

# Pre-proposal Conference for:

## **Commonwealth Data Center Computing Services RFP 6100022698**

Issuing Officer: Sheryl Kimport  
January 17, 2013 @ 9:00 AM

# Agenda

- Housekeeping
- Introductions
- Project Background
- Bureau of Small Business Opportunities (BSBO)
- Supplier Development and Support
- RFP Requirements
- Questions and Answers

# Housekeeping

- In the event of a fire drill:
  - Exit building in the back of the auditorium.
  - Gather in grass area in front of Forum Building
- Restrooms located in the lobby.
- Sign attendance register
- Provide business card
- Sign in sheet will be posted to e-marketplace

# Questions

## ➤ Questions

Please refrain from asking questions during the pre-proposal conference.

- Please be sure to submit all questions to the Issuing Office on the *Questions Submittal Form* provided as Appendix I to the RFP.
- The Commonwealth received approximately 650 questions during the first round of Q&A. Due to the large volume, the Commonwealth will post answers to the questions in parts.
- All questions and answers will be posted on the DGS e-marketplace website: <http://www.emarketplace.state.pa.us>

**All Q&A will become official when posted to DGS e-marketplace website.**

# Purposes

## **This pre-proposal conference has three purposes:**

- To furnish background leading to the issuance of this RFP;
- To discuss the main requirements of the RFP;
- To discuss the Small Diverse Business Program (SDB).

## Agency Representatives:

### ➤ **Office for Information Technology:**

- Sheryl Kimport, Issuing Officer
- Tony Encinias, CIO, Office for Information Technology
- Teresa Shuchart, Assistant CIO, Office for Information Technology
- Michael Root, Office for Information Technology

### ➤ **Bureau Of Small Business Opportunities**

- Gayle Nuppnau, BSBO, Procurement Liaison

**Tony Encinias**  
Chief Information Officer  
Office of Administration  
Office for Information Technology

# Background

- Currently, the Commonwealth Datacenter resources are decentralized, owned and operated under multiple datacenters, service catalogs, processes and procedures.
- This presents barriers to:
  - Interoperability between datacenters,
  - Implementing standard processes and procedures for datacenter oversight,
  - Ensuring compliance with the same standards for datacenter operations
  - Benefiting from economy of scale available within a single agreement
  - Efficient and affordable Disaster Recovery capabilities.



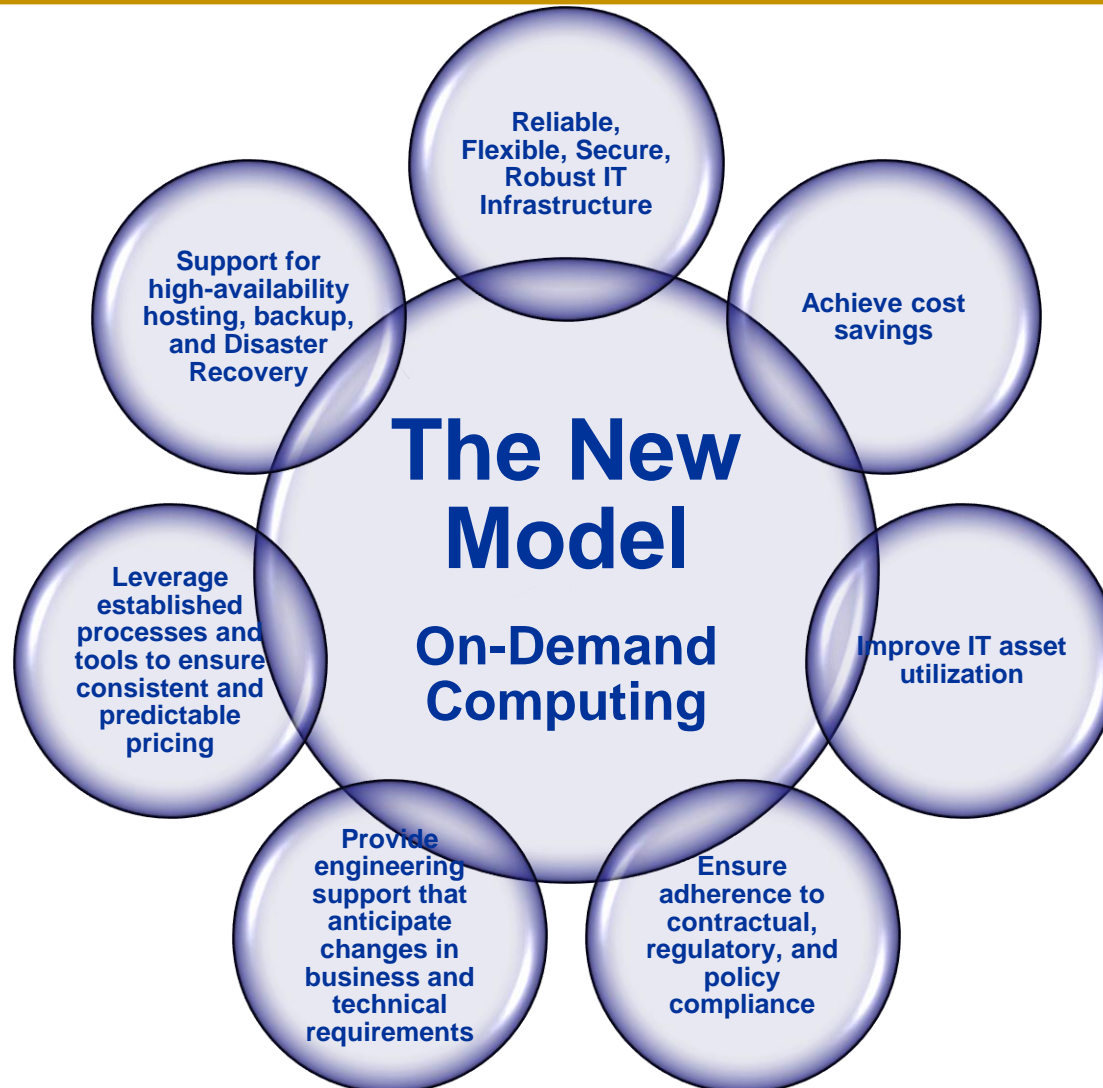
# Background

- The Commonwealth has included seven datacenters in the scope of this procurement.
- Two datacenters are provided services under an agreement that terminates on December 31, 2014.
  - Data Power House
    - Expires December 2014
  - Enterprise Data Center
    - Support contract expires December 2014
- Five datacenters are managed by Commonwealth agencies.

# Objectives

- The objective of this procurement is to enter into a single agreement with a company or consortium of companies (with a single prime) that will provide the entire scope of services detailed within this RFP.
- The scope includes DPH, EDC and five agency datacenters.

# Objectives



# Michael Root

Office of Administration  
Office for Information Technology

- The contract will be ITIL focused.
  - Incident Management
  - Change Management
  - Service Level Management
  - Problem Management
  - CMDB
  - Knowledge Management
  
- Knowledge Management Portal

- Incident and Problem Management
- 24 X 7 X 365
- Tier 2, 3, & 4 support Point-of-Contact for status and trouble reporting
- Telephone and B2B (from Remedy) contacts

# Common Service Catalog

## ➤ Common Service Catalog to include:

### CoPA Datacenter Services – Services Framework

#### PMO & Service Management

Project /  
Contract  
Management

Availability /  
SLA  
Management

Change &  
Release  
Management

Service  
Desk

Technical  
Architecture

Account  
Management

Configuration  
Management

3<sup>rd</sup> Party  
License  
Management

#### Technical Services

Transition  
Management

Infrastructure  
Architecture

Capacity  
Management

DR Planning &  
Testing

Security  
Management

Performance  
Management  
& Monitoring

#### Facilities Management

Facilities  
Management

Site  
Operations

#### Managed Hosting Services

Windows  
Support

Storage  
Management

ERP Hosting  
SAP/Oracle

Unix Support  
AIX/Linux

Mainframe  
Services  
IBM/Unisys

Security &  
Firewall

Database  
Services

#### Capacity On Demand and Additional Services

Server Capacity  
On Demand

Storage Capacity  
On Demand

DR  
Infrastructure  
Services

Additional  
Technical  
Services

Exchange as a  
Service

- Use of B2B connection between Enterprise Remedy and Offeror's system(s)
  - Ordering
  - Invoicing
  - Incident
  - Problem
  - Infrastructure Changes
  - CMDB
  - Etc.



# Service Levels

Commonwealth of Pennsylvania

Ref <sup>(a)</sup>	Service Level Category
SL19	Incident Management
SL20	Root Cause Analysis
SL21	Chronic Problem Resolution
SL22	High Risk Security
SL23	Change Management
SL24	Service Desk - Critical
SL25	Service Desk - Advanced
SL26	Incident Ticket Closure
SL27	Service Desk - Standard
SL28	Batch Scheduling
SL29	Batch Processing
SL30	Reports Delivery
SL31	Off-Site Media Network
SL32	Exchange as a Service

Notes:  
 (a) Ref- See Schedule J.2  
 (b) SLA Class as the Key Measure of the Change Management

Commonwealth of Pennsylvania

Data Center Computing Services RFP # 6100022698

## Service Level Matrix

Ref <sup>(a)</sup>	Service Level Categories	Required	Earnback Minimum	Earnback Eligible	Measurement Window	SLA Class <sup>(b)</sup>	Default Remedy Type <sup>(c)</sup>
SL01	Application Infrastructure Availability Platinum	99.999%	99.999%	N	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL02	Application Infrastructure Availability - Gold	99.990%	99.990%	N	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL03	Application Infrastructure Availability - Silver	99.900%	99.400%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL04	Application Infrastructure Availability -Bronze	99.400%	99.200%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL05	Application Infrastructure Availability -Basic	98.500%	98.500%	N	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL06	Resolution Time - Severity Level 1 Incidents	97.500%	96.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL07	Resolution Time - Severity Level 2	97.500%	96.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL08	Resolution Time - Severity Level 3/4	97.500%	96.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL09	Solution Request Fulfillment	95.000%	90.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL10	Standard Service Request Fulfillment	95.000%	90.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL11	Completion of Project Solution Phase	95.000%	90.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL12	Solution and Procurement Proposals Delivered	95.000%	90.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL13	CMDB Content Accuracy and Timeliness	98.000%	95.000%	Y	Monthly	CM	\$10,000.00 Credit on Invoice
SL14	Software License Renewal Timeliness	99.900%	99.500%	Y	Monthly	CM	\$5,000.00 Credit on Invoice
SL15	Successful Backups	97.000%	96.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL16	Successful Recoveries	99.000%	98.000%	Y	Monthly	CM	Monthly Invoice Amount for Impacted Service
SL17	Security Incident Notification Timeliness	100.000%	100.000%	N	Monthly	CM	\$5,000.00 Credit on Invoice
SL18	Security Update Timeliness	100.000%	100.000%	N	Monthly	CM	\$5,000.00 Credit on Invoice

Schedule J.2  
 Page 1 of 2

- DPH Datacenter
  - All services to be moved
  - No later than December 31, 2014
- EDC Datacenter
  - Assume Operational Control
  - No later than December 31, 2014
- Agency Datacenters
  - All services to be moved within 30 months of contract Effective Date

# Schedule I – Offeror Pricing Forms

- Schedule I has several parts (Tabs)
  - Description and Instructions
  - Baseline Units – Volumetrics
  - Datacenter Architecture Charges
  - Transition Charges
  - Managed Services Charges (Monthly) ...
  - Technical Staff Rate Card
  - Pass Through Expenses
  - Termination Charges
  - Exchange as a Service
  - Catalog of Services

# Schedule I – Offeror Pricing Forms

- Offerors are to fill out the Pricing Forms per the instructions in the “Description and Instructions” Tab
- Data fill the Yellow Highlighted Cells as instructed with this tab

# Baseline Units - Volumetrics

- Contains hypothetical Quantities and Configurations
- Values are used for costing evaluation purposes only
- Values are close to existing but not exact
- There is no commitment to a minimum volume or quantity of services
- The Commonwealth acknowledges that not all combination of configurations are represented

# Bureau Of Small Business Opportunities (BSBO)

Gayle Nuppnau  
Procurement Liaison

## Bureau of Small Business Opportunities

Program designed to encourage participation of Small Diverse Businesses (SDB) in state contracting.

- A Small Diverse Business is a DGS-verified minority-owned business, woman-owned business, veteran-owned business or service-disabled veteran-owned business.
- A small business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.

# Bureau of Small Business Opportunities

- To receive credit for being a Small Diverse Business or for subcontracting with a Small Diverse Business (including purchasing supplies and/or services through a purchase agreement), a Offeror must include proof of Small Diverse Business qualification in the Small Diverse Business participation submittal of the proposal, as indicated in section II of the RFP.
  - Copy of verification letter
  - Small Diverse Business(es) must be named including address and phone
  - Letter of intent that specifies the type of goods or services the small diverse business will provide along with percentage of commitment
  - All Offerors must include a numerical percentage which represents the total percentage of the work (as a percentage of the total cost in the Cost Submittal) to be performed by the Offeror and not by subcontractors and suppliers
  - All Offerors must include a numerical percentage which represents the total percentage of the work (as a percentage of the total cost in the Cost Submittal) to be performed by the Small Diverse business as subcontractors



## Contact Information

Bureau of Small Business Opportunities (BSBO)

Gayle Nuppnau

Procurement Liaison

Telephone: (717) 346-8105

E-Mail: [gnuppnau@pa.gov](mailto:gnuppnau@pa.gov)

# Supplier Development & Support

www.emarketplace.state.pa.us

## Your Gateway to All Procurement Information

- Links to:
  - Supplier Service Center
  - PA e-marketplace
  - PA Supplier Portal
  - Procurement Handbook

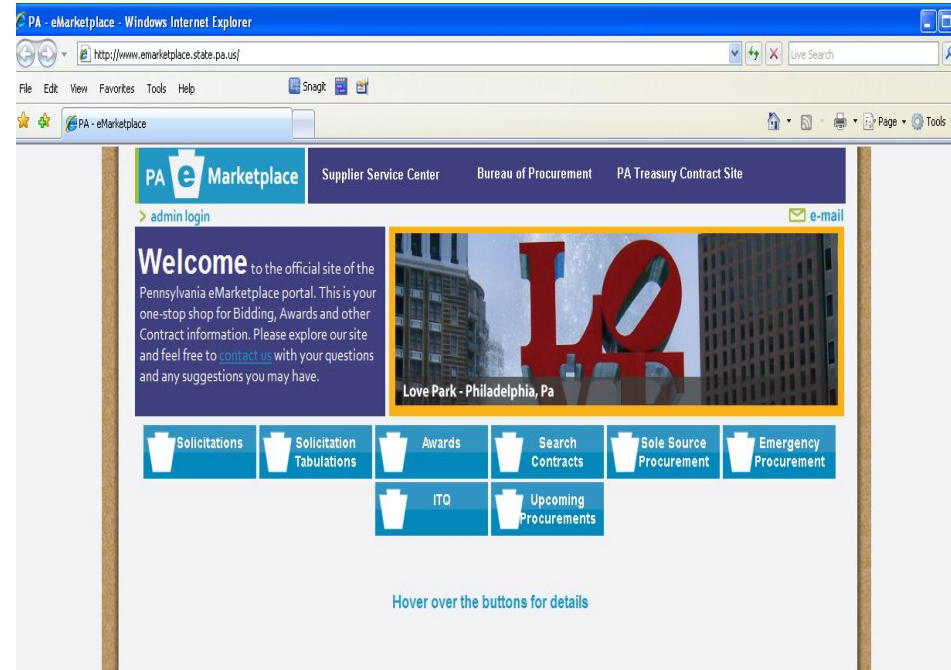
The screenshot displays the Pennsylvania Department of General Services website. The main navigation bar includes 'pennsylvania DEPARTMENT OF GENERAL SERVICES' and 'PA STATE AGENCIES'. The page content features a central banner for 'PA e Marketplace' and a table with three columns: 'SUPPLIERS HOW DO I?', 'AGENCIES HOW DO I?', and 'COSTARS HOW DO I?'. The 'SUPPLIERS' column includes links for 'Register to do business with the Commonwealth of Pennsylvania?', 'Find State Contract Opportunities, Recent Awards & Sole Source Procurements (PA Marketplace)', and 'Sign up for Bureau of Procurement eAlerts?'. The 'AGENCIES' column includes 'Request to Advertise?' and 'Search for Contracts?'. The 'COSTARS' column includes 'Register via Organization to become a COSTARS member?', 'Participate as a COSTARS Supplier?', and 'Know what to bid on?'. A sidebar on the left lists various services like 'Doing Business with the Commonwealth', 'Procurement', and 'Supplier Service Center'. A sidebar on the right provides contact information for Governor Edward G. Rendell and the Chief Procurement Officer, Jeffrey L. Mandel.

# Supplier Development & Support

[www.emarketplace.state.pa.us](http://www.emarketplace.state.pa.us)

## Your Gateway to Contract Information

- **Solicitations**
- **Tabulations**
- **Awards**
- **Contracts**
- **Sole Source**
- **Upcoming Procurements**
- **Links:**
  - **Supplier Service Center**
  - **Treasury Contracts**

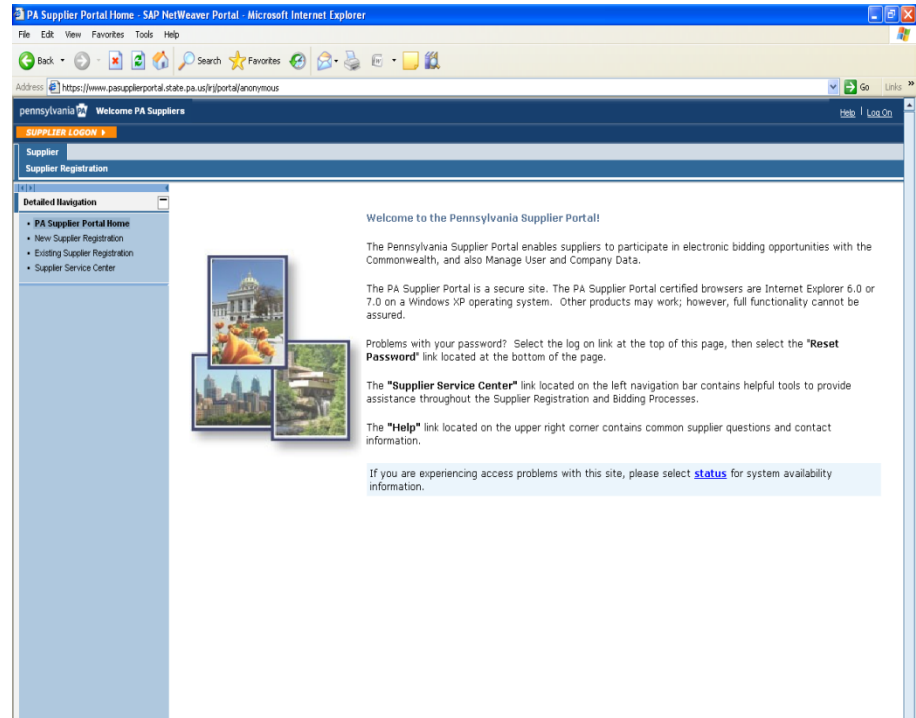


# Supplier Development & Support

[www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us)

## Your Gateway to Procurement

- New Supplier Registration
- Manage company data
- Link:
- Supplier Service Center



# RFP Structure

- Proposal is divided into the following three parts that must be submitted in separate individual sealed envelopes:
  - Technical Submittal = **50%** of total points
  - Cost Submittal = **30%** of total points
  - Small Diverse Business (SDB) Submittal = **20%** of total points
  
- Each Contractor must provide the following: (I-12 Proposals, pg 3)
  - Fourteen (**14**) paper copies of the Technical Submittal,
  - One (**1**) paper copy of the Cost Submittal,
  - Two (**2**) paper copies of the Small Diverse Business (SDB) ,
  - Two (**2**) complete and exact copies of the entire proposal (Technical, Cost and Small Diverse Business (SDB) Submittals, along with all requested documents) on separate CD-ROMs or flash drives

## ➤ Mandatory Responsiveness Requirements

### **To be responsive, a proposal must be:**

- Timely received from an Offeror;
- Properly signed by the Offeror;
- Submitted by an Offeror that is ISO 27001, ISO 9001 and ISO/IEC 20000 certified;
  - A copy of the certifications must be submitted with the proposal.
- Submitted by an Offeror that has successfully passed a SSAE 16 audit within twelve (12) months of the proposal due date.
  - A copy of the audit findings report must be submitted with the proposal.

Offerors must provide copies of the above mentioned certifications and audit findings report as an appendix to the Offeror's technical submittal. The appendix must be titled "Mandatory Requirements".

## ➤ Proposal Requirements

- The proposal must consist of three separately sealed submittals:
  - Technical Submittal; Cost Submittal; and Small Diverse Business Submittal.
- The total score for the technical submittal must be greater than or equal to **75%** of the available technical points to advance.
- Do not include any cost information in your technical submittal.
- Do not include any assumptions in your cost submittal.
- If you state that the proposal is contingent on the negotiation of the terms and conditions set out in Appendix A, your proposal will be rejected.

## ADDRESS PROPOSAL PROPERLY

Please include:

- RFP Number: 6100022698
- Number Multiple Packages (i.e. 1 of 3, 2 of 3, etc.)
- Must be Sealed
- Allow time for delivery



# RFP Requirements

Sealed proposal must be received on or before **March 8, 2013, by 1:00 PM EST** to the Issuing Office at the following address:

**Sheryl Kimport, Bureau of IT Procurement  
c/o Commonwealth Mail Processing Center  
2 Technology Park (rear)  
Attn: IT Procurement 506 Finance  
Harrisburg, PA 17110**

**Note:** Hand-delivered proposals must be delivered to the address stated above and must be time and date stamped by the facility receiving the proposals. Proposals may only be hand-delivered between 6:00 a.m. and 2:45 p.m., Monday through Friday, excluding Commonwealth holidays. The Issuing Office will not accept proposals that are hand delivered to 506 Finance Building.

# Calendar of Events

<p>Deadline to submit final Questions via email to <a href="mailto:RA-OITPurchases@state.pa.us">RA-OITPurchases@state.pa.us</a></p>	<p>Potential Offerors</p>	<p>Friday, February 1, 2013</p>
<p>Answers to final questions posted to the DGS website (<a href="http://www.emarketplace.state.pa.us">http://www.emarketplace.state.pa.us</a>) no later than this date.</p>	<p>Issuing Office</p>	<p>Friday, February 15, 2013</p>
<p>Please monitor website for all communications regarding the RFP.</p>	<p>Potential Offerors</p>	<p>Ongoing</p>
<p>Sealed proposal must be received by the Issuing Office at:          (Sheryl Kimport), Bureau of IT Procurement          c/o Commonwealth Mail Processing Center          2 Technology Park (<i>rear</i>)          Attn: IT Procurement 506 Finance, Sheryl Kimport          Harrisburg PA 17110  <b>Note:</b> Hand-delivered proposals must be delivered to the address set forth in the Calendar of Events and must be time and date stamped by the facility receiving the proposals. Proposals may only be hand-delivered between 6:00 a.m. and 2:45 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	<p>Offerors</p>	<p>Friday, March 8, 2013          By 1:00 PM EST</p>

# Questions & Answers

## ➤ Additional Questions

- Please submit your questions to the Issuing Office on the *Questions Submittal Form* provided as Appendix I to the RFP.
- All questions and answers will be posted on the DGS e-marketplace website:  
<http://www.emarketplace.state.pa.us>
- **All Q&A will become official when posted to DGS e-marketplace website.**

**Suppliers requesting a CD copy of the confidential Exhibits for this RFP must contact Sheryl Kimport (Issuing Officer).**

**Sheryl will be available after the meeting.**

*Thank you for attending today's  
pre-proposal conference.*