

Request for Proposal (RFP)

1. Purpose of RFP

The purpose of these specifications is the procurement of dedicated Cloud hosting, virtual data center service to host LongHorn Bank's internal web applications and services for an initial period of five years. The purpose of this RFP process is to select Suppliers that will:

- Provide Clients with reliable and scalable Services, demonstrating value for money;
- Provide Clients excellent technical supports for web migration;
- Provide Clients responsive, timely customer and account management support;
- Reduce the costs of competitive procurement processes associated with the provision of services.

2. Organizational Background

LongHorn Bank (NYSE: LHB) is an American multinational banking and financial services company headquartered in Dallas, Texas. It was founded in 1903 by Mr. Jacobs Longhorn. LongHorn provides the wide range of banking services that include personal and business accounts, loan mortgages, merchant services, consumer credit cards with over 600 branches and over 1600 ATM's through a network present in 20 different states. As of January 2017, LongHorn has a total of \$60 billion in asset and is 35th largest bank holding company in the country. In February 1979, LongHorn Bank merged with ShortHorn Bank, making it one of largest private sector banking institutions in Texas. Over the next 7 months, LongHorn Bank are planning to revamp and migrate existing internal web applications and develop some new ones. Our team will help the bank in this migration project.

3. General Requirements

Our general requirements pertaining to cloud based services to host our web applications and web services can be categorized as follows.

i. Infrastructure as a Service (IaaS)

The infrastructure must be located within United States. The Supplier shall provide IaaS that meets the needs of Clients including but not limited to the following:

- A managed network, storage, server and virtualization layer with managed technology refresh cycle;
- Virtual machines, storage and bandwidth dynamically or on-demand, as required;
- A secure and 27/7 access to the servers
- Appropriate patch management.

ii. Platform as a Service(PaaS)

The supplier shall provide following services, but not limited to the following:

- Content Delivery Network(CDN) capabilities to provide load balanced delivery of content over web.
 - Domain Name Server Management for web applications
 - Database backup and restore
 - Scalable server storage capabilities
 - Elastic load balancing (ELB) capabilities
- iii. Disaster Recovery as a Service (DRaaS):*
The supplier must provide replication and hosting of physical or virtual servers in the event of a man-made or natural catastrophe and must ensure minimal downtime in such events.
- iv. Dev / Test Environment as a Service (DevOps)*
The supplier must provide flexible and fully configured development and testing environment across the web servers.
- v. Alert and Monitoring Services:*
The supplier must provide timely alerts and monitoring services for servers and server space. There must be a global status report page to monitor load and performance of the servers.
- vi. Virtual Desktops as a Service (VDaaS):*
The supplier must provide secure scalable virtual desktops for employees to access content from remote locations.
- vii. Security:*
The supplier shall have sufficient security measures in place at it premises.
- viii. Data Management:*
- Multi-tenant environment for databases servers
 - Time data backup

4. Hardware and software specifications

For the migration of the existing application LongHorn Banks require new cloud services setup. The vendor participating in the bid must make sure about the following hardware and software specifications: -

- Cloud Services must be secure
- Services must be within the budget of the project
- Each system must have unique login

- Hardware security protocols must be adhered
- Hardware and software vendor must provide 24*7 support
- All the database must have drill down approach to access lowest granularity
- All the back-end work flows must be properly integrated with the defined business rules
- All the application user must be trained to resolve basic application error
- All hardware must meet the power specifications
- Software should be compatible for both 32 and 64-bit hardware
- Legacy system, which is not migrated should be compatible with new system developed

5. Description of the RFP process

The RFP process will be started in the first Monday of December and will open for the vendors for one week. A helpline and e-mail will be provided to contact the administrators in case of any clarification for the requirements. The developer, solution architect and Business Analyst names must be provided by the vendor along with other document mentioned below while submitting the RFP. Deadline for submitting the documents will be Monday 5 PM. No document or RFP will be accepted after the deadline.

In case of any question, vendors can contact LongHorn IT team. After submitting the RFP, the panel will select the best bid. The panel will consist of senior executives of LongHorn Bank and IT professionals. The names of panel will not be disclosed due to obvious reasons. In case of any discrepancy in the bidding process is reported, the vendor is disqualified for the bid with immediate effect. The selection will be scored on the basis of certain parameters.

Each vendor will be scored and then top five vendors will be shortlisted. They will be notified and duration of a week will be provided to acknowledge the bid and submit the papers

Finally, the submitted bid will be evaluated and the result will be provided in 2 days. The final bid will be reviewed and result will be published on our website.

6. Statement of work and schedule information

6.1 Scope

The vendor will be responsible for the quoted price of project irrespective of any inflation in the hardware or software cost.

All the development must be done within the premise of the LongHorn Bank. Any violation of the policy will lead to termination of contract and penalty must be charged to the vendor.

The vendor must be responsible to ensure the quality of the hardware and software used for the development.

All the training material should be provided to the application user for any software or hardware issues

6.2 Location of work

The location of work will be the in-house development of the LongHorn Banks. Space for the development team will be provided by the LongHorn Bank.

6.2 Schedule

The project will commence in the first working day of January 2017. It is a 7-month project, so it will end around last week of July. During the last month of project, testing for the development is to be done by the Quality Assurance team in order to ensure performance for the entire migration project.