



# **Request for Quote for Off-site Data Center Hardware**

**Date of Release: January 10<sup>th</sup>, 2019**

# Table of Contents

- 1. General Information ..... 2
  - 1.1. Request for Quote (RFQ) Objective ..... 2
  - 1.2. ERCOT Background..... 2
  - 1.3. Administrative Information ..... 2
- 2. Information and Requirements ..... 4
  - 2.1. General Information ..... 4
  - 2.2. General Requirements ..... 5
- 3. Appendices ..... 6
  - 3.1. Appendix A – Request for Quote Pricing Sheet..... 6
  - 3.2. Appendix B – NetApp Support ..... 7
  - 3.3. Appendix C – Cisco Support ..... 8
  - 3.4. Appendix D – IBM Support..... 8

# 1. General Information

## 1.1. Request for Quote (RFQ) Objective

The purpose of this Request for Quote (RFQ) is to invite suppliers to submit quotes for the procurement of Data Center Hardware for ERCOT's supplier in San Jose, CA. Hardware will either be shipped direct to San Jose, CA or to ERCOT in Taylor, TX. This is to be determined.

## 1.2. ERCOT Background

### 1.2.1. Overview of Electric Reliability Council of Texas, Inc.

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to 24 million Texas customers, representing about 90 percent of the state's electric load. As the independent system operator for the region, ERCOT schedules power on an electric grid that connects more than 46,500 miles of transmission lines and 570+ generation units. ERCOT also performs financial settlement for the competitive wholesale bulk-power market and administers retail switching for 7 million premises in competitive choice areas. ERCOT is a membership-based 501(c)(4) nonprofit corporation, governed by a board of directors and subject to oversight by the Public Utility Commission of Texas and the Texas Legislature. Additional information about ERCOT can be found at <http://www.ercot.com/>.

## 1.3. Administrative Information

### 1.3.1. How Respond to This RFQ

Responses to this solicitation will be in the form of a quote according to the format described in this RFQ.

The title of this RFQ is: Off-site Data Center Hardware. The Quote Deadline is: Wednesday, January 23<sup>rd</sup>.

### 1.3.2. ERCOT Point of Contact

The sole point of contact for inquiries concerning this RFQ is:

Lisa Sanchez  
2705 West Lake Drive  
Taylor, Texas 76574  
(512) 248-6544  
lisa.sanchez@ercot.com

### 1.3.3. How to Deliver the Quote

All quotes must be emailed to the ERCOT Contact Person at:  
lisa.sanchez@ercot.com

### 1.3.4. Key Activities and Dates

Key activities and tentative dates for this RFQ are presented below:

<b>Procurement Timeline</b>	
<b>RFQ Release</b>	<b>Thursday, January 10, 2019</b>
<b>Quote Deadline</b>	<b>Wednesday, January 23, 2019</b>
<b>Respondent Selected/PO Issued</b>	<b>January/February 2019</b>
<b>Hardware delivered by</b>	<b>Friday, March 1, 2019</b>

## 2. Information and Requirements

### 2.1. General Information

1. ERCOT reserves the right to amend this RFQ at any time prior to the specified due date for quotes (“Quote Deadline”).
2. At any time prior to the Quote Deadline, a respondent may withdraw its submitted quote by submitting an email with a signed request for withdrawal to the ERCOT RFQ Contact.
3. ERCOT reserves the right to reject any quote, to reject all quotes, to accept any portion of a quote, or to accept all quotes if deemed in the best interest of ERCOT to do so. ERCOT also reserves the right to accept informalities and minor irregularities in quotes received.
4. ERCOT reserves the right to cancel this Request for Quote at any time, without penalty.
5. All respondents submitting quotes shall keep their quotes open for acceptance by ERCOT for a period of 120 days, unless otherwise noted.
6. All materials submitted regarding this RFQ become the property of ERCOT and will only be returned to the respondent at ERCOT’s option.
7. Any restrictions on the disclosure or use of data and materials contained within a quote must be clearly stated in the quote itself with the indication of enclosed proprietary information as stated in this paragraph. If proprietary information is submitted, it must be placed in a separate, sealed envelope with the following information clearly and conspicuously marked: “Proprietary Information Enclosed” RFQ Name, Quote Deadline.
8. No oral or written statements made by ERCOT personnel shall be considered addenda to this RFQ unless the statement is confirmed in writing and identified as a written addendum to this RFQ by the ERCOT Procurement RFQ Contact Person.
9. ERCOT reserves the right to seek quote clarification from any respondent to assist in making decisions.
10. All quotes submitted shall contain enough detail to allow for ERCOT evaluation. Vague or incomplete quotes may be rejected.
11. Respondents shall not contact any ERCOT agent, employee, officer, or director (except for the ERCOT RFQ Contact) regarding this RFQ or related services. Violators of this rule may be disqualified.
12. News releases pertaining to this procurement or any part of the subject shall not be made without prior written approval of an authorized ERCOT employee.
13. Respondents may not use the ERCOT name, logo, or any other reference to ERCOT, outside of this quote, without prior written approval by an authorized ERCOT employee.
14. ERCOT shall not be liable for any cost incurred by respondents prior to completion of a fully-signed agreement or issuance of a purchase order. Any cost incurred by respondent in the preparation of the quote will be borne by the respondent.
15. ERCOT will evaluate quotes and consider cost, reliability, quality of service, and other factors. Contracts/Purchase Order(s) will be awarded to the respondent whose final quote will be the most advantageous to ERCOT. Due to the evaluation procedure for the Request for Quote, lowest dollar price MAY or MAY NOT indicate the successful awardee. Price constitutes only one of several evaluation criteria.

16. Complete payment by ERCOT will be made ONLY after specifications are met and services are accepted by ERCOT. Alternate payment quotes will be reviewed and evaluated by the ERCOT Procurement Department and Accounts Payable Department.
17. A respondent may submit any additional information or data not requested in this RFQ (which the respondent believes should be considered in the evaluation of a response) by including in its quote a separate section entitled “Additional RFQ Bid/Quote Information.”
18. Upon review and approval of the evaluation committee’s recommendation for award, the ERCOT Contact will issue a “Notice of Proposed Award” to a respondent. All other respondents may be notified that an award has been made, but ERCOT does not commit to giving specific feedback to individual respondents.

## 2.2. General Requirements

1. All Hardware for this order will be shipped to either ERCOT in Taylor, TX or to ERCOT’s supplier in San Jose, CA. Respondents to provide cost for both options.
2. A separate Request for Proposal (RFP) will be issued for Implementation and Managed Services.
3. This order is to include five (5) year hardware and software maintenance.
  - a. NetApp support should be quoted as shown in Appendix B – NetApp Support.
  - b. Cisco Support should be quoted as shown in Appendix C – Cisco Support.
  - c. IBM Support should be quoted as shown in Appendix D – IBM Support.
4. Except for current ERCOT suppliers who have an active Master Agreement with ERCOT or who have completed the Vendor Information Form (VIF) within the last six months, all Respondents must complete a Supplier Vendor Information Form and Non-Disclosure Agreement (NDA) along with the quote and provide it to the person identified in the form itself when submitting notice of intent to bid. All required vendor forms are located at [www.ercot.com/about/procurement](http://www.ercot.com/about/procurement).
5. Before entering into a contract with ERCOT, respondent must become a qualified vendor. The qualification process may require that Respondent provide information demonstrating respondent’s financial and commercial viability. In the event respondent’s staff requires unescorted access to ERCOT facilities, they will be required to undergo identity verification, a background check including a criminal history report, and drug testing.
6. Respondent agrees to accept the ERCOT terms and conditions.
7. This RFQ may contain information that is confidential and proprietary. Respondent may not use the information contained herein for any purposes other than the preparation of a response to this RFQ. Confidential or proprietary information provided by respondent (and marked as such in accordance with the rules of this RFQ) will be handled as confidential by ERCOT and all project team members assisting in the evaluation process.

### 3. Appendices

#### 3.1. Appendix A – Request for Quote Pricing Sheet

LINE #	QTY	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1	1	Net App Storage: AFF200 2-Node HA-Pair 24x960SSD 32.1 Effective TB 74K IOPS		
2	1	5 Years of NetApp hardware and software Support – See Appendix B – NetApp Support		
3	3	Cisco X86 Servers: B200 M5 with 2 x 2.7 GHz 8168/205W 24C/33MB Cache/DDR4 2666MHz 144 Total Cores 512GB RAM Per Server		
4	3	5 Years of Cisco hardware and software Support – See Appendix C – Cisco Support		
5	1	Cisco Network - 1 x Nexus 5672 UP		
6		5 Years of Cisco hardware and software Support – See Appendix C – Cisco Support		
7	1	Cisco MDS - 1 x MDS9148		
8		5 Years of Cisco hardware and software Support – See Appendix C – Cisco Support		
9	2	Cisco Fabric Interconnect - 2 x 6248 Fabric Interconnect		
10	2	5 Years of Cisco hardware and software Support – See Appendix C – Cisco Support		
11	1	Cisco Chassis - 1 x UCS 5108		
12		5 Years of Cisco hardware and software Support – See Appendix C – Cisco Support		
13	2	Cisco Fabric Extender - 2 x 2204XP		
14	2	5 Years of Cisco hardware and software Support – See Appendix C – Cisco Support		
15	1	IBM AIX Servers: S924 16 Core 768GB RAM 1ea SAS Backplane EJ1C Twelve SFF-3 bays with an optional split card 1ea EJ1E Split backplane for EJ1C 8ea DASD ESNR 600 GB 15K RPM SAS SFF-2 4k Block Cached Disk Drive 2ea Network EN15 PCIe3 4-port 10 GbE SR Adapter 2ea Storage EN0A PCIe3 16 Gb 2-port Fibre Channel Adapter		

16	1	5 Years of IBM hardware and software Support – See Appendix D – IBM Support		
		<b>Shipping and Sales Tax Cost to California (if any)</b>		
		<b>Shipping Cost to Texas (if any). Tax exempt</b>		
		<b>TOTAL</b>	\$ -	
		<b>CONFIRM ALL HARDWARE CAN BE RECEIVED BY MARCH 1, 2019 (if not, include detail information)</b>		

**THIS IS NOT AN ORDER**

### 3.2 Appendix B – NetApp Support

Please quote 5 years of 24 Hour, 7 Days a week, 4 hour response, hardware and software support for all of the NetApp equipment. The following should be used as a guideline:

SUPPORT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SUPPORTEDGE STANDARD
Target Response Objective for Remote Technical Support	Technical Support provides a response by remote means.	Initial technical response objective from time of customer contact, based on priority level and availability of local language support: <ul style="list-style-type: none"> <li>• Priority 1: 30 minutes; on a 24/7 basis</li> <li>• Priority 2: 2 hours; on a 24/7 basis</li> <li>• Priority 3: 8 hours; on a 24/7 basis</li> <li>• Priority 4: 24 hours; on a 24/7 basis</li> </ul>
NetApp Unified Support	During the course of troubleshooting a support issue related to NetApp, if NetApp determines the problem resides with a third-party product, then, upon request, NetApp will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier. To the extent it can, NetApp will assist the third-party supplier in its response and resolution of the customer’s case. If the customer elects to open a case directly with the third-party supplier, upon request, NetApp will provide relevant case information to the third-party supplier.	Included for NetApp hardware and software.



Replacement Parts Delivery Target Response Objective	NetApp delivers replacement parts within the target response objective.	Included. Response objectives available for purchase are as follows: <ul style="list-style-type: none"> <li>• 2 hours; on a 24/7 basis</li> <li>• 4 hours; on a 24/7 basis</li> <li>• Next business day Note: Replacement parts will be shipped to customer for next local business day arrival. Local country shipment cutoff times may affect target response objective timing.</li> </ul>
Replacement Parts Installation	Installation of parts that are delivered by NetApp.	Installation of all replacement parts performed by NetApp.
On-Site Support	NetApp sends authorized engineers to installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary	Included for NetApp hardware and software purchased.

Reference: <https://www.netapp.com/us/media/supportededge-premium-product-description.pdf>

### 3.3 Appendix C – Cisco Support

Please quote 5 years of 24 Hour, 7 Days a week, 4 hour response hardware and software support for all of the Cisco equipment. The following should be used as a guideline:

#### Cisco SMARTnet Service:

Highlights of features:

Cisco SMARTnet Service for Cisco UCS This offer (“SMARTnet for UCS”) replaces the UCS Support and Warranty Services Program and is a service built on five pillars of SMARTnet service:

- Direct access 24 hours a day, 365 days a year to specialized engineers in the Cisco Technical Assistance Center (TAC)
- Extensive self-help support through Cisco’s online knowledge base, communities, resources, and tools
- Smart, proactive diagnostics and immediate alerts for devices enabled with the Smart Call Home feature
- Ongoing software updates, including both minor and major releases within your licensed feature set
- Hardware replacement options, including 2-hour, 4-hour, and next-business-day (NBD)

Reference: [https://www.cisco.com/en/US/services/ps2827/SMARTnet\\_for\\_UCS.pdf](https://www.cisco.com/en/US/services/ps2827/SMARTnet_for_UCS.pdf)

### 3.4 Appendix D – IBM Support

Please quote 5 years of 24 Hour, 7 Days a week, 4 hour response hardware and software support for all of the IBM equipment. The following should be used as a guideline:

#### IBM Warranty Services:

Highlights of features:

- Warranty Service Levels
- 24x7 with four hour service objective

Reference: <https://public.dhe.ibm.com/common/ssi/ecm/po/en/pob03046usen/systems-hardware-power-systems-po-brochure-pob03046usen-20180129.pdf>