

**Minnesota Alliance of Local History Museums
Hosting Services
Request for Proposal**

Allowable Contract Date: June 1, 2017.
Bids received after April 14, 2017 may not be considered.

Minnesota Alliance of Local History Museums

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I. Introduction

A. Overview and Background of Project

Minnesota Alliance of Local History Museums (MALHM) is looking to partner with a vendor that can provide access to a hosting subscription service that grants us access to a Virtual Private Server. This Request for Proposal (RFP) has been prepared by the Minnesota Alliance of Local History Museums (MALHM), a non-profit organization serving history museum professionals, for the purpose of implementing an online collections management system (CMS). The components of the system to be considered in this RFP include hardware, and the creation of a virtual private server that can perform standard web hosting functions.

MALHM nurtures and encourages an appreciation of Minnesota local history by providing the structure to foster collaborative local history projects, communicate curatorial and educational information, and encourage professionalism among local and specialized historical organizations in Minnesota. Minnesota has over 500 history organizations and is only one of five states that have a history organization at the county level for every single one of our 87 counties.

Many of the collections management software used by Minnesota history museums are antiquated, putting organization's collection data at risk through catastrophic failure of software or compounding security issues their current software may not be able to handle. In 2014 a task force of Minnesota-based collection managers and other museum personnel from the historical societies of began to meet, understanding that by working together, the task force could influence the future of collections management systems. The partners deemed the subject important enough to start looking at available alternatives for collections management software and to consider what options to pursue.

Among the solutions investigated and approved by the task force was focusing on an open-source, web-based collections management system. Museums and archives consider collections data "mission critical" to their organizations and the museum community is beginning to embrace the use of open source software (OSS) as part of the mix of available technology solutions. It removes barriers to sharing that are explicitly prohibited under licenses for commercial software, and can lower the cost of migrating, managing, access, and publishing information to today's web-based information platforms.

A pilot program is the necessary next step to ensure that the selected CMS is the right fit for Minnesota history museums. It is critical to have an executable plan and a stable, user-friendly, and well-managed CMS in place if current CMS software in use begins to fail. As the voice of the Minnesota local history community, MALHM will be the coordinating organization for the pilot

program. The eventual goal is that, upon the successful completion of the pilot program, the software will be made available state-wide with MAHLM providing a centralized home for the community and managing hosting services for the software; managing and maintaining community resources such as working groups, and a mailing list; coordinating bug tracking and feature requests from members; and allowing members to leverage shared economies to protect each organization's investment in the software. A strong member base ensures the software developed today continues to evolve into the future.

Five pilot sites, along with other interested organizations will work with the chosen vendor to develop the software template and configure the reports, forms, search and browse interfaces. Museum currently faces several challenges in dealing with digital workflow: limited technology, limited human/staff resources, and a decentralized system that leads to duplication of work and effort.

B. Processes and Assumptions

1. The vendor is required to maintain the server for a minimum period of three years.
2. A three-year contract to be paid in installments within the first year is preferred as opposed to monthly payments over three years.
3. If the services are not found satisfactory, the MALHM reserves the right to cancel the contract with prior notice of one month.
4. If the services are found satisfactory, the contract may be extended for another year at a time, but not for more than 3 years. The right to extend the contract reserves with MALHM.
5. In case, the bid is not found compliant, the bid will be summarily rejected and MALHM reserves the right to offer no explanation to the bidder.
6. Service provider must be follow the configuration given below.

a) Hardware/Software Specifications of Virtual Server

MALHM requires a virtual private server that can perform standard web hosting functions,

- (1) Disk Space: at least 100 GB
- (2) Memory: at least 8 GB
- (3) Monthly Transfer Rate: 200 GB
- (4) 2 or more CPU Cores and at least 2 Ghz per core
- (5) IP Address: At Least 1
- (6) Apache - Latest version of 2 and higher.
- (7) Operating Support: Apache HTTPD version 2.0 or 2.2
- (8) Database: MySQL Version 5.5 or 5.6 (installation supports InnoDB tables)
- (9) PHP 5 – Servers must provide access to both PHP 4 and PHP 5.
- (10) Perl – Servers must provide access to the latest version of Perl.
- (11) Python – Server must provide access to the latest version of Python.
- (12) SSI – Servers must be able to use SSI to parse files with the extension .shtml and the behavior must be custom configurable via the administrative web interface.
- (13) CGI – Servers must be able to support CGI to allow for the addition of interactive applications to the Library developed website.
- (14) Backup: Bare metal backup 100 GB
- (15) Full Administration Access
- (16) Full Database Administration Access
- (17) Streaming Audio and Video – Servers should allow the streaming of Windows Media Player and QuickTime files over HTTP.

b) Platform and Management Features

- (1) Web Based Administration - Parallels Plesk 11 or equivalent solutions will be considered.
- (2) Virtual Platform - VMWare Solutions are preferred, but equivalent solutions will be considered.
- (3) Administrative Access shall include full access to the VM for at least 2 Library Administrators. There should be no limitations on what services we can provide or what applications we may install.

- (4) Domain Migration Assistance - Vendor shall provide technical assistance, at no additional charge, to assist with Domain Migration.
- (5) Hosting Accounts - Vendor shall provide a solution that allows for unlimited hosting accounts to be created as long as we stay within our purchased storage space.
- (6) DNS - Vendor shall provide us administrative remote access to a domain name server, for the purpose of configuring DNS resolution of registered domain name.

c) Features and Services within each created virtual account

- (1) Billing Suite solution - An example would be [WHMCS](#)
- (2) Domain Aliases shall be unlimited
- (3) Subdomains shall be unlimited
- (4) FTP Accounts shall be unlimited
- (5) File MIME Types - The Vendor shall allow us to specify what file extensions are used for which purposes, e.g. an html extension would run a php application.
- (6) File Manager - The file manager shall allow us to quickly and easily add, edit, move and remove files to our website via a web based control panel.
- (7) Virtual Platform and file level Backups - Vendor shall perform weekly backups and shall restore key files and/or entire virtual platform upon Library representative request. Restorations should be completed no more than 4 hours after initial contact via email, web based ticketing system, voicemail and/or direct phone conversation with vendor support.
- (8) Advanced Web Server Statistics - Vendor shall provide a solution that generates advanced web server statistics and associated graphics. The solution should be able to update results on the fly to get accurate by the minute statistics of our website.

d) Security and Disaster Recovery Requirements

- (1) SAS 70 Type II Certified - This is the minimum level of SAS certification that the vendor has achieved by an independent auditor.
- (2) DDoS Attack Response - Once a DDoS attack is detected and confirmed by the Network Operations Center (NOC), the affected traffic shall be routed through a DDoS mitigation Service, which will filter out the attack traffic and allow legitimate traffic to continue.
- (3) Secured Entrance/Exit - Vendor shall take industry standard precautions to prevent undesirables from physical perimeter and internal NOC access.
- (4) Redundant Carriers - Vendor shall have multiple Tier 1 Bandwidth providers in place, which shall be utilized for both incoming and outgoing traffic to/from the virtual platform, website and associated programs and services.
- (5) Network Monitoring - Vendor shall provide 24x7x365 redundant monitoring capabilities from server-oriented response centers in at least two different cities, as well as centralized network monitoring from both location NOCs. MALHM representatives shall have the option of being notified immediately in the case of any type of failure (logical or physical) that would cause interruption to the virtual hosted website and platform.
- (6) Firewall - Vendor shall use Firewall technology to block unnecessary ports to virtual platform and web resources.
- (7) The vendor shall provide MALHM with an immediate report of any incidents of intrusion and hacking regardless of outcome.
- (8) Brute Force Detection - Virtual server shall be setup with brute force detection engine. MALHM representatives should have the option of being notified via email when a brute force attack is identified.
- (9) Nightly Security Updates – Virtual server shall have security updates applied on a nightly basis.
- (10) The vendor shall perform real-time system monitoring, providing monthly reports that detail response times, system use and capacity, concurrent users, and system errors.

C. Statistics

1. Physical Asset Records
 - a) It is estimated there are approximately 100,000 records in total from the five participating organizations ready to be integrated into a new CMS.
 - b) Annual growth rate anticipated being approximately 500-1,000 entries per year.
 - c) Average size for data on each existing legacy CMS application is approximately 2-6 GB.
2. Users
 - a) Five concurrent users for the one-year pilot
 - (1) Pope County Historical Society
 - (2) Minnesota Indian Affairs Council
 - (3) Stevens County Historical Society
 - (4) Renville County Historical Society
 - (5) Isanti County Historical Society

After the one-year pilot, if deemed successful, the project will open up to Minnesota's other 500+ history organizations. It is assumed while most will not participate immediately, many will join on after a successful pilot project is completed.

II. Proposal Content - Interested proponents must provide a proposal that comprises the following information:

A. Company Synopsis - Provide a company synopsis, which includes the following:

1. Legal corporate/business name, and description of the type of ownership
2. Business address, including location, phone/fax, and website
3. Contact information for your representative with respect to this submission (name, title, phone and email)
4. An overview and history of your business

B. MALHM Questions - Please respond to the following questions in your submission:

1. Are intrusion detection technologies and firewalls utilized on the hosted system(s)?
2. Describe how your facility is physically secured?
3. Does your network or facility undergo vulnerability scanning and penetration testing?
4. Do your employees hold Information Technology Security certifications and/or secure coding certifications? If so, please describe them.
5. Are operating systems, programming and scripting languages, web servers, database servers, application servers, etc. always promptly patched and current with security updates? If not, please explain.
6. Does your company alert customers to vulnerabilities and security issues in a timely fashion? If so, please describe your process. What is your licensing model?

C. Sample Contract

1. Vendors will provide a skeleton or sample contract that includes all standard (including negotiable) clauses. The sample contract should include the vendor's customary wording and/or clauses relating to the following topics.
2. Any guarantees or warranties relating to any aspects of system performance.
3. The definition of vendor nonperformance.
4. Any remedies available to MALHM for vendor nonperformance.
5. MALHM's rights in the event of vendor termination (i.e. bankruptcy, acquisition, merger etc.).
6. The time period of the contract.
7. Vendor billing and collection policies.
8. MALHM obligations
9. Vendor Obligations

D. Professional Resumes

1. Professional resumes or job descriptions of the project manager and other key individuals involved in the implementation must be provided to MALHM.

E. Submission

A complete copy of the proposal should be submitted via email to marci@minnesotahistorymuseums.org.

Questions and clarifications should be directed to:
Marci Matson, Coordinator
The Minnesota Alliance of Local History Museums
612-500-7460
marci@minnesotahistorymuseums.org

F. Proposal Conditions

1. MALHM accepts no obligation for the direct or indirect costs incurred by successful or unsuccessful bidders in the preparation of proposals in response to this RFP.
2. This RFP may be modified or withdrawn by the MALHM at any time as determined necessary by the MALHM.
3. MALHM reserves the right to reject any and all proposals resulting from this RFP.
4. The proposal received from the successful bidder will become part of the agreement between the MALHM and the vendor.
5. Payment Terms - Progress payments will be made upon completion of each section in a pre-agreed schedule.
6. Project Timeline:
 - a) RFP published: **March 8, 2017**
 - b) Proposals due: **April 14, 2017**
 - c) Contract signed: **June 1, 2017** (contingent on receiving [MHCHG](#) funds)
 - d) Pilot project completed: **June 1, 2018**
 - e) Hosting expiration date: **June 1, 2020**

III. Bid Evaluations

Although the cost of the product/service is of primary concern, the ability to accommodate growth and change and the total cost of operation (TCO) are, in many ways, more important. Do not assume the lowest bid will be awarded the project.

To achieve this goal, bids will be evaluated on several factors.

1. Prices/charges
2. Prior experience
3. Understanding of needs
4. Financial stability
5. Personnel qualifications
6. Provide lower long-term cost of ownership
7. Ability to upgrade and adapt to technological advances
8. Completeness of response and adherence to bid specifications
9. Summary of project implementation plan