Responders are solely responsible for all expenses associated with responding to this RFI.