

State of Alabama

Request for Proposal

For

**Professional Services to Implement a
HyperConverged Infrastructure Solution**

RFP 2016-001

Issued By

State of Alabama State Banking Department



Designated Contact
Ms. Penny L. Richardson
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Administrative Overview

Issuing Agency

The Alabama State Banking Department is issuing this Request for Proposal for Professional Services to Implement a HyperConverged Infrastructure Solution. The State Banking Department (SBD) is the only agency authorized to change, modify, amend, alter, or clarify the specifications, terms, and conditions of this Request for Proposal (RFP).

All Vendors who wish to conduct business with the State of Alabama must register with the State of Alabama Accounting and Resources System Vendor Self Service Portal.

<http://vendors.alabama.gov/>

Purpose

The purpose of this RFP is to seek proposals for the professional services necessary for the configuration of a new Hyperconverged Infrastructure, the migration from the existing infrastructure to the new infrastructure, and training on the new infrastructure solution. Responding Vendors should provide confirmation of Partner Network certification.

Related Documents

Procurement of the required hardware, software, and initial installation will be separate from the procurement of professional services. The Alabama Department of Finance State Purchasing website at <http://purchasing.alabama.gov> contains the Request for Bid #003 16000000001 for HyperConverged Infrastructure Hardware Solution for the State of Alabama State Banking Department. Qualified Vendors may submit responses to either or both of the requests.

Statement of Work Requirement

Vendor must agree to provide a Statement of Work within three weeks of Award Date based on the requirements and specifications in the awarded proposal and the Vendor's knowledge of the work to be completed. The Statement of Work should:

- Contain detailed tasks and deliverables for the:
 - Configuration of Primary Site and Secondary Site clusters to ensure the following requirements:
 - Full fault tolerance and high availability
 - Configuration of local backups
 - Configuration of Protection Domains and Consistency Group replications
 - Configuration of deduplication and compression
 - Migration of existing physical and virtual servers to the HyperConverged Infrastructure
 - Testing and validation of all configuration requirements
- Be submitted to the SBD Primary Contact for SBD Sign-Off Approval.

Restrictions on Communications

The SBD contact listed below shall be the sole point of contact throughout the RFP procurement process. Address all communications, oral and written, concerning this RFP to:

Ms. Penny L. Richardson
IT Systems Specialist, Senior
State Banking Department
401 Adams Avenue, Suite 680
Montgomery, Alabama 36104
Email: penny.richardson@banking.alabama.gov

Estimated Schedule of RFP Activities

The SBD reserves the right, at its sole discretion, to change the schedule, including the associated dates and times. The proposed schedule of events follows:

Release of RFP: **February 12, 2016**

Deadline to Submit Questions: **February 19, 2016**

Responses to Questions Posted to the SBD Website: **February 24, 2016**

Deadline for Receipt of Proposals: **March 7, 2016**

Notification of Award: **March 14, 2016**

Questions Regarding this RFP

The deadline for questions is 5:00 pm CST, February 19, 2016. Vendors may submit any questions regarding this RFP electronically via email to Ms. Penny L. Richardson at penny.richardson@banking.alabama.gov. There will be no acceptance of oral questions at any time. There will be no acceptance of questions after the deadline for questions. The SBD will post responses to questions on the SBD website by 5:00 pm CST, February 24, 2016.

Access to RFP and Addenda

The SBD wants each prospective Vendor to have full and complete information on which to base a proposed response. Vendor responses shall contain only information presented or referred to in the RFP and any additional written information supplied by the SBD. It is the Vendors' responsibility to assure they have obtained copies of all information and forms.

Notification of Award of Contract

The SBD will notify the awarded Vendor in writing. The SBD will post information regarding the Vendor receiving the Award for this RFP to the SBD website by 5:00 pm CST, March 14, 2016.

Requirement for Non-Disclosure Agreement

The selected Vendor will be required to enter a Non-Disclosure Agreement acknowledging that Alabama law mandates that confidential information of the State of Alabama State Banking Department is SBD property and shall not be disclosed to any third party. A non-authorized disclosure is a Class A misdemeanor. See §5-3A-3 and §5-3A-11, Code of Alabama, 1975.

Background and Scope of Work and Acceptance Criteria

Background

The SBD will be procuring a new Hyperconverged Infrastructure solution to replace, consolidate, and enhance the existing multi-tiered compute/storage environment currently

utilized by the SBD. Procurement of the required hardware and software will be separate from the procurement of required professional services.

Current Infrastructure

The SBD currently has in place a Primary and Secondary multi-tier solution that consists of HP ProLiant Servers, HP Lefthand P4000 G2 series Storage Arrays and HP LTO-5 Tape Library. The environment contains a mixture of physical and virtual servers. Virtualization is accomplished with VMWare ESXi 5.0 supporting 6 VM Hosts running a mixture of Windows Server Operating Systems.

Scope of Work

As previously noted, the SBD will procure all Hyperconverged Infrastructure hardware, software, and rack installation via the Request for Bid for HyperConverged Infrastructure Hardware Solution for the State of Alabama State Banking Department. The Professional Services procured under this RFP will include the following:

- Project Management to ensure successful completion of project objectives within specified timeframes and budget
- Creation of a Statement of Work
- Configuration of Primary and Secondary Sites to ensure full fault tolerance and high availability
- Migrations of all physical and virtual Servers/Data from current Infrastructure to new Infrastructure
- Configuration of Local Backups
- Configuration of Protection Domain and Consistency Group Replication between Primary and Secondary Sites
- Testing and validation to ensure all systems are functioning and the SBD client workstations have appropriate access to all server side resources (authentication, dns, dhcp, application, print and file, etc..) from Primary, Secondary, and Remote locations
- Written documentation of the implemented HyperConverged Infrastructure design
- Training of the SBD IT staff in the features and day-to-day operations of the HyperConverged Solutions Management Interface

Acceptance Criteria

The SBD acceptance of the completion of Professional Services Supporting the HyperConverged Infrastructure Solution should occur after the awarded Vendor has:

- Fully configured all hardware, software, and services at the Primary and Secondary sites in accordance with the SBD specifications/requirements
- Validated the configuration through Vendor testing and equipment performance testing criteria
- Ensured configured solutions at both sites are functioning and performing at or above the Vendor's performance specifications
- Completed all tasks and delivered all deliverables specified in the Vendor submitted and the SBD approved Statement of Work

Proposal Selection, Evaluation and Scoring Criteria

Professional Services Proposal Selection

Selection of the professional services Contract shall be based on the following:

- Confirmation of Partner Network certification.
- Specialized expertise, capabilities, and technical competence, as demonstrated by the proposed approach and methodology to meet project requirements
- Resources and personnel available to perform the work, including any specialized services within the specified time limits for the project
- Record of past performance, quality of work, ability to meet schedules, cost control, and Contract administration
- Proposed Documentation and Training techniques
- Costs

Professional Services Proposal Evaluation

The SBD shall conduct a comprehensive, fair, and impartial evaluation of all proposals. Proposals that are incomplete or in which there are significant inconsistencies or inaccuracies may be rejected. The SBD reserves the right to reject any and all proposals.

The SBD has established a Proposal Evaluation Committee (Committee) to review, evaluate, and verify information submitted by the Vendor. The SBD reserves the right to alter the composition of the Committee or to designate other staff to assist in the evaluation process.

Each Vendor is responsible for submitting all relevant, factual, and correct information with their offer to enable the evaluators to afford each Vendor the maximum score based on the available data submitted by the Vendor. The SBD shall evaluate the proposals by assigning scores in the categories according to the criteria noted in this RFP.

Scoring Criteria for Professional Services Proposal

Evaluation of all proposals will use the same scoring criteria and scoring process. The Committee will base scores on the following categories. The Committee will evaluate, score, and rank proposals as outlined below. There will be a total of 100 points available.

Overview

10 Points Maximum

The overview should demonstrate the Vendor's overall qualifications to fulfill the requirements of this RFP. Vendors should provide confirmation of Partner Network certification. Certification should specify the Partner Level and date of Certification.

Experience and Qualifications

20 Points Maximum

Vendors must provide information specific to the personnel assigned to accomplish the work called for in this RFP. A narrative description of the organization of the project team and personnel roster that identifies each person who will actually work on the Contract and provide the following information about each person listed:

- Title

- Resume
- Description of the type of work the individual will perform
- Number of estimated hours for each individual named above

Configuration and Implementation Approach**20 Points Maximum**

The Vendor shall describe the approach to be taken on this project, provide a proposed schedule for delivery of the major task milestones, and indicate management approach to be used when addressing key issues of the project.

Configuration Testing and Performance Validation Standards**20 Points Maximum**

The Vendor shall describe what, in the Vendor's experience, would constitute satisfactory performance and reliability criteria to expect from the proposed solution.

Prior Experience**10 Points Maximum**

The Vendor shall provide a listing of at least three customer references including contact names, addresses, telephone numbers, and a description of the overall project scope and results where Vendor has performed similar work within the last three (3) years.

Documentation and Training**5 Points Maximum**

The Vendor shall describe the documentation and training to be provided to the SBD IT Staff.

Costs**15 Points Maximum****Terms and Conditions**

Any Vendor who has concerns regarding any terms and conditions in this RFP shall submit written questions to the SBD. The Vendor shall not commence any billable work until a valid Contract has been executed.

Contract Components and Order of Precedence

Subject to the terms and conditions on pages 12 and 13 of this RFP. The SBD's acceptance of the Vendor's offer in response to this RFP shall create a valid Contract between the parties consisting of the following:

- Any written agreement between the parties
- Any Addenda to the solicitation
- The solicitation and all attachments
- General Conditions
- Any Best and Final Offer
- Any clarifications concerning the Vendor's proposal in response to the RFP
- The Vendor's proposal in response to the RFP

Final Agreement

The Contract represents the entire agreement between the parties with respect to the subject matter hereof. Prior negotiations, representations, or agreements, either written or oral,

between the parties hereto relating to the subject matter hereof shall be of no effect upon the Contract.

Contract Provisions

If any provision of the Contract (including terms incorporated by reference) is declared or found to be illegal, unenforceable, or void, then both the SBD and the Vendor shall be relieved of all obligations arising under such provision. If the remainder of the Contract is capable of performance, it shall not be affected by such declaration or finding and shall be fully performed.

Term of Contract and Renewal Options

The initial term of the Contract shall be from the effective date of the award of Contract until December 31, 2016. The Contract may not be renewed.

Changes and Modifications to the Contract

No modification or change of any provision in the Contract shall be made, or construed to have been made, unless such modification is mutually agreed to in writing by the Vendor and the SBD, and incorporated as a written amendment to the Contract. Memorandum of understanding, written clarification, and/or correspondence shall not be construed as amendments to the Contract.

Permits, Licenses, Taxes and State Registration

The Vendor shall procure all necessary permits and licenses and shall abide by all applicable laws, regulations, and ordinances of all Federal, State, and local governments in which work under the Contract is performed.

The Vendor shall maintain certification of authority to conduct business in the State of Alabama during the term of the Contract. Such authority is obtained from the Secretary of State, who will provide the necessary documentation required. The Vendor shall pay any sales, use, income, personal and any other taxes and/or fees arising out of the Contract and the transaction contemplated hereby.

Conformance with State and Federal Laws/Regulations

The Contract is subject to the laws of the State of Alabama and, where applicable, Federal law, and any changes thereto. Any litigation with respect to the Contract and/or its performance in any way shall be brought in state or federal court in Montgomery County, Alabama and the Vendor waives any right to any other venue for such litigation.

Procurement Process and Requirements

No Contingent Fees

No person shall be employed, retained, or given anything of monetary value to solicit or secure the Contract, excepting bona fide employees of the Vendor. For breach or violation of this provision, the SBD shall have the right to reject the proposal or cancel the Contract without liability.

Cost of Preparing Proposal

Costs for developing the proposals are solely the responsibility of the Vendors. The SBD shall not provide any reimbursement for such costs.

Waiver of Minor Irregularities

The SBD reserves the right to waive minor irregularities in proposals providing such action be in the best interest of the SBD. When such minor irregularities are waived, such waiver shall in no way modify the RFP requirements or excuse the Vendor from full compliance with the RFP specifications and other Contract requirements if the Vendor is awarded the Contract.

Clarifications of Proposal

The SBD reserves the right to request clarification of proposals.

Rules for Withdrawal of Proposals

Prior to the date specified for receipt of offers, a submitted proposal may be withdrawn by submitting a signed written request for its withdrawal to the SBD contact.

Proposal Submission Requirements

Each qualified Vendor shall submit only one (1) proposal. Alternate proposals shall not be allowed. Failure to submit as specified shall result in a non-responsive proposal.

Proposals shall include one (1) marked original and four (4) copies. ANY PROPOSAL RECEIVED AFTER March 7, 2016 AT 5:00 PM CST SHALL BE REJECTED.

The SBD shall accept all proposals properly submitted. However, the SBD reserves the right to request necessary amendments. The SBD may reject any or all proposals in whole or in part, that do not meet mandatory requirements. The SBD may cancel this RFP, in the best interest of the SBD.

Proposals must be submitted in hardcopy format to:

Ms. Penny L. Richardson
IT Systems Specialist, Senior
401 Adams Avenue, Suite 680
Montgomery, Alabama 36104

The outside cover of the package containing the proposal shall be marked:

PROFESSIONAL SERVICES FOR IMPLEMENTATION OF HYPERCONVERGED INFRASTRUCTURE
RFP NUMBER 2016-001
Name of Vendor

Transmittal Letter

The transmittal letter shall be on the Vendor's letterhead, notarized and signed by an agent authorized to bind the Vendor. If the transmittal letter is not signed and notarized, the proposal may be deemed non-responsive.

Minimum Requirements

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the SBD.

Minimum Requirements include the following:

- 1) **Alabama business license:** Vendor shall provide evidence of Vendor's qualification to transact business in Alabama and, if applicable, an Alabama business license or evidence of an application to obtain the business license.
- 2) **Experience and demonstrated ability:** Vendor must meet all of the following in order to qualify for submitting a proposal in response to this RFP:
 - a) Successful execution of similar IT Professional Services in at least two other states; and
 - b) Business operations for a minimum of three years
- 3) **Disclosures and Conflict of Interest Statement:** Vendor must sign and complete the Disclosure Statement at the end of this RFP, as required by Act 2001-995.
- 4) **Compliance with the State of Alabama Immigration Law:** Vendor must submit a copy of the E-Verify Memorandum of Understanding and a notarized copy of the Certification of Compliance.
- 5) **Collusion/Fraud Statement:** Vendor must submit a notarized Collusion/Fraud Statement, as required by § 41-16-25, Code of Alabama.

Miscellaneous

Direct contact with State of Alabama employees other than the State of Alabama Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Alabama employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity, including subcontractors currently banned or suspended is ineligible to bid. Any entity ineligible to conduct business in the State of Alabama for any reason is ineligible to respond to the RFP.

The Committee reserves the right to refuse to consider any proposal from a Vendor who:

- Has been convicted for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private Contract or subcontract, or in the performance of the Contract or subcontract
- Has been convicted under State or Federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or other offense indicating a lack of business integrity or business honesty that currently and seriously affects responsibility as a State Vendor
- Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes
- Has violated Contract provisions such as:

- Knowing failure without good cause to perform in accordance with the specifications or within the time limit provided in the Contract; or
- Failure to perform or unsatisfactory performance in accordance with terms of one or more Contracts
- Has violated ethical standards set out in law or regulation.

RFP Submissions

By submitting a proposal, each Vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, and has fully informed itself as to all existing conditions and limitations.

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The SBD reserves the right to reject any non-responsive or non-conforming proposals.

All properly sealed and marked proposals are to be sent to the SBD contact and received no later than 5:00 pm CST on March 7, 2016. Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand.

The contents of any proposal shall not be disclosed or made available to competing entities during the negotiation process.

The SBD will not pay any costs incurred by any Vendor associated with any aspect of responding to this RFP, including proposal preparation, printing, or delivery, attendance at Vendor's conference, system demonstrations, or negotiation process.

The SBD discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The SBD's interest is in the quality and responsiveness of the proposal.

It is the expectation of the SBD that Vendors can fully satisfy the obligations of the proposal in the manner and timeframe defined within the proposal. Proposals must be realistic and must represent the best estimate of time, materials, and other costs.

RFP Evaluation Process

This RFP does not constitute an offer by the SBD. Vendor's participation in this process may result in the SBD selecting your organization to engage in further discussions and negotiations toward execution of a Contract. However, the commencement of such negotiations does not signify a commitment by the SBD to execute a Contract nor to continue negotiations. The SBD may terminate negotiations at any time and for any reason, or for no reason.

A Proposal Evaluation Committee (Committee) composed of representatives of the SBD will evaluate proposals on a variety of quantitative criteria. Neither the lowest price nor highest scoring proposal will necessarily be selected.

The Committee shall determine which Vendors meet the minimum requirements pursuant to selection criteria of the RFP and procedures established under applicable state law. At its

discretion, the Committee may negotiate with one or more Vendors during the same period and may terminate negotiations with any or all Vendors. The Committee shall make a recommendation regarding the award to the Superintendent, who shall have final authority, subject to the provisions of this RFP, to award a Contract to the successful Vendor in the best interests of the SBD.

The Committee shall assign up to the maximum number of points for each Evaluation Item to each of the proposing Vendor's proposals. All assignments of points shall be at the sole discretion of the Committee.

After reviews of the Committee report and its recommendation, and once the Contract terms and conditions have been finalized, the SBD will award the Contract. The Contract shall be awarded to the Vendor whose proposal is most advantageous, taking into consideration the evaluation factors set forth in the RFP.

The SBD reserves full discretion to determine the competence and responsibility, professionally and/or financially, of vendors. Vendors are to provide in a timely manner any and all information that the SBD may deem necessary to make a decision.

The proposals shall contain the essential information on which the award decision shall be made. The information required to be submitted in response to this RFP has been determined by the SBD to be essential for use by the Committee in the RFP evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible Vendor and participate in the Proposal Evaluation Committee's consideration for award. Proposals, which do not meet or comply with the instructions of this RFP, may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Committee.

The Committee reserves the right to:

- Select for Contract or for negotiations a proposal other than that with lowest costs
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP
- Waive or modify any information, irregularity, or inconsistency in proposals received
- Request modification to proposals from any or all Vendors during the Contract review and negotiation
- Negotiate any aspect of the proposal with any Vendor and negotiate with more than one Vendor at the same time

The SBD reserves the right to require oral presentations/demonstrations to verify or expand on proposals. The top two (2) highest-ranking Vendors may be requested to provide oral presentations and demonstrations to answer questions or to clarify the understanding of the Committee in accordance with the requirements of this RFP. The oral presentations shall be scheduled at the discretion of the SBD. The SBD reserves the right to not require oral presentations/demonstrations.