

**The Philadelphia Parking Authority
701 Market Street, Suite 5400
Philadelphia, PA 19106**

**Request for Information No. 17-04
Cloud Hosting and Managed Services**

Introduction:

The Philadelphia Parking Authority is requesting information regarding your company and your product/service concerning cloud hosting and managed services. The Authority will also gather information from different companies concerning this technology. The RFI method is not intended to result in a contract award but is designed to allow for the collection of industry information that may be used to assist the Authority in developing a subsequent Request for Proposals. The information received becomes the property of the Authority and is subject to Pennsylvania's Right to Know Law (65 P.S. §§67.101–67.3104).

Background Information:

The existing infrastructure hosts four production web applications/services as well as a test environment for those applications and services.

1. Test Environment

The test environment uses both a web and a database server (SQL Server) with minimal allocations for CPU and RAM. Both servers for the test environment live behind a separate firewall.

2. Production Environment

The production environment consists of a web and database server (SQL Server) with significantly more resources. Both servers for the production environment live behind the same firewall (separate from the test environment). Additionally, the production environment has one publicly accessible web server with a "hot fail-over" to a web server located in the Western United States.

3. Networking Environment

There is a VPN to two geographically separate sites and a fail-over through a broadband connection from a local live server to a warm server in another datacenter located in totally different geographical locations.

Scope:

In moving to a cloud-computing environment, The Philadelphia Parking Authority (the "Authority") has the following goals:

- 1) To utilize Infrastructure as a Service
- 2) To mirror data across multiple datacenters in the United States – for fail-over purposes
- 3) To utilize Platform as a Service
- 4) To utilize Database as a Service
- 5) To scale applications dynamically according to organizational needs
- 6) To recover from failure dynamically whether from the local datacenter or the fail-over datacenter
- 7) To provide for a regular back-up of both the server environment and the data
- 8) To have a fail-over datacenter that is located in another geographic location whose source of power is generated from a different power grid. This grid must be located far enough away to ensure that it will not be affected by any major or cataclysmic occurrence that may happen where the local datacenter resides.
- 9) To have a Cloud based system with managed services that are maintained 24 hours, seven days per week.

Registration:

Interested parties are required to register for participation in the RFI by emailing Mary Wheeler at mwheeler@philapark.org prior to downloading the documents. Registration shall include contact name, firm name, email address, telephone number and firm address. Only those firms who are registered will receive addenda that are issued.

The Philadelphia Parking Authority will adhere to the following schedule:

Activity	Date
Opportunity posted	Friday, March 31, 2017
Question Deadline	Friday, April 14, 2017 at 2:00 PM
Response submission deadline	Friday, April 28, 2017 at 2:00 PM

All proposals must be presented with one (1) original and six (6) copies, individually numbered, and an electronic version consisting of one PDF file no later than **2:00 PM (EST) on Friday, April 28, 2017** the address below:

The Philadelphia Parking Authority
701 Market Street, Suite 5400
Philadelphia, Pa 19106
Attn: Mary Wheeler
Manager of Contract Administration

Proposals must be sealed and delivered via certified mail, return receipt requested (to include commercial delivery services) or by hand-delivery. Whether mailed or hand-delivered, all envelopes must display the vendor name and must be boldly and clearly marked (not typewritten) **“Cloud Hosting and Managed Solutions- RFI No. 17-04”**.

The Authority may request additional information, clarification or presentations from any of the vendors who submit a response to the RFI after the initial review is complete.

Questions Regarding this RFI:

Questions regarding this RFI are to be submitted by email only to Mary Wheeler at mwheeler@philapark.org. Questions must be submitted no later than **2:00 PM (EST) on Friday April 14, 2017**. All questions received by this date and time will be answered appropriately. **The subject title of such emails should read, “RFI No. 17-04 – Cloud Hosting and Managed Services.”** Questions emailed by respondents, and any additional information that the Authority provides in response to such questions will be emailed in addendum form to all of registered respondents. Such distribution will also include the posting on the Authority’s website.

Response Content:

Responses are to follow the following tabbed format:

A. Cover Letter

Please include a signed cover letter of no more than one page indicating the name, title, location, telephone number, and email address of the party responsible for responding to this RFI.

B. *Qualifications of the Vendor*

1. Provide a brief overview of company.
2. All vendors must provide documentation of their stability and ability to support the General Requirements in the RFI.
 - Documentation of longevity in the business
 - Documentation of financial stability
 - Records of satisfactory performance
 - Effective and efficient methods to respond to faults and failures within the system
 - Availability of a Project Team committed to the assignment
 - Proven ability to provide the type of technology for a company this size
 - Proven records of performance and completion schedules
 - Interest and knowledge in new technology conducive to this RFI
 - Training modules with varying levels of instruction

C. *Proposed Solution*

The proposed solution must provide for a secure connectivity between the service provider and selected Authority locations. Respondent shall provide specific locations of call centers and data centers that would be available to the Authority. Also, there must be a fail-over system with separate power grids.

As experts in your field, we are also open any new and innovative ideas that you may feel are not contained in our current environment, along with any ideas as to infrastructure, design, resources and technology.

D. *Additional Information*

Any additional information not specifically requested, but which the respondent deems important and relevant may also be submitted.

E. *Experience*

Discuss the respondents relevant experience both in the private and public sector the over the past five years. Also, identify locations where your proposed solution is currently in use. Provide contact names, email addresses, mailing addresses, and phone numbers of three references. These references should include customers who are using similar products as are requested in this RFI. The Authority reserves the right to request additional reference information after responses are received if necessary.

Philadelphia Parking Authority Policies and Reservation of Rights

- Joint responses will not be accepted.
- The cost for developing a response to the RFI is entirely the obligation of the proposer and shall not be charged in any manner to the Authority.
- Oral communications from the Authority personnel or other persons shall not be binding and shall in no way materially modify the provisions of the RFI.
- While documents exchanged by or with the Authority or its agents during this process may be protected from public release by certain terms of Pennsylvania's Right to Know Law (65 P.S. §§67.101–67.3104), Pennsylvania's Procurement Code, or other laws, all proposers in the instant process are advised to review such disclosure issues. Any proprietary information shall be marked as proprietary on each relevant page of the response.
- The Authority encourages submissions by minority, woman, and disabled owned firms ("MWDBE"). The Authority requires that any firm selected to participate as an executive search firm agree not to discriminate nor permit discrimination against any person because of race, color, religion, national origin, or sexual orientation. In the event of such discrimination, the Authority reserves the right to terminate the firm's appointment to the issue.

**The Philadelphia Parking Authority
Request for Information Form
Cloud Hosting and Managed Services**

Question:	Response:
Company Name:	
Company Address:	
Company Web Page:	
Main Produce/Service	
Ownership Structure with ownership Status in percentage	
Structure of mother corporation, joint ventures, subsidiaries, partnerships or other relevant relations	
Number of year in business	
Company location(s)	
Environmental Management Systems(s)	
Quality Management System(s)	
Describe your business Continuity Management	
Total Number of Employees:	
Production	
R&D	
Marketing & Sales	
Quality Control	
Financial Information:	
Previous year gross margin	
Previous year profit	
Stock Markets where company is listed	
Disadvantaged Business Participation	
Anticipated Capacity conditions within 12 months	
Conditions in the RFI that cannot be met	

(Additional Pages may be attached as needed)