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Information Technology Department  
100 N. Appleton Street  
Appleton, WI 54911

## MEMO

To: Alderperson Plank and Members of the Finance Committee

From: Dean Fox, Information Technology Director

Date: 2/5/15

Re: Request to award contract for Disaster Recovery (DR) implementation project to Heartland Business Systems of Little Chute not to exceed \$142,494

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The 2015 budget includes **\$150,000** CIP funding for a Disaster Recovery solution allowing appliances at City Hall as well as FVTC for redundancy.

An RFP for the DR solution was issued to eight (8) firms who responded with 12 proposals. Our RFP review team has completed the evaluation of all 12 proposals received. A number of the proposals submitted minimally met the requirements while a couple exceeded them and remained within budget. In addition a number of responses were built on complex infrastructure and some were difficult to understand what was being proposed.

The scores of the proposals were based on the following:

- Experience of the Firm and proposed Project Team
- Project understanding & method of approach
- Compliance with at least the minimum requirements set forth in the RFP
- References
- Local business advantage if applicable.

Below is the list of proposers that exceeded the minimums and were scored with the above criteria:

Vendory	Rank in score	Rank in price / TB
Heartland Business Systems	1	2
CoreBTS	2	4
CDW	3	1
Contingency Planning Solutions	4	3
Capital – Data	5	6
Dell	6	5

The team unanimously agreed that Heartland Business Systems would be our vendor of choice for the project. Reasons for choosing Heartland Business Systems:

- Knowledge and experience on the proposed solution.
- Thoroughness and detail of the RFP response.
- Many successful implementations very similar to the City's.
- Reference checks that came back with high praise for their work done on similar projects.
- History on the City's network and needs of the DR plan.
- Solution comes in with the largest amount of available storage and redundancy within budget. Since future storage needs are subject to many variables, the additional storage adds value by mitigating this risk.

The evaluation team requests your consideration and approval of a contract with Heartland Business Systems as described.

If you have any questions regarding this recommendation please contact Dean Fox.