

## Disaster Recovery & Business Continuity Statement of Work

### 1. INTRODUCTION

The Contra Costa County Superior Court is seeking a qualified vendor to define, author, and implement a Business Continuity/Disaster Recovery ("BC / DR") Plan in two phases. In Phase 1, the Business Continuity Disaster Recovery Roadmap/ Plan will be created. Phase 2 involves taking the results from Phase 1 to implement the BC/ DR Plan. This procurement request is for Phase 1 only.

### 2. BACKGROUND INFORMATION

The Contra Costa County Superior Court has 350 employees based primarily in the following cities: Martinez, Richmond, Walnut Creek, Pittsburg, and Concord. The Court's workforce uses Dell desktops, Dell laptops and Microsoft Surface Pro tablets to connect to the Court's network. Some staff also use the Apple iPhone to access email.

The Court's Data Center is composed of both virtualized and physical servers. The virtual environment utilizes a Dell EqualLogic SAN for storage and VMWare. The physical servers are all in the Dell Server family. Cisco Networks switches, routers, and Fortinet firewalls are used to connect the Court's infrastructure.

### 3. OBJECTIVES

The required outcome of this procurement is a Business Continuity and Disaster Recovery plan that satisfies the requirements identified in the Discovery phase.

Discovery phase:

In the discovery phase the Vendor will:

- Identify critical business functions of the organizations within the Court.
- Identify tasks that comprise critical business functions.
- Assess the criticality of business applications / services and determine acceptable recovery times.
- Identify the assets used by the business units.
- Document the impact of an extended loss on the operations and key business functions.
- Determine immediate and extended-term system recovery requirements.
- Document "opportunities to mitigate risk" in all aspects of business continuity.

Vendor will conduct interviews face-to-face as the primary method of gathering data.

Vendor is responsible for any video conferencing tools, if used.

BC/ DR Plan preparation:

BC/ DR Plan will consist of administrative steps needed to declare a disaster, process flows indicating the sequences required to recover from a disaster, and the recovery procedures specific to the Court's business environment. The BC/ DR Plan will be designed to enable Court to survive a disaster and assure that critical functions can resume within the time frame defined by the Court. BC/ DR Plan will also include total effort required in resources, staff time, and capital to implement and maintain an effective BC/ DR Plan.

## Disaster Recovery & Business Continuity Statement of Work

### 4. DELIVERABLES

Deliverable for Phase 1 is a BC/ DR Plan, which includes the following:

- Report that ranks business functions by importance.
- Report that ranks business applications by importance and includes recovery time objectives (RTO) and recovery point objectives (RPO).
- Asset recovery by importance.
- Identified "opportunities to mitigate risk" which includes remediation time, specific products, and software / hardware and staff-hour costs estimates.
- The vendor should prepare and deliver an executive-level presentation of the BC/ DR Plan covering all aspects identified in the Discovery Phase.
- Any other deliverable jointly decided by the Vendor and the Court.
- Executive briefing.

### 5. QUALIFICATIONS

Vendors who have completed at least two BC/ DR Plan preparation and implementation projects in last five years for organizations of size comparable to the Court as on date of proposal submission will be preferred.

### 6. PROPOSAL FORMAT

To be considered, Vendor must submit a COMPLETE proposal in response to this procurement using the format specified. There should be no attachments, enclosures, or exhibits other than those required in the procurement or considered by the Vendor to be essential to a complete understanding of the proposal. Each section of the proposal should be clearly identified with appropriate headings.

The contents of the proposal should be as follows:

#### i. Business Organization and History

State the full name, address, and phone and facsimile number of your organization and, if applicable, the branch office or other subordinate element that will perform, or assist in performing, the work hereunder. Indicate whether it operates as an individual, partnership, or corporation; if as a corporation, include the state in which it is incorporated. If appropriate, the proposal must state whether the organization is licensed to operate in the State of California.

#### ii. Statement of the Problem

State in succinct terms your understanding of the problem(s) presented by this procurement.

#### iii. Technical Work Plans

- a. Narrative — Include a narrative summary description of the proposed effort and of the services(s) that will be delivered. Also indicate how your organization is best suited to provide the requested service.

## Disaster Recovery & Business Continuity Statement of Work

- b. Provide a detailed research outline and timelines for accomplishing the work. Include the challenges you expect during execution and how you will overcome them.

#### iv. Experience:

Describe the prior experience of your organization in last five years, which you consider relevant to the successful accomplishment of the project defined in this procurement. Include sufficient detail to demonstrate the relevance of such an experience. Proposals submitted should include descriptions of qualifying experience to include project descriptions, costs, and starting and completion dates of projects successfully completed; also include the name, address, and phone number of the responsible officials of two client organization for whom prior BC/ DR Plan projects have been completed. Court may contact them for reference check. The Court may evaluate the vendor's prior performance, and prior performance information may be a factor in the award decision.

#### v. Staffing:

Please provide names, qualification and experience of staff who would work in Phase 1 for providing the requested service.

#### vi. Fees and Payment Schedule:

Provide a fixed total fee for the services requested and a payment schedule. The fixed total fee should include all business-related travel expenses. Court will not make advance payments. Payments will be made against clearly identified deliverables.