WAYNE RESA | SERVICE
Leading... Learning for All | LEADERSHIP
COLLABORATION
EXCELLENCE

33500 Van Born Road
Wayne, Michigan 48184-2497
www.RESA.net

September 8, 2022

REQUEST FOR INFORMATION

RFI WRESA-09082022-651-01

Disaster Recovery / Preparedness

RFI TIMETABLE	DATE
RFI Issue Date	**September 8, 2022**
RFI Overview Meeting	**September 14, 2022 at 1PM** Join Zoom Meeting https://resa-net.zoom.us/j/85896429165 Meeting ID: 858 9642 9165 One tap mobile +13017158592,,85896429165#
Submission of Written Questions from Supplier	**September 16, 2022**
Written Questions Response from WRESA	**September 21, 2022**
RFI Submission Due Date	**September 26, 2022 by 12:00 p.m. EST**

WCRESA reserves the right to change this schedule as needed and all information provided by WCRESA in this RFI is offered in good faith. Individual items are subject to change at any time. WCRESA makes no certification that any item is without error.

The Sole Point of Contact During this Solicitation Process is:

Steve Motz
purchasing@resa.net
(517) 648-0442

THE WAYNE COUNTY REGIONAL EDUCATIONAL SERVICE AGENCY

Board of Education • James S. Beri • Mary E. Blackmon • Danielle Funderburg • Lynda S. Jackson • James Petrie • Daveda Colbert, Ph.D., Superintendent

I. RFI INTRODUCTION AND REQUIREMENTS

A. Introduction and Background

The Wayne County Regional Educational Service Agency (WRESA), established by the Michigan Legislature in 1960, is the largest of fifty-six (56) such agencies throughout the state. It is governed by a publicly elected Board of Education. WRESA provides a wide variety of services to thirty-three (33) public school districts and approximately 104 charter schools in Wayne County, Michigan; serving almost 275,000 students. WRESA, through various consortium arrangements, provides a variety of services to other educational agencies throughout the state of Michigan.

Through this this Request for Information (RFI), we are seeking information on services and products regarding disaster recovery/preparedness. For this RFI we are considering a "disaster" as an event that would render a district's IT resources unusable to such a degree that a district would need to utilize separate IT resources (with current district data), probably located outside of the district, in order to continue normal operation. We understand that there is a range of specialties within disaster recovery and we have listed some of particular interest in the "Areas of Interest" section below.

Respondents should include as many of the interest areas as they would like to put forth solutions for in their responses. Respondents should also feel free to offer a disaster recovery solution outside of the specific areas listed. All responses should address the "Requirements" listed below as well as include answers to the "General Questions" section.

Responses that contain solutions matching specific areas of interest should also answer any specific questions for that area, if they exist. This RFI has been developed in a collaboration between Wayne RESA and several Wayne County school districts. Responses to this RFI will be used to identify solutions and vendors that the group would like to further explore and, ultimately, to guide us in developing one or more RFP's for products and services. Multiple awards for each RFP will be possible.

If you experience problems in downloading the documents, please contact WCRESA Purchasing Consultant, Steve Motz**, via e-mail at purchasing@resa.net or (517) 648-0442.**

B. Areas of Interest

A. Disaster Recovery in the cloud/hybrid
- What is the backend cloud storage platform (i.e. Microsoft, Amazon, etc.)?
B. Colocation services
- List the features of your colocation site including those that enhance security and availability.
C. Consulting services
- Identify specific disaster <u>planning</u> services offered
- Identify specific disaster <u>response</u> services offered
- Identify specific solution <u>implementation</u> services offered
- Identify any other consulting services
D. Connectivity (out of band)
E. Disconnected backup services
- If cloud, what is the backend storage platform (i.e. Microsoft, Amazon, etc.)?
F. Managed Service – DR
G. Solutions allowing districts to fail to (and run from) a peered location as needed.

C. Requirements

WRESA has identified the following solution requirements. Within your submission, please respond to each requirement individually, indicating whether you meet the requirement. Please describe how you meet the requirement within your response.

    A. May be a multi-tenant or peered solution if advantageous, otherwise individual solutions at a district level will be considered.
    B. May include Implementations to utilize shared compute/connectivity with ability to fail to (and run from) a central/peered location (such as Wayne RESA) as needed.
    C. May be platform agnostic (support multiple virtualization/backup platforms, for example) or may rely on a specific platform/software. If a solution relies on a specific platform/software it should be clearly noted.
    D. All solutions must include adequate protection from common attacks such as Ransomware.
    E. All solutions that include data storage should have adequate cyber protections, such as options for immutability.

D. General Questions

Respondents shall provide answers to the following General Questions:

1. How long have you offered this solution and briefly describe your experience in implementing it?
2. Describe your experience providing solutions to K12 and/or public sector customers, preferably in Michigan.
3. Identify, in your experience, the most frequent obstacles in implementing this solution and how have you overcome them?
4. What can you identify as differentiating qualities that set your specific product or service apart from competitor specific products or services?
5. Identify additional perks/benefits that will be received outside of what is normally expected for this solution, if any.
6. Identify and explain the options/tiers available that guide the level of responsiveness in the event of a disaster.

II. RFI SUBMISSION PROCESS

1. Responses should be addressed to:
   Steve Motz
   Wayne RESA, Purchasing Office

2. Responses must be received by **EMAIL ONLY** to purchasing@resa.net by the date and time provided on the cover page of this RFI. Suppliers shall submit (1) electronic copy of response combined into one file when possible.

3. WCRESA will not pay for any information requested nor is it liable for costs incurred by the Supplier in responding to this RFI.

4. Responses received after the specified date and time for submission may not be reviewed; but will be recorded, filed, and shall remain sealed.

5. WCRESA is the sole owner of all data and information contained within the RFI document and accompanying attachments.

6. Regarding the Signature Page, only the form provided in this RFI packet are to be used. **Altered or substitute forms will not be accepted.**

7. Any discussions with WCRESA personnel (other than as listed above) regarding this RFI while the RFI is in progress are prohibited.

8. All documents submitted become the property of WCRESA; they will not be returned and may be subject to disclosure under the STATE OF MICHIGAN FREEDOM OF INFORMATION ACT ("FOIA") or other legal process. As such, responses may be released to third parties, without prior notice to Supplier, as required to comply with legal requirements

Please provide the following information in your response to this RFI:

    (a) Complete the Signature Page.

    (b) Brief narrative highlighting your organization's history and full service offerings (with an emphasis on the providing disaster recovery / preparedness services). The narrative should also include:
- Company legal name and address(es)
- Website address, email, and other contact information for questions related to your submission
- Organization chart
- Years of service/business
- General description of your organization's experience in providing disaster recovery/preparedness services
- General description of level and expertise of personnel that could be involved in the provision of service

    (c)   Response to the Areas of Interest in Section IB.

    (d) Response to the Requirements in Section IC.

    (e) Response to the General Questions in Section ID.

    (f) Optional – Any additional information relevant to your submission as Appendices.

SIGNATURE PAGE

Supplier Legal Name: _____

Authorized Agent Name: _____

Signature of above: _____

Title: _____

Email Address: _____

Mailing Address: _____

Telephone: _____

Fax Number: _____

Company Website: _____

Date: _____

Are you a small business?   Yes _____   No _____

Are you a minority business?   Yes _____   No _____

    If yes, please specify: _____