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**RFP 17-487**  
**Disaster Recovery as a Service (DRaaS)**

*Executive Summary*

**Introduction**

Based on a careful evaluation of how well each of the 5 possible choices could meet the 6 major criteria considered, CenturyLink appears to be the best choice.

The 5 choices considered were:

- CenturyLink
- Peak 10
- Konica Minolta
- Consolidated Data Storage
- Weems Design Studio

The criteria used to evaluate the options and their weights were:

- Ability to Execute (25%)
- Discovery and Implementation (25%)
- Operations (15%)
- Power7 (15%)
- Cost (10%)
- Security and Auditing (10%)

Of all of the choices considered, 3 were considered to be leading candidates. These "top options" were:

- CenturyLink
- Peak 10
- Konica Minolta

*Cost* was the most significant factor leading to the choice of CenturyLink over Peak 10. *Ability to Execute* was the most significant factor leading to the choice of CenturyLink over Konica Minolta.

## Evaluation

The question of "Disaster Recovery as a Service" was evaluated by means of a decision table.

	Ability to Execute								
		Discovery and Implementation			Power7	Cost	Security and Auditing		
		Operations							Summary
CenturyLink	5.80	6.75	7.51	7.00	5.51	7.00	6.57		
Peak 10	5.00	6.75	7.00	7.00	0.06	7.00	5.74		
Konica Minolta	3.40	5.75	7.00	8.33	1.40	7.00	5.43		
Consolidated Data Storage	7.00	6.75	7.00	0.00	3.61	7.00	6.53		
Weems Design Studio	1.00	5.75	7.00	0.00	2.89	7.00	4.38		

*Decision Table for Disaster Recovery as a Service*

Alternative choices considered are listed down the left side of the table. The criteria used to evaluate the various options are listed along the top. Initially entered in no particular order, both the choices and the criteria were then repositioned according to importance of criteria and effectiveness of individual choices in meeting them.

As criteria are evaluated and weights assigned according to which factors are considered to be most significant, the factors are sorted from left to right in order of importance (i.e., the factor considered by the decision maker to be most significant in meeting overall needs ends up in the leftmost position).

Similarly, as choices are evaluated according to effectiveness in meeting criteria, the best choices migrate to the top of the list. When the process is complete, the best choice should emerge at the top.

As selection alternatives and the criteria to be used in evaluating them are entered into the table, weights are assigned to each of the evaluation factors so that they are ranked in order of their importance in fulfilling the overall task.

## Discussion of Requirements

The Evaluation Committee discussed the relative importance of all of the criteria. Since Disaster Recovery is such a critical function, *Ability to Execute* rose to the top. If a provider cannot execute the plan when a disaster is declared, the service is of no use.

Discovery and Implementation goes hand in hand with *Ability to Execute*. Unless the DRaaS solution is based on good data and set up properly, there is little hope for a successful outcome in the event of a disaster.

Cost fell to the bottom of the list.

## The Top Choices

The decision-making process has identified 3 of the choices as "top options." They were:

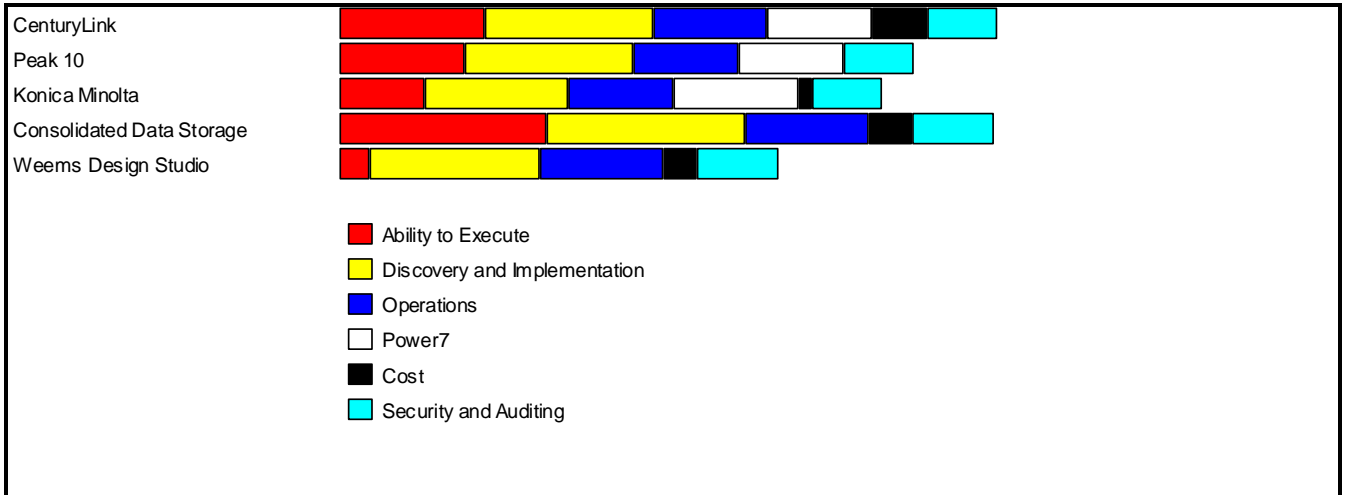
CenturyLink  
Peak 10  
Konica Minolta

Consolidated Data Storage would have been considered a "top option" except for a fatal flaw (judged to have failed in meeting one of the criteria which will be explained later on page 13) and is therefore classified as a "failure." Had they not failed to meet one of the criteria, this additional choice would have been considered to be among the "top options":

Consolidated Data Storage

## Comparisons among Choices

Relative strengths of the various choices in each of the factors is illustrated in the following graph:



*Relative Strengths*

### CenturyLink versus Peak 10

CenturyLink was considered to be a better choice than Peak 10 in 3 of the 6 criteria considered. Of these, the critical factor was:

*Cost*

The reason CenturyLink received a rating of *Excellent* for *Cost* was: CenturyLink proposed the lowest cost solution. Peak 10 had the highest price solution.

### Peak 10 versus Konica Minolta

Peak 10 was considered to be a better choice than Konica Minolta in 2 of the 6 criteria considered. Of these, the critical factor was:

*Ability to Execute*

The reason Peak 10 received a rating of *Fair* for *Ability to Execute* was: Peak 10 lacked experience with large educational institutions and did not provide information on their disaster declaration management experience.

## **Discussion of Options**

### **CenturyLink**

CenturyLink was judged *Good* in the matter of *Operations*. CenturyLink excelled in the area of *Operations* because of the way they will handle Active Directory and their data storage and replication process.

CenturyLink was judged *Excellent* in the matter of *Cost*. CenturyLink proposed the lowest cost solution.

### **Peak 10**

Peak 10 was judged *Fair* in the matter of *Ability to Execute*. Peak 10 lacked experience with large educational institutions and did not provide information on their disaster declaration management experience.

Peak 10 was judged *Poor* in the area of *Cost*. Peak 10 had the highest price solution.

### **Konica Minolta**

Konica Minolta was judged *Fair* in the matter of *Ability to Execute*. Konica Minolta was found deficient in 4 of the 5 criteria in the area of *Ability to Execute*.

Konica Minolta was judged *Good* in the matter of *Discovery and Implementation*, but did not address the discovery process in their proposal.

Konica Minolta was judged *Excellent* in the matter of *Power7*. Its proposal to provide a Power7 "Warm Site" set it above the rest.

### **Consolidated Data Storage**

Consolidated Data Storage was judged *Good* in the matter of *Ability to Execute*, it met all *Ability to Execute* Requirements.

Consolidated Data Storage was judged *Fails* in the matter of *Power7* because it failed to provide a Power7 DRaaS solution.

### **Weems Design Studio**

Weems Design Studio was judged *Poor* in the matter of *Ability to Execute*. It has no experience in the DRaaS space. The Evaluation Committee decided this is a major deficiency in its *Ability to Execute*.

Weems Design Studio was judged *Good* in the matter of *Discovery and Implementation*, but did not address the discovery process in their proposal.

Weems Design Studio was judged *Fails* in the matter of *Power7*. It failed to provide a Power7 DRaaS solution.

## **Conclusion**

After a careful evaluation of each option, CenturyLink appears to be the best provider of Disaster Recovery as a Service.

## Attachment A: Ability to Execute

The criteria used to evaluate on *Ability to Execute* and their weights were:

- Experience with 200+ Server Organizations (30%)
- Providers References (30%)
- Disaster Declaration Management Experience (20%)
- Providers Hybrid Percentage (10%)
- Providers Installed Base (10%)

Experience with 200+ server organizations is an indication of a providers experience with large clients such as DeKalb County School District (DCSD). Consolidated Data Storage, CenturyLink and Peak 10 all met this requirement earning them a score of 7.00. Konika Minolta had minimal experience earning it a 3.00.

The Evaluation Committee was looking for experience with large educational institutions under References. Only Consolidated Data Storage met the basic requirement set in the RFP earning it a 7.00. CenturyLink, Konika Minolta and Peak 10 earned scores of 3.00.

Providing DRaaS and coming through when a disaster occurs are different things. *Disaster Declaration Management Experience* was intended to measure the latter. In their responses CenturyLink and Consolidated Data Storage demonstrated that they have this experience earning them a score of 7.00. Peak 10 and Konika Minolta did not demonstrate this experience to the satisfaction of the committee earning them a score of 3.00.

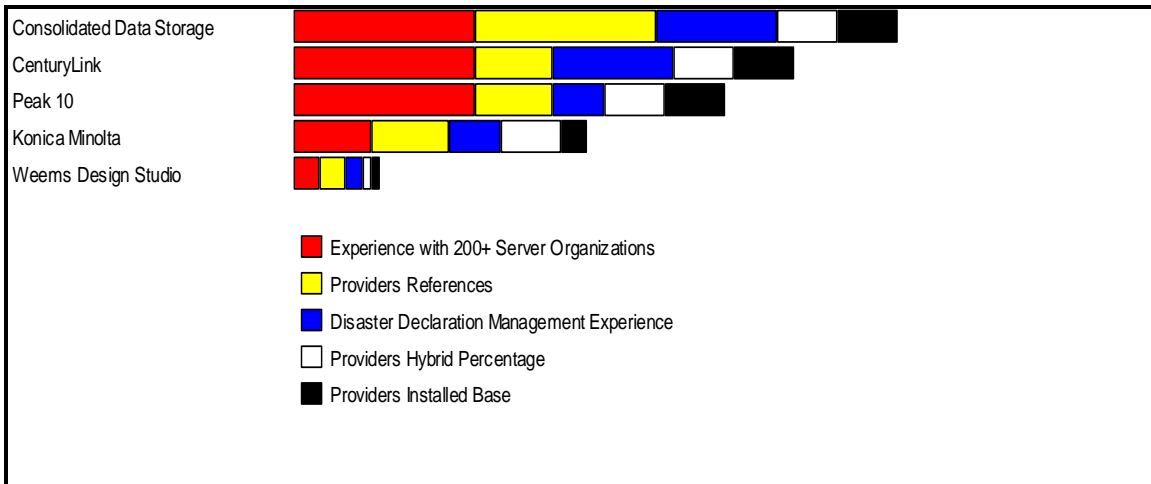
Providers *Hybrid Percentage* is a measure of the provider's experience with mixed server types; Physical Servers, Virtual Servers, Domain Controllers, SQL Servers, etc. CenturyLink, Consolidated Data Storage, Peak 10 and Konika Minolta all met this requirement earning them 7.00.

Providers *Installed Base* is a measure of the provider's overall size in the DRaaS space. CenturyLink, Consolidated Data Storage and Peak 10 all met the requirements earning them scores of 7.00. Although Konika Minolta is a very large company, the committee thought their presence in the DRaaS space was lacking in this area earning them a score of 3.00.

Weems Design Studio has no experience in the DRaaS space, relying instead on a subcontractor. For all other areas their proposal was based on the qualifications of the subcontractor, but in this very important category of *Ability to Execute* the committee decided to evaluate on Weems' credentials earning them the minimum 1.00 score across all criteria.

	Experience with 200+ Server Organizations					
		Providers References				
			Disaster Declaration Management Experience			
				Providers Hybrid Percentage		
				Providers Installed Base	Summary	
Consolidated Data Storage	7.00	7.00	7.00	7.00	7.00	7.00
CenturyLink	7.00	3.00	7.00	7.00	7.00	5.80
Peak 10	7.00	3.00	3.00	7.00	7.00	5.00
Konica Minolta	3.00	3.00	3.00	7.00	3.00	3.40
Weems Design Studio	1.00	1.00	1.00	1.00	1.00	1.00

*Decision Table for Ability to Execute*



*Relative Strengths*

## Conclusion

After a careful evaluation of each option, Consolidated Data Storage appears to be the best choice in the area of *Ability to Execute*.

## Attachment B: Discovery and Implementation

Seven (7) criteria were used to evaluate the respondents in the category of Discovery and Implementation. The criteria used to evaluate the options and their weights were:

### Implementation

Initial Data Transfer Process (25%)

Project Management (25%)

### Discovery

Application Process Analysis (10%)

Data Center Configuration Analysis (10%)

Data Network Analysis (10%)

Data Storage and Replication Analysis (10%)

Logical Data Connections Analysis (10%)

	Initial Data Transfer Process	Project Management	Application Process Analysis	Data Center Configuration Analysis	Data Network Analysis	Data Storage and Replication Analysis	Logical Data Connections Analysis	Summary
CenturyLink	6.00	7.00	7.00	7.00	7.00	7.00	7.00	6.75
Consolidated Data Storage	6.00	7.00	7.00	7.00	7.00	7.00	7.00	6.75
Peak 10	6.00	7.00	7.00	7.00	7.00	7.00	7.00	6.75
Konica Minolta	6.00	7.00	5.00	5.00	5.00	5.00	5.00	5.75
Weems Design Studio	6.00	7.00	5.00	5.00	5.00	5.00	5.00	5.75

*Decision Table for Discovery and Implementation*

### Discussion of Requirements

All Respondents satisfied the Project Management requirements earning them a score of 7.00.

All respondents proposed using DCSD’s internet connection for the initial data transfer. There was concern among the Evaluation Team over the impact of this transfer on the performance of the DCSD network. Since none of the respondents discussed measures to mitigate this impact the team decided to give all respondents a score of 6.00.

Century Link, Consolidated Data Storage and Peak 10 all satisfied the Discovery requirements earning these companies a score of 7.00. Konika Minolta and Weems Design Studio did not address the Discovery Process in their responses earning them both a score of 5.00.

**Conclusion**

After a careful evaluation of each option, CenturyLink, Consolidated Data Storage and Peak 10 are the best choices in the area of Discovery and Implementation.

## Attachment C: Operations

In the area of Operations there was one criteria that the Evaluation Committee considered to be so important that it should be evaluated on a Pass / Fail basis. That criteria is Managed Service vs. Self Service. DCSD is looking for a complete Turn Key Solution. All respondents passed this test.

The criteria used to evaluate in the area of Operations and their weights are:

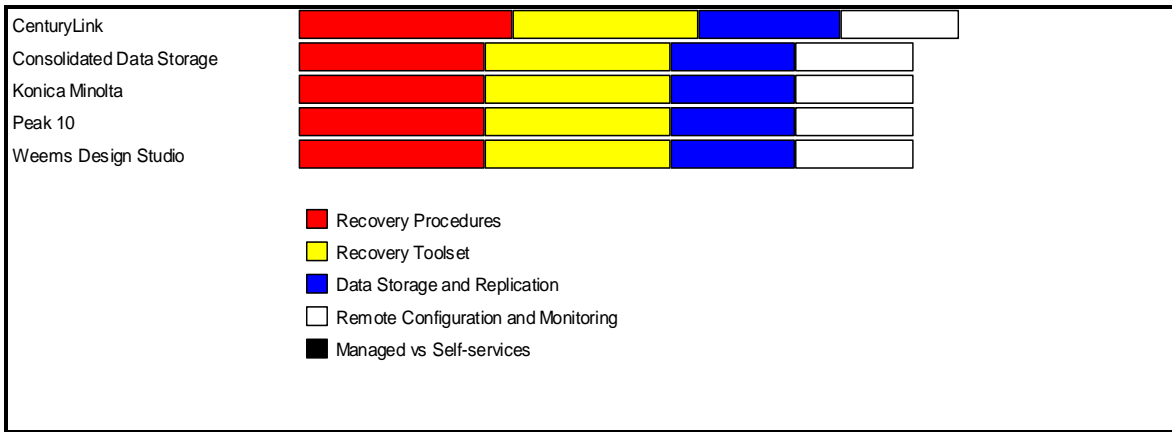
- Managed vs Self-Service (1%) Pass / Fail
- Recovery Procedures (30%)
- Recovery Toolset (30)
- Data Storage and Replication (20%)
- Remote Configuration and Monitoring (19%)

The evaluation Committee was impressed with CenturyLink’s proposal in the area of Operations. Of particular note was their detailed discussion of how they would handle Active Directory, the foundation of DCSD’s network, user, and server infrastructure. CenturyLink proposed creating an Active Directory Site at their facilities with an always on Domain Controller and always on VPN connection to the Dekalb Network. This head start in Recovery Procedures earned CenturyLink a score of 8.00 in this criteria. CenturyLink’s proposal to use VMware’s vCloud platform which simplifies the Data Storage and Replication process earned it an additional point in the criteria of Data Storage and Replication.

Consolidated Data Storage, Konika Minolta, Peak 10 and Weems Design Studio all met the Operations requirements earning these companies scores of 7.00 in all of the criteria.

	Recovery Procedures					
		Recovery Toolset				
			Data Storage and Replication			
				Remote Configuration and Monitoring		
				Managed vs Self-services		
				Summary		
CenturyLink	8.00	7.00	8.00	7.00	Pass	7.51
Consolidated Data Storage	7.00	7.00	7.00	7.00	Pass	7.00
Konica Minolta	7.00	7.00	7.00	7.00	Pass	7.00
Peak 10	7.00	7.00	7.00	7.00	Pass	7.00
Weems Design Studio	7.00	7.00	7.00	7.00	Pass	7.00

*Decision Table for Operations*



*Relative Strengths*

### **Conclusion**

After a careful evaluation of each option, CenturyLink appears to be the best choice in the area of Operations.

## Attachment D: Power7 DRaaS Solution

The IBM Power7 system that runs many of the district’s main accounting and HR software is unique among all of the servers so the Evaluation Committee decided it should be evaluated separately. There was one critical element that warranted a Pass / Fail evaluation. The committee thought that the Power7 DRaaS solution should not be outsourced unless it was outsourced to IBM. If a provider indicated that it would operate its own Power7 or if it was outsourcing to IBM then it would Pass. If not, it would Fail. Because this was a Pass / Fail requirement a weight of 1% was used for this criteria. Failure in this one criteria then earned failure in all criteria.

The criteria used to evaluate the choices, and their weightings, were:

- Own Power7 or Outsourced to IBM – (1%) Pass / Fail
- Data Replication – 33%
- Recovery Point Objective – 33%
- Recovery Time Objective – 33%

	Data Replication					
		Recovery Point Objective			Own Power7 or Outsourced to IBM	Summary
		Recovery Time Objective				
Konica Minolta	9.00	8.00	8.00	Pass	8.33	
CenturyLink	7.00	7.00	7.00	Pass	7.00	
Peak 10	7.00	7.00	7.00	Pass	7.00	
Consolidated Data Storage	0.00	0.00	0.00	Fails	0.00	
Weems Design Studio	0.00	0.00	0.00	Fails	0.00	

*Decision Table for Power7 DRaaS Solution*

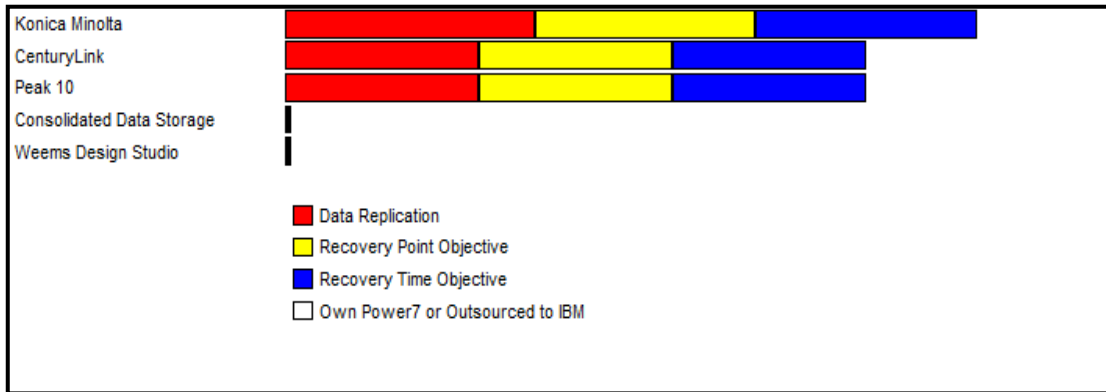
### Discussion of Options

Konica Minolta is offering a Power7 warm site with heartbeat to heartbeat replication, producing a virtual instantaneous Recovery Time Objective and Recovery Point Objective. This exceeds DCSD's expectations earning Konica Minolta additional points.

CenturyLink and Peak 10 met all of DCSD’s expectations.

Consolidated Data Storage failed the Power7 requirement because it made no mention of their Power7 DRaaS solution. This was a critical component of the RFP. The lack of a Power7 solution automatically disqualifies this proposal.

Weems Design Studio failed the Power7 requirement because it also made no mention of their Power7 DRaaS solution. Again, this was a critical component of the RFP. The lack of a Power7 solution automatically disqualifies this proposal.



*Relative Strengths*

### **Conclusion**

After a careful evaluation of each option, Konica Minolta appears to be the best choice in the area of Power7 DRaaS Solution.

## Attachment E: Anticipated Annual Cost

The Evaluation Team decided to evaluate the category of Cost by comparing the Anticipated Annual Cost of each proposal. Respondents were asked to provide a complete package cost as well as an array of individual costs. If the complete package cost proposed all of the services required in the RFP, then that was the cost used in the calculations. If adjustments needed to be made, then the individual costs would be factored in to create a cost figure that would include all required services. Costs were entered into a decision table to produce a numeric score that was entered into the overall decision table.

	Anticipated Annual Cost	
		Summary
CenturyLink	727620	5.51
Consolidated Data Storage	1035000	3.61
Weems Design Studio	1152064	2.89
Konica Minolta	1370964	1.54
Peak 10	1609644	0.06

*Decision Table for Cost*

### Cost Calculations

CenturyLink's Anticipated Annual Cost was calculated using their Complete Packaged Pricing bid of \$60,635.00 per month x 12 months.

Consolidated Data Storage's Anticipated Annual Cost was calculated using their Complete Packaged Pricing bid of \$86,250.00 per month x 12 months.

Weems Design Studio's Anticipated Annual Cost was calculated using their 3 Year Complete Packaged Pricing bid of \$3,456,193.48.00 ÷ 3 years.

Konika Minolta's Anticipated Annual Cost was calculated using their Complete Packaged Pricing bid of \$114,247.00 per month x 12 months.

Peak 10's Anticipated Annual Cost was calculated using their Complete Packaged Pricing bid of \$134,137.00 per month x 12 months. There was an additional Implementation Cost of \$195,450.00 that was not factored in to the evaluation.

### Conclusion

After a careful evaluation of each option, CenturyLink appears to be the best choice.