



## Solicitation Information

June 25, 2021

**RFP #7645809**

**TITLE: IT Disaster Recovery Solution and Services - DOA**

**Submission Deadline: July 23, 2021 10:00 AM (Eastern Time)**

**PRE-BID/ PROPOSAL CONFERENCE: NO**

**MANDATORY:**

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

**DATE:**

**LOCATION:**

Questions concerning this solicitation must be received by the Division of Purchases at [doa.purquestions15@purchasing.ri.gov](mailto:doa.purquestions15@purchasing.ri.gov) no later than **July 9, 2021 @ 10:00 AM EST**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the **RFP #7645809** on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**BID SURETY BOND REQUIRED: NO**

**PAYMENT AND PERFORMANCE BOND REQUIRED: NO**

Robert DeAngelis, Senior Buyer

### **Note to Applicants:**

1. Vendors must register in RIVIP at the Division of Purchases' website at <https://www.purchasing.ri.gov/RIVIP/VendorRegistration.aspx>.
2. Proposals received without a completed RIVIP Vendor Certification Cover Form attached may result in disqualification.

**THIS PAGE IS NOT A RIVIP VENDOR CERTIFICATION COVER**

## **COVID-19 EMERGENCY PROTOCOL FOR BID OPENINGS**

Vendors and the public are advised that due to Covid-19 emergency social distancing requirements bid openings at the Division of Purchases shall be conducted via live streaming on the ZOOM website/application. Vendors and the public shall not be permitted to enter the Division of Purchases to attend bid openings. Vendors and the public who attend bid openings via live streaming shall be required to identify themselves and a record of all such attendees shall be maintained by the Division of Purchases. Vendor bid proposals shall be opened and read aloud at the date and time listed herein. The results of bid solicitations requiring a public copy for public works projects shall be posted on the Division of Purchases website as soon as possible after the bid opening. For RFP solicitations only vendor names shall be read aloud at the opening.

Vendors and the public are further advised that visitor access to the Powers Building at One Capitol Hill, Providence, RI requires pre-screening at the entrance to the building. In accordance with the Governor's Executive Order(s) and Department of Health emergency regulations all visitors to the Powers Building must wear a cloth mask which covers the nose and mouth. Vendors delivering bid proposals to the Division of Purchases should allow sufficient time for the pre-screening process. The Division of Purchases assumes no responsibility for delays caused by the screening process or any other reason. Vendors are solely responsible for on time delivery of bid proposals. The Division of Purchases shall not accept late bids for any reason.

### **BID OPENING ZOOM INFORMATION**

Division of Purchases is inviting you to a scheduled Zoom meeting for the bid opening.

Topic: 7645809

Time: Jul 23, 2021 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/83751126830?pwd=OW5udURJdzRXNThvQmdZM3hidDZHdzO9>

Meeting ID: 837 5112 6830

Passcode: 895231

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+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

877 853 5247 US Toll-free

888 788 0099 US Toll-free

833 548 0276 US Toll-free

833 548 0282 US Toll-free

Meeting ID: 837 5112 6830

Passcode: 895231

Find your local number: <https://us02web.zoom.us/j/83751126830>

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## SECTION 1: INTRODUCTION

Department of Administration/Division of Purchases, on behalf of the of the Department of Administration / Division of Information Technology (DoIT), is soliciting proposals from qualified firms to provide a disaster recovery site and related services in accordance with the terms of this Request for Proposals (“RFP”) and the State’s General Conditions of Purchase, which may be obtained at the Division of Purchases’ website at [www.ridop.ri.gov](http://www.ridop.ri.gov).

The initial contract period will begin approximately January 1, 2022 for three years. Contracts may be renewed for up to two additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not a Request for Quotes. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to cost; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this solicitation, other than to name those vendors who have submitted proposals.

### **Instructions and Notifications to Vendors**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.
4. Proposals are considered to be irrevocable for a period of not less than 180 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated in the proposal.
6. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Subcontracts are permitted, provided that their use is clearly indicated in the vendor’s proposal and the subcontractor(s) to be used is identified in the proposal.

7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.
8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, *et seq.* and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
10. By submission of proposals in response to this RFP vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that vendors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than \$10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an “Affirmative Action Policy Statement.”

Vendors with 50 or more employees and \$50,000 or more in government contracts must prepare a written “Affirmative Action Plan” prior to issuance of a purchase order.

- a. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.

- b. Vendors further agree, where applicable, to complete the “Contract Compliance Report”(<http://odeo.ri.gov/documents/odeo-eeo-contract-compliancereport.pdf>), as well as the “Certificate of Compliance” (<http://odeo.ri.gov/documents/odeo-eeo-certificate-of-compliance.pdf>), and submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order.

For further information, contact the Rhode Island Equal Employment Opportunity Office via e-mail at [odeo.eeo@doa.ri.gov](mailto:odeo.eeo@doa.ri.gov).

11. In accordance with R. I. Gen. Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority so to do from the Secretary of State. This is a requirement only of the successful vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. Information regarding DisBEs may be accessed at [www.gcd.ri.gov](http://www.gcd.ri.gov). For further information, visit the Office of Diversity, Equity & Opportunity’s website, at <http://odeo.ri.gov/> and *see* R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at, (401) 574-8670 or via email [Dorinda.Keene@doa.ri.gov](mailto:Dorinda.Keene@doa.ri.gov)
13. In the RIVIP Vendor Certification Cover Form, Section 4, Question 11, bidders shall certify agreement to the State’s contract terms. However, in accordance with Section 220-RICR-30-00-13.3(C)(3) of the General Conditions, the Vendor may submit in their bid or proposal, “[q]ualified or conditional offers which impose limitations of the Vendor’s liability or modify the requirements of the solicitation, offers for alternate specifications, or offers which are made subject to different terms and conditions, including form

contracts, other than those specified by the State.” However, qualified or conditional offers “may be, at the sole discretion of the State Purchasing Agent:

- a. Rejected as being non-responsive; or,
- b. Set aside in favor of the requirements set forth in the solicitation (with the consent of the Vendor); or,
- c. Accepted, if the State Purchasing Agent determines in writing that such acceptance is in the best interest of the State.”

By submitting a conditional or qualified offer, the Vendor bears the risk of their bid or proposal being considered non-responsive. In the event the State receives a conditional or qualified offer, the State reserves the right to adjust evaluation points in an RFP procurement, conduct a best and final offer process offering the same terms to all vendors, and/or reject a qualified/conditional proposal as being non-responsive at any time during the review process. The Vendor should not assume that any further negotiation will occur upon selection.

14. **Insurance Requirements** – In accordance with this solicitation, or as outlined in Section 13.19 of the General Conditions of Purchase, found at <https://rules.sos.ri.gov/regulations/part/220-30-00-13> and General Conditions - Addendum A found at <https://www.ridop.ri.gov/documents/general-conditions-addendum-a.pdf>, the following insurance coverage shall be required of the awarded vendor(s):

***General Requirements:***

- 14a)  Liability - combined single limit of \$1,000,000 per occurrence, \$1,000,000 general aggregate and \$1,000,000 products/completed operations aggregate.
- 14b)  Workers compensation - \$100,000 each accident, \$100,000 disease or policy limit and \$100,000 each employee.
- 14c)  Automobile liability - \$1,000,000 each occurrence combined single limit.
- 14d)  Crime - \$500,000 per occurrence or 50% of contract amount, whichever is greater.

***Professional Services:***

- 14e)  Professional liability (“errors and omissions”) - \$2,000,000 per occurrence, \$2,000,000 annual aggregate.
- 14f)  Environmental/Pollution Liability when past, present or future hazard is possible - \$1,000,000 per occurrence and \$2,000,000 aggregate.
- 14g)  Working with Children, Elderly or Disabled Persons – Physical Abuse and Molestation Liability Insurance - \$1 Million per occurrence.



***Information Technology and/or Cyber/Privacy:***

- 14h)  Technology Errors and Omissions - Combined single limit per occurrence shall not be less than \$5,000,000. Annual aggregate limit shall not be less than \$5,000,000.
- 14i)  Information Technology Cyber/Privacy – minimum limits of \$5,000,000 per occurrence and \$5,000,000 annual aggregate. If Contract Party provides:
- a)  key back office services Contract Party shall have a minimum limit of \$10,000,000 per occurrence and \$10,000,000 annual aggregate.
  - b)  if Contract Party has access to Protected Health Information as defined in HIPAA and its implementing regulations, Personal Information as defined in in R.I. Gen. Laws § 11-49.3-1, et seq., or as otherwise defined in the Contract (together Confidential Information”), Contract Party shall have as a minimum the per occurrence, per annual aggregate, the total rounded product of projected number of persons data multiplied by \$25 per person breach response expense per occurrence; but no less than \$5,000,000 per occurrence, per annual aggregate; or,
  - c)  if the Contract Party provides or has access to mission critical services, network architecture and/or the totality of confidential data \$20,000,000 per occurrence and in the annual aggregate.

***Other:***

Specify insurance type and minimum coverage required, e.g. builder’s risk insurance, vessel operation (marine or aircraft):

- 14j)  Other - Specify insurance type and minimum coverage required

15. HIPAA - Under HIPAA, a “business associate” is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A “business associate” also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Vendor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement

## SECTION 2: BACKGROUND

The Rhode Island Department of Administration / Division of Purchases, on behalf of the Department of Administration / Division of Information Technology (DoIT), is soliciting proposals from qualified vendors to provide a disaster recovery site and related services in accordance with the terms of this solicitation and the State's General Conditions of Purchase. The following is to solicit costs for services to support this project.

DoIT requires a hosting facility to provide colocation and data processing services to its users in the event its own site(s) or systems operating therein unexpectedly become non-operational for an extended length of time.

DoIT provides IT direction, leadership, data processing services, and technical support in the State of Rhode Island to all executive branch agencies from its 24/7 Enterprise Operations Center (EOC). Among these agencies are the Department of Corrections, Department of Health, Department of Environmental Management, Department of Labor & Training, & Department of Human Services and Department of Administration's divisions of Taxation, Motor Vehicles, Personnel and Accounts and Control and others. Platforms operating critical applications include mainframe (Z/VSE, VM, Z/OS), as well as Unix (AIX, HP-UX, RedHat Enterprise and Oracle Linux) and many Intel based servers including (LINUX, Microsoft, and VMware). For the purposes of this solicitation, all applications housed at the EOC will be considered critical.

There will be two separate sections described in more detail below that the State is looking to be addressed:

1. Colocation services for critical infrastructure (primary virtual platform) that will be replicated from the State to the vendor's secure location, with the ability to be quickly activated and perform the functions that the State's primary Datacenter services, along with all the requisite networking and connectivity needed to continue the business of the State's Executive Branch IT services.
2. Physical restoration of equipment and services on demand for a set of equipment that will be defined in an appendix (schedule) that will be used during testing periods and in the event of an actual disaster, along with all the requisite networking and connectivity needed to continue the business of the State's Executive Branch IT services.

Shared network services will be required as well between the 2 sections and will be described in more detail below.

## SECTION 3: SCOPE OF WORK AND REQUIREMENTS

**Colocation Services requirements:** The Vendor will provide space for a minimum of three (3), 19" Racks. This location should provide the space, power, cooling, and fire prevention of an Enterprise class facility with the ability to accommodate the expansion of the footprint.

Multiple levels of security are required to access this location and equipment; with procedures to change security on the rack equipment annually. Access logging and reporting are required to be presented to DoIT monthly. Vendor personnel will be required to participate in the State of Rhode Island annual security trainings.

Colocation SLA's:

Power and connectivity will be available 100% of the time to the equipment supported by the Colocation Services. The SLA is only available to the equipment:

1. Connected to the redundant power circuits that are not exceeding 80% of the power capacity of one of the circuits.
2. Supporting multiple redundant power feeds or connected to a static switch.

Power availability is measured on a monthly basis as the unscheduled time that dual power feeds were simultaneously unavailable.

If there is a failure to meet the Power Availability SLA, the State is entitled to a credit.

Award Vendor will be responsible for all costs for the relocation of the equipment and the relocation team travel expenses to the new facility.

This cutover process is critical for the State recovery. Vendors other than the incumbent seeking to provide Disaster Recovery services, must detail the cutover process as described above, and specify the cutover date to allow the State to arrange for an extension of existing agreement for incumbent provider. Describe the process to move from the current agreement to the new agreement under this RFP, including any service disruptions or billing changes.

Enterprise grade Network connectivity is required to multiple State of Rhode Island/DoIT locations. These connections will use redundant highspeed technologies and supporting Firewall/Switch infrastructures. It is required to accept an on-demand WAN or LAN network connection to the **Physical Restoration** environment for Disaster Recovery operations. These infrastructures will be provided by the Vendor.

The Vendor will need to be able to provide or support the following requirements and technologies in the future:

1. The use of F5 Load Balancers, Web filtering and Intrusion Detection appliances in the Firewall/Switch/Security infrastructure.
2. On-demand network connections to major Cloud providers like AWS and Azure, as well as Phone and Printing vendors for disaster recovery services.
3. On-demand Internet (I1 and I2) connectivity for the Colocation Services Infrastructure.
4. On-demand external VPN connectivity to the Colocation Services Infrastructure.

**Physical Restoration requirements:** The Vendor will provide on-demand equipment that meets or exceeds the attached State equipment list (Exhibit 1) for a Disaster Recovery. The State of Rhode Island will require to True up/ True down, review and/or revise this list annually. The

equipment location should meet the space, power, cooling, and fire prevention of an Enterprise class facility.

The equipment must be provided for the entire duration of any declared disaster and be available for multiple scheduled disaster recovery tests annually. Twelve (12) Base test periods should be included for the Hotsite and Group configurations with Managed Recovery. Delivery methods to include Primary Recovery Facility, Alternate Recovery Facility, Mobile Data Center & Subscriber Facility. Three (3) tests per year up to 120 hours test per schedule in 8-hour increments per platform. The State of RI will determine and coordinate with the vendor which Groups and/or platforms will be included in each test and which groups might include Managed Recovery.

The Vendor may be responsible for restoring systems at the time of a disaster.

The state currently stores some backup tapes at Tape Storage Vendor and at One Capitol Hill. The State may employ a Tape Storage Vendor to supply backups to the Hotsite, including: Tapes shipped upon disaster from a Tape Storage Vendor or One Capitol Hill, additional charges from that vendor would be borne by the state.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this process are accepted. Virtual Disaster Recovery Offering to include: Warm Virtual Servers for Rapid Recovery, Bare Metal Recovery, SAN Storage, No Hardware/Software to Purchase or Maintain, Compressed Offsite Storage, Onsite Local Appliance, Software Support for all Servers, Exchange & SQL Support, Bare Metal Recovery, Agentless Architecture & Unlimited Licenses.

Following is a description of the DoIT computer configuration requiring recovery site/services. The State of Rhode Island is seeking a backup site or like services at which to recover that configuration within 24 hours of a disaster in order to provide data processing services to its users in the event its own site or systems operating therein unexpectedly become non-operational for an extended length of time. The State of Rhode Island will also require assistance in developing procedures for and training in the use of that site in times of need.

The State of Rhode Island requires that the Order of System Document (Attachment B Appendix 1 & Attachment C Appendix 2) be executed at the time of a declared disaster. System initiation, verification, and testing must be performed prior to the “system live” time as designated in the Order of System Document.

Please indicate what services, equipment, and processes would be provided for each requirement in the configuration. Indicate the total cost for all specifications in each requirement.

The response to this proposal should include the resources, product offerings, policies/procedures, and pricing that the Vendor has in place as of today.

See Attachment C Appendix 2, Hardware Configuration as Follows:

Hotsite 1 – Mainframe

Group 1 - DLT Power UI System  
Group 2 - DOA P550  
Group 3 - DOR  
Group 4 - DHS  
Group 5 - DLT  
Group 6 – Fire Marshall  
Group 7 - Rifans  
Group 8 - DEM  
Group 9 - DOT  
Group 10 - DOH  
Group 11 – RISP

See Attachment B Appendix 1, Colocation Configuration as Follows:

Colocation  
Network

The Vendor will provide the Colocation space and services needed to support the equipment and infrastructure.

**(CORE) Data Domain and Colocation Services:**

Two (2) Racks with 19” cabinets will be provided with the following specifications:

A minimum of a 42U EIA rack space with:

- One (1) 120V/30A A&B power feed (can operate at up to 24 amps continuous draw).
- Two (2) 120V PDUs (one for A-side and one for B-side) providing (15) NEMA 5-20 receptacles each (comes installed in provided cabinet).
- One (1) 208V/30A A&B power feed (can operate at up to 24 amps continuous draw).
- Two (2) 208V PDUs (one for A-side and one for B-side) providing (24) IEC C13 receptacles each.
- Lock and Key Security.
- Proper air ventilation.

One (1) One floor space for at least 1 additional State of RI rack with:

- One (1) 120V/30A A&B power feed (can operate at up to 24 amps continuous draw).
- One (1) 208V/30A A&B power feed (can operate at up to 24 amps continuous draw).

The Vendor will provide the Network and Firewall needed to support the equipment and infrastructure. Vendor will need to provide an On-demand WAN or LAN network connection to the **Colocation Services** environment for Disaster Recovery operations; the network speed will be determined by the customer.

**Networking requirements:**

1. Need all switches, routers and firewalls to be optionally offered as a managed service
  - a. Need to be dedicated for customer use

- b. Cisco is the preferred vendor for switches / routers / firewalls
  - c. Colocation vendor should provide manufacturer supported equipment that is not near published manufacturer EOL
  - d. Each rack at Colocation site must have top of rack switching
2. Media needed for HCI – Each Rack needs a **minimum** of (with capability to add more):
    - a. 4 Fiber optic cables/ports
    - b. 6 Copper cables/ports
    - c. Fiber optic modules must match cables (use multi-mode)
  3. Switch functionality **minimum** requirements
    - a. MTU of 1700 or Greater to support VMware requirements
    - b. Ability to do BGP peering from CORE to NSX and BGP between the State Data centers and the Colocation site
    - c. ECMP from Core to NSX (Equal Cost Multi Path) support
    - d. BFD, Bi-directional Forwarding Detection support
  4. WAN Connection from Colocation site to EOC (50 Service Ave, Warwick, RI, 02886)
    - a. Minimum of 10Gbps point to point connectivity (prefer single mode SMF)
  5. WAN Connection from Colocation site to DOA (1 Capitol Hill, Providence, RI, 02908)
    - a. Minimum of 10Gbps point to point connectivity (prefer single mode SMF)
  6. HCI replication traffic bandwidth estimates:
    - a. We estimate, based on other deployments, that the state of Rhode Island will use at least 3.5 Mbps for backup traffic for **SimpliVity** Backups during the day
    - b. We estimate, based on other deployments, that the state of Rhode Island will use at least 2.5 Mbps for backup traffic for **Cohesity** Backups during the day
  7. Interconnection between COLO and Vendor’s Recovery Network
    - a. A minimum of 48 ports of copper and 48 ports of fiber connectivity between the COLO and the vendor’s Recovery Network are required
    - b. Minimum of three (3) 48 port switches (similar to Cisco 3750x) with:
      - i. 48 Ports of 10/100/1000 Copper GigE
      - ii. At least 4 Ports Fiber GigE or 2 Ports Fiber GigE and 2 Port 10GigE
    - c. At least one (1) 32 port Fiber 10GigE switch (similar to Cisco Nexus 5548)
      - i. Must have L3 routing capability support
    - d. May also require a high capacity L3 router to support all of the above – TBD by Vendor and State Team after award

Except where explicitly stated, Vendor may substitute equipment that is compatible with and of equal performance or better for the specified equipment. Indicate any substitutions in your proposal that you would submit for DoIT approval.

**Business capability requirements:**

Please respond to the following information requests. The results will be used to evaluate the Vendor’s score for Capability, Capacity, and Qualifications. A minimum required score, as described in the Evaluation Criteria section, is required for Vendor’s proposed equipment and services to be considered.

1. Corporate Overview
  - a. Provide a brief corporate overview (2 pages or less).
2. Customer Support Team
  - a. Identify the key sales, engineering, and technical support contacts who would be assigned to support the Customer for the services proposed under this RFP.
3. Corporate Employees
  - a. Describe the number of employees that vendor currently employs nationally.
4. Corporate Financials
  - a. The Vendor shall provide an overview of the Vendor's corporate financials. Upon request during the evaluation process, the Vendor may be required to submit their most current audited financial report. Vendors responding to this RFP must demonstrate financial responsibility. The State, in its sole discretion, may disqualify any Vendor based on concerns regarding the Vendor's financial situation or ability to perform under the contract."
5. Billing, Account Management, Reporting, Auditing
  - a. Provide an overview of the billing, account management, billing dispute resolution mechanism and timing, ability of Vendor to provide self-audit at no charge of invoices for services, and reporting capabilities features and tools you provide, including electronic and web-based access to billing records, reporting, account management, etc. If applicable, provide a copy of a sample bill (hard copy, electronic copy, and/or link to an online version).
6. Details of terms and conditions beyond standards State of RI terms and conditions
  - a. Billing policies
  - b. Acceptance of limited termination liabilities
  - c. No minimum commitments
  - d. Handling of special construction costs
  - e. Handling of on-site required technical assistance during a declared disaster
  - f. Annual True Up/True Down process
7. Vendor Disaster Recovery Profile: Vendors are asked to specifically relate how many subscribers
  - a. Declared a disaster,
  - b. Occupied the recovery facility,
  - c. Were turned away during the prior 24-month period.
  - d. Planned enhancements (additional recovery sites, new technology, and configuration upgrades), 5-year plan
8. Describe the Vendor's Recovery Centers (primary & alternate) in detail, including the following information:
  - a. The number of Recovery Centers that could support the platform configurations the response is addressing.

- b. Where the Recovery Centers are located.
  - c. Which Recovery Centers can independently support all equipment and services listed in Attachments?
  - d. How the Recovery Centers are networked together.
  - e. How much capacity each Recovery Center currently has in relation to the number of active customers in terms of both testing and a true disaster event.
  - f. Each Recovery Center's fire detection and suppression capabilities.
  - g. Each Recovery Center's uninterruptible power supply.
9. Prime Contractor Responsibility
- a. If the proposed services include the use of products or services of another company, DoIT will hold the Vendor responsible (as the prime contractor) for the proposed services. Specifically identify other companies that will be utilized. Indicate your compliance to this requirement.
10. Vendor Policies
- a. How does the Vendor minimize the risk or handle simultaneous events from multiple subscribers that require the same equipment?
  - b. Does the Vendor provide liquidated damages for failure to perform?
  - c. Will the Vendor allow a non-subscriber to declare and subsequently recover at the Vendor's recovery facility? If yes, provide conditions when this might happen.
  - d. Does the Vendor share the recovery facility?
    - i. If yes, how will the Vendor protect the confidentiality of DoIT data?
    - ii. If yes, describe the physical and logical security measures taken when multiple subscribers are concurrently using the same customer suite.
    - iii. What obligations and options are available if DoIT does not agree to the sharing arrangement?
  - e. Preemption: Will the Vendor allow any subscriber to have preemptive rights or preferred rights over DoIT? If yes, describe the circumstances.
  - g. How does the vendor provide equipment that is not currently listed on the schedule in effect?
  - h. What will the vendor do to ensure the Standard Recovery Agreement of each schedule is met, during the time of disaster.
11. Recovery site Description:
- a. Give details regarding the primary site selected and the alternate site available if the primary site is occupied.
  - b. Describe general characteristics of the recovery site facilities including location, square footage, and the type of equipment currently in the Recovery site or equipment to be in the sites as of July 1, 2021.
  - c. Identify one person at the Recovery site that DoIT can contact. Include name, job title, and phone number.
  - d. Describe the local telephone company and inter-exchange carrier access installed at your proposed hot sites which are suitable for recovering DoIT's network. Provide information regarding access methods, standard telephone companies, and alternate access vendors. Describe any pertinent network recovery experience and capabilities



- including recovery methodologies involving point to point tunneling, VPN, Wireless, and direct fiber connections.
- e. Describe vendor's capabilities for testing from location remote to primary recovery site.
  - f. Describe vendor's capabilities for the use of a business recovery site remote to primary recovery site in the event of a disaster declaration.
12. Recovery site Environmental and Physical Security:
- a. Describe in detail the physical security in place at the Recovery site facilities (primary and alternate).
  - b. Discuss Recovery site environmental capabilities including but not limited to the following systems:
    - i. Power feeder lines
    - ii. Uninterruptible power sources, backup power sources
    - iii. Smoke detection
    - iv. Water detection
    - v. Fire suppression
    - vi. Security Systems
    - vii. Number of physical barriers between State equipment and outside access
13. Facility Audit
- a. Will the Vendor allow representatives of DoIT to tour the proposed recovery facilities?
  - b. Have the Vendor's recovery facilities been ISO 9001 certified? If so, domestic or international?
  - c. If not, are the Vendor's facilities or processes audited annually? If yes, by whom?
  - d. Will the current Vendor provide DoIT with a copy of Vendor's annual SAS 70 / SOC1 / SOC2 / and other relevant security reports?
14. Customer Support Process
- a. If DoIT decided to contract with the Vendor for recovery site services, describe how the Vendor would initiate the process with DoIT.
  - b. What services would be provided?
  - c. What recommendations would the Vendor have for DoIT?
  - d. What activities would be important in the first year of business relationship?
  - e. Define the normal process the Vendor uses to upgrade to new hardware and to move to new software releases at the hot sites.
    - i. Describe both the business philosophy and the actual mechanics involved.
15. Contracts: Clearly define what services are NOT part of the basic contract and provide pricing for those services.
- a. Include as an addendum to this RFP a copy of the standard Recovery site contract.
    - i. Provide information about contract modifications that have been made for other customers and what contractual provisions the Vendor would be willing to provide DoIT if the Vendor is selected to provide Recovery site services.

- ii. Indicate if there is an annual adjustment to the monthly subscription cost in the Vendor's contract, and what that increase is.
  - iii. Indicate if there is a true down provision.
- b. Will the Vendor contractually guarantee that one of the facilities that DoIT may contract for will be available when needed, based on disaster declaration?
  - i. If the Vendor is unable to provide services in accordance with the contract, what penalty would the Vendor be willing to include in the contract to compensate DoIT?
- c. Contractually, how is growth in requirements handled? For Example, if the initial contract is for a 110 MIP CPU and six months later additional MIPs are needed, how is the increase handled?
  - i. Does a change in the requirements alter the contract length?
  - ii. Does the Vendor meet regularly with clients to update requirements?
  - iii. Is there an annual True-up or True-Down provision in the contract?

16. Additional Information: Include any information the Vendor feels would aid DoIT in its review process. This information must be limited to information the Vendor feels is pertinent to their response which was not specifically asked for in this RFP and to other strengths the Vendor feels are advantageous to DoIT.

## SECTION 4: PROPOSAL

### A. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

1. **Staff Qualifications** – Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in Disaster recovery services.
  - a. Indicate the number of support staff personnel on site (and their positions and skill sets) dedicated to DoIT during a test and disaster recovery.
  - b. How many additional personnel would be onsite and available to help DoIT during testing and disaster recovery that are not exclusively dedicated to DoIT?
  - c. Will the vendor ensure the staff meets all of the customers training needs in the proper handling of sensitive data including, but not limited to, PII, PCI, FTI, HIPAA and others?
2. **Capability, Capacity, and Qualifications of the Vendor** - Please provide a detailed description of the Vendor's experience as a Disaster Recovery Services. List a minimum of three (3) (preferably governmental clients) + 2 other client references, to include client names, addresses, contact names with emails and phone numbers, dates of service and type(s) of service(s) provided. These clients must be willing to discuss their experiences with DoIT.
  - a. Competitive strengths

- b. Description of your company’s primary business function and service
  - c. Corporate (parent) and other subsidiary or license affiliations (if applicable)
  - d. Commitment to disaster recovery business
  - e. The initial date recovery service was offered commercially
  - f. Individual market shares for mainframe recovery
  - g. Size of customer base for mainframe and Unix systems
  - h. Maximum number of subscribers allowed at each facility
  - i. Disaster recovery plan testing experience and schedule of internal tests
  - j. Options for acquiring additional test time
  - k. Experience in actual disaster recovery incidents
3. **Test Plan** - Please describe in detail, the framework within which requested Physical Restoration services will be performed. The following elements should be included:
- a. Provide detailed information regarding the Vendor’s testing methodology and standard support services provided during test exercises. This includes pre-test reviews, configuration change control and information synchronization between DoIT’s and the Vendor’s configuration.
  - b. What support does the Vendor provide before, during, and after a test?
  - c. What type of fee, if any, is associated with this support?
  - d. Describe the duties and responsibilities of the Vendor’s Account Manager as they relate to any/all of DoIT’s testing and recovery activities and identify the city where this Account Manager is located. DoIT will require from the selected vendor a disaster call list of contacts and problem escalation list with associated contact numbers and procedures.
  - e. Does the current vendor utilize SAN/NAS technology and will it be used/available to DoIT systems? What is the procedure for SAN/NAS utilization, and the dynamic expansion of DASD required?
4. **Approach/Methodology** – Define the methodology to be used for Section 3 Scope of Work:
- a. Colocation Services requirements: outlined above
  - b. Physical Restoration requirements: outlined above
  - c. Networking requirements: outlined above

## B. Cost Proposal

Detailed Budget and Budget Narrative:

Provide a cost proposal for the required services which include the following:

1. Customer Solution and Pricing
  - a. As DoIT moves forward to implement new technology, both hardware and software, how would the Vendor assure DoIT that the hot site will keep pace with DoIT’s data center?

- b. Is the Vendor willing to commit contractually to providing the hardware and software (os) when needed by DoIT?
  - c. Provide a summary of the Vendor subscription charges broken down into logical subcategories. Provide pricing information for a three-year contract that is renewal by DoIT for up to two more one-year periods (possible total of five years). The mainframe cost will include the CPU, DASD, tape, input/output devices and services, office area and workstation, staff and test time requirements. For the client/server sections please provide itemized costs for each server. Submit a summary chart utilizing the format provided.
  - d. Daily usage fees can be only accessed 60 days after a declared disaster.
2. A signed Cost Proposal including a summary in the format provided including:
- a. Transmission speeds supported
  - b. Cost to modify/upgrade services
  - c. Installation costs
  - d. Monthly service rates
  - e. Maintenance options and costs
  - f. Annual True up/True Down Process

**Cost Proposal Summary Chart**

Vendor must include pricing in Microsoft Excel in the attached Exhibit 2 Cost Proposal Summary Chart (See Zip File). Cost proposal must include a summary using the format provided.

Schedule	Declaration Fee	Daily Usage	Monthly Fee	Test Hours
Hotsite 1				
Group 1				
Group 2				
Group 3				
Group 4				
Group 5				
Group 6				
Group 7				
Group 8				
Group 9				
Group 10				

Group 11				
Network 1				
Colo Rack 1				
Colo Rack 2				
Colo Rack 3				
Colo Network				
Managed Recover Services				
Testing Services/Training				
Mobile Services				
Additional Testing Hours				
Additional Development Time				
Other Costs (Identify)				
<b>Total Cost</b>				

Define additional charges for using the hot sites during a declared disaster. Indicate the maximum stay (if any) in each facility. Provide the information in the format listed below:

<b>Additional</b>	<b>Response</b>
Hotsite declaration fee in addition to what is indicated above	
First 24 hours fee in addition to daily fee	
24-48 hours fee in addition to daily fee	
Additional per day charge in the hot site over what is indicated above	
Maximum length of stay in hot site	
Extended use costs	
Other mainframe costs	
Other Client/Server costs	
Any other costs not previously mentioned	
Daily Usage fee Start Date	
Comprehensive Recovery Support	
<b>Total Costs</b>	

### C. ISBE Proposal

See Appendix A for information and the MBE, WBE and/or Disability Business Enterprise Participation Plan form(s). Vendors are required to complete, sign and submit these form(s) with

their overall proposal in a sealed envelope. Please complete separate form(s) for each MBE, WBE and/or Disability Business Enterprise subcontractor to be utilized on the solicitation.

**SECTION 5: EVALUATION AND SELECTION**

Proposals shall be reviewed by a technical evaluation committee (“TEC”) comprised of staff from State agencies. The TEC first shall consider technical proposals.

Technical proposals must receive a minimum of 60 (85.7% out of a maximum of 70 points) to advance to the cost evaluation phase. Technical proposals scoring less than 60 points shall not have the accompanying cost or ISBE participation proposals opened or evaluated; such proposals shall not receive further consideration.

Technical proposals scoring 60 points or higher shall have the cost proposals evaluated and assigned up to a maximum of 30 points bringing the total potential evaluation score to 100 points. As total possible evaluation points are determined, vendor ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

The Division of Purchases reserves the right to select the vendor(s) or firm(s) (“vendor”) that it deems to be most qualified to provide the goods and/or services as specified herein; and, conversely, reserves the right to cancel the solicitation in its entirety in its sole discretion.

Proposals shall be reviewed and scored based upon the following criteria:

<b>Criteria</b>	<b>Possible Points</b>
Staff Qualifications	10 Points
Capability, Capacity, and Qualifications of the Vendor	10 Points
Test Plan	30 Points
Approach/Methodology	20 Points
<b>Total Possible Technical Points</b>	<b>70 Points</b>
Cost proposal*	30 Points
<b>Total Possible Evaluation Points</b>	<b>100 Points</b>
ISBE Participation**	6 Bonus Points

<b>Total Possible Points</b>	<b>106 Points</b>
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**\*Cost Proposal Evaluation:**

The vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other vendors shall be awarded cost points based upon the following formula:

$$(\text{lowest cost proposal} / \text{vendor's cost proposal}) \times \text{available points}$$

For example: If the vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly costs and service fees and the total points available are thirty (30), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 \times 30 = 19.5$$

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically and/or substantially non-responsive at any point in the evaluation process will be rejected

On the basis of discussions with vendors, the State may request for Best and Final Offer, which describes the requirements of the procurement in the final form, which will be issued to all vendors still under consideration. Each vendor shall submit a Best and Final Offer, which defines their best price, and other terms, for the procurement. Best and Final Offers shall be evaluated in the same fashion as previously stated.

The State reserves the right to determine priority among services offered and may not contract for all services indicated here in an initial contract.

The State reserves the right to accept or reject any or all options, bids or submissions and to act in its own best interest.

The State may, at its sole discretion, elect to require presentation(s) by Vendors clearly in consideration for award.

The State reserves the right to award in whole or in part each option in the schedule to the successful Vendor, in its best interest.

Each Vendor should indicate n/a (not applicable) for any portion of any schedule in which they cannot participate in.

The Vendor should note that individual State agencies may require that vendor employees, subcontractors and/or agents undergo a State and/or national criminal background check as well as provide a Business Associate Agreement and be IRS Publication 1075 and Federal Tax compliant prior to providing any services to the agency as it relates to this procurement. See Exhibit 3 Security Questionnaire.

**\*\*ISBE Participation Evaluation:**

**A. Calculation of ISBE Participation Rate**

1. ISBE Participation Rate for Non-ISBE Vendors. The ISBE participation rate for non-ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of non-ISBE vendor's total contract price that will be subcontracted to ISBEs by the non-ISBE vendor's total contract price. For example, if the non-ISBE's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs, the non-ISBE's ISBE participation rate would be 12%.
2. ISBE Participation Rate for ISBE Vendors. The ISBE participation rate for ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of the ISBE vendor's total contract price that will be subcontracted to ISBEs and the amount that will be self-performed by the ISBE vendor by the ISBE vendor's total contract price. For example, if the ISBE vendor's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs and will perform a total of \$8,000.00 of the work itself, the ISBE vendor's ISBE participation rate would be 20%.

**B. Points for ISBE Participation Rate:**

The vendor with the highest ISBE participation rate shall receive the maximum ISBE participation points. All other vendors shall receive ISBE participation points by applying the following formula:

$$\begin{aligned} & (\text{Vendor's ISBE participation rate} \div \text{Highest ISBE participation rate} \\ & \quad \times \text{Maximum ISBE participation points}) \end{aligned}$$

For example, assuming the weight given by the RFP to ISBE participation is 6 points, if Vendor A has the highest ISBE participation rate at 20% and Vendor B's ISBE participation rate is 12%, Vendor A will receive the maximum 6 points and Vendor B will receive  $(12\% \div 20\%) \times 6$  which equals 3.6 points.

**General Evaluation:**

Points shall be assigned based on the vendor's clear demonstration of the ability to provide the requested goods and/or services. Vendors may be required to submit additional written information or be asked to make an oral presentation before the TEC to clarify statements made in the proposal.

**SECTION 6: QUESTIONS**

Questions concerning this solicitation must be e-mailed to the Division of Purchases at [doa.purquestions15@purchasing.ri.gov](mailto:doa.purquestions15@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFP #7645809** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment



in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

## **SECTION 7: PROPOSAL CONTENTS**

A. Proposals shall include the following:

1. One completed and signed RIVIP Vendor Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at [www.ridop.ri.gov](http://www.ridop.ri.gov). *Do not include any copies in the Technical or Cost proposals.*
2. Two (2) completed original and copy versions, signed and sealed Appendix A. MBE, WBE, and/or Disability Business Enterprise Participation Plan. Please complete separate forms for each MBE, WBE or Disability Business Enterprise subcontractor/vendor to be utilized on the solicitation. *Do not include any copies in the Technical or Cost proposals.*
3. Technical Proposal - Describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The technical proposal is limited to twenty (20) pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request).
  - a. One (1) Electronic copy on a CD-R, marked "Technical Proposal - Original".
  - b. One (1) printed paper copy, marked "Technical Proposal -Original" and signed.
  - c. Four (4) printed paper copies.

B. Formatting of proposal response contents should consist of the following:

1. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
  - a. Vendor's name
  - b. RFP #
  - c. RFP Title
  - d. Proposal type (e.g., technical proposal or cost proposal)
  - e. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of '1 of 3' on first CD-R, '2 of 3' on second CD-R, '3 of 3' on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase's inability to open or read a CD-R may be grounds for rejection of a Vendor's proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it "non-responsive". USB Drives or any other electronic media shall not be accepted. Please note that CD-Rs submitted, shall not be returned.

2. Formatting of written documents and printed copies:
  - a. For clarity, the technical proposal shall be typed. These documents shall be single-spaced with 1" margins on white 8.5"x 11" paper using a font of 12-point Calibri or 12-point Times New Roman.
  - b. All pages on the technical proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor's name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.
  - c. If the solicitation includes a proposal template for vendor use, it shall be typed using the formatting provided in the template.
  - d. Printed copies are to be only bound with removable binder clips.

## **SECTION 8: PROPOSAL SUBMISSION**

Interested vendors must submit proposals to provide the goods and/or services covered by this RFP on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases, shall not be accepted.

Proposals should be mailed or hand-delivered in a sealed envelope marked **RFP #7645809** to:

RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

## **SECTION 9: CONCLUDING STATEMENTS**

Notwithstanding the above, the Division of Purchases reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in the State's best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

If a Vendor is selected for an award, no work is to commence until a purchase order is issued by the Division of Purchases.

The State's General Conditions of Purchase shall be the contractual terms and conditions between the parties upon issuance of a Purchase Order by the Division of Purchases. The State's General Conditions of Purchase can be found at <https://rules.sos.ri.gov/regulations/part/220-30-00-13> and addenda can be found at <https://ridop.ri.gov/rules-regulations/>.

## **APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM**

### **A. Proposer's ISBE Responsibilities (from 150-RICR-90-10-1.7.E)**

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's Commission on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

### **B. MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:**

Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Vendors are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.

**MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN**

Vendor's Name:

Vendor's Address:

Point of Contact:

Telephone:

Email:

Solicitation No.:

Project Name:

This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's Commission on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. **Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.**

Name of Subcontractor/Supplier:				
Type of RI Certification:	<input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Disability Business Enterprise			
Address:				
Point of Contact:				
Telephone:				
Email:				
Detailed Description of Work To Be Performed by Subcontractor or Materials to be Supplied by Supplier:				
Total Contract Value (\$):		Subcontract Value (\$):		ISBE Participation Rate (%):
Anticipated Date of Performance:				

I certify under penalty of perjury that the forgoing statements are true and correct.

<b>Prime Contractor/Vendor Signature</b>		<b>Title</b>	<b>Date</b>
<b>Subcontractor/Supplier Signature</b>		<b>Title</b>	<b>Date</b>

## **Attachment B - DR RFP 2021 – Order of System Priority**

### **Appendix 1: Order of System Priority**

Colocation & Network Services:

#### **I. (CORE) Network Connectivity and Colocation Services**

A. Network Connectivity between the State of Rhode Island - DoIT and the vendor Recovery:

Facility must be initiated within 15 minutes of a declared disaster. Network Connectivity between the State of Rhode Island and the vendor's recovery facility must be established within two (2) hours of a declared disaster. Connection from the recovery facility will be made to the state core network infrastructure. State agencies must first establish connection to the state's core infrastructure, then will be connected to the recovery facility. All connections to state agencies will be through the state's network infrastructure. Users outside of the state network must establish a connection to the state's core network infrastructure via VPN. From there, they can access the recovery facility. It is estimated that a minimum of 2000 users will need access the recovery facility.

B. Colocation Network Services:

Network Connectivity between the State of Rhode Island - DoIT HCI DR Stack, and the vendor Recovery hardware must be initiated within 15 minutes of a declared disaster. All devices that are to be recovered must be able to connect to DoIT HCI DR Stack within 2 hours.

C. Network Requirements:

Need switches offered as managed services

Need to be dedicated for customer use

Colocation vendor should provide manufacturer supported equipment that is not near EOL

Each rack at Colocation site must have top rack switching

Media Needed – for each Rack we need a minimum of:

4 fiber optic cables/ports

6 Copper cables/ports

Fiber optic modules must match cables (use multi-mode)

Switch functionality requirements

MTU of 1700 or Greater to support VMware requirements

Ability to do BGP peering from CORE to NSX and BGP between the State Data centers and the Colocation site

ECMP from Core to NSX (Equal Cost Multi Path) support

BFD, Bi-directional Forwarding Detection support

Connection from Colocation site to EOC

Minimum of 10Gbps point to point connectivity (prefer single mode SMF)

Connection from Colocation site to DOA

Minimum of 10Gbps point to point connectivity (prefer single mode SMF)

D. Bandwidth estimates:

We estimate, based on other deployments, that the state of Rhode Island will use at least 3.5 Mbps for backup traffic for SimpliVity Backups during the day

We estimate, based on other deployments, that the state of Rhode Island will use at least 2.5 Mbps for backup traffic for Cohesity Backups during the day

E. Network - Other:

Award Vendor will be responsible for all costs for the relocation & termination of the circuit and of the equipment to the new facility location.

This cutover process is critical for the State recovery. Vendors other than the incumbent seeking to provide Disaster Recovery services must detail the cutover process as described above and specify the cutover date to allow the State to arrange for an extension of existing agreement for incumbent provider. Describe the process to move from the current agreement to the new agreement under this RFP, including any service disruptions or billing changes.

## II. Enterprise Operations Center

A. (CORE) Data Domain and Colocation Services:

Two 19" cabinet will be provided with the following specifications:

A minimum of a 42U EIA rack space with:

- (1) 120V/30A A&B power feed (can operate at up to 24 amps continuous draw).
  - (2) 120V PDUs (one for A-side and one for B-side) providing (15) NEMA 5-20 receptacles each (comes installed in provided cabinet).
  - (1) 208V/30A A&B power feed (can operate at up to 24 amps continuous draw).
  - (2) 208V PDUs (one for A-side and one for B-side) providing (24) IEC C13 receptacles each.
- Lock and Key Security.  
Proper air ventilation.

One Floor space

- (1) 120V/30A A&B power feed (can operate at up to 24 amps continuous draw).
- (1) 208V/30A A&B power feed (can operate at up to 24 amps continuous draw).

Colocation SLA's:

Power and connectivity will be available 100% of the time to the equipment supported by the Colocation Services. The SLA is only available to the equipment i) connected to the redundant power circuits that are not exceeding 80% of the power capacity of one of the circuits; and ii) supporting multiple redundant power feeds or connected to a static switch. Power availability is measured on a monthly basis as the unscheduled time that dual power feeds were simultaneously unavailable.

If there is a failure to meet the Power Availability SLA, the State is entitled to a credit.

Award Vendor will be responsible for all costs for the relocation of the equipment and the relocation team travel expenses to the new facility.

This cutover process is critical for the State recovery. Vendors other than the incumbent seeking to provide Disaster Recovery services, must detail the cutover process as described above, and specify the cutover date to allow the State to arrange for an extension of existing agreement for incumbent provider. Describe the process to move from the current agreement to the new agreement under this RFP, including any service disruptions or billing changes.



# Attachment C - DR RFP 2021 – Order of System Priority

## Appendix 2: Order of System Priority

Hardware for Mobiles Defined in Exhibit 1 in order:

### A. (Hotsite 1) Mainframe Environment/Systems:

The following System must be connected to the Luminex Backup Device via Ficon connection within 4 hours of called disaster. The system and Luminex must be reachable thru the internet or dedicated connections.

EOC	Qty:1	IBM zEnterprise Processor
	3	LPAR's
		Processor: 110 IBM MIPs
		Memory: 16384MB
		Network: (4) OSA-Express3 Ethernet 10/100/1000Mbps Port
		Processor: 26 IBM MIPs
		Memory: 16384MB
		Network: (3) OSA-Express Ethernet Gigabit Port
		Processor: 26 IBM MIPs
		Memory: 16384MB
		Network: (2) OSA-Express Ethernet Gigabit Port
		Tape Unit: (2) 0.8/2.4GB 3490-E Tape/Loader Addresses w/7 Slots
		(2) 40/120GB 3590-EII Magstar Tape/Loader Addresses w/10 Slots
		Storage: (10000GB) Mainframe DASD - RAID protected
		(10000GB) Mainframe DASD - RAID protected

### B. (Group 1) - DLT Power UI System

The following System must be connected to the LazerVault Backup Device via Fiber Channel connection within 4 hours of called disaster. The system and Luminex must be reachable thru the internet or dedicated connections:

The systems must be restored, tested, and operational within 24 hours of called disaster. The restore requires the below system configuration. The restore procedure will be supplied by the State of RI. The UI system and LazerVault must be reachable thru the internet or dedicated connections.

EOC	Qty:2	IBM i870
	3	LPAR's
		OS: i5/OS (Power8)
		Processor: (3) Power 9 Processor (3.8 Ghz – 3Core)
		Memory: 32GB
		Storage: 1TB Internal Disk-RAD Protected
		Other: (1) Fiber – 8GB
		Network: (2) Ethernet 10 Gbps Port
		OS: i5/OS (Power8)
		Processor: (1) Power 9 Processor (3.8 Ghz – 3Core)
		Memory: 11GB
		Storage: 1TB Internal Disk-RAD Protected
		Other: (1) Fiber – 8GB
		Network: (2) Ethernet 10 Gbps Port
		OS: i5/OS (Power8)
		Processor: (1) Power 9 Processor (3.8 Ghz – 3Core)
		Memory: 16GB
		Storage: 800GB Internal Disk-RAD Protected
		Other: (1) Fiber – 8GB
		Network: (2) Ethernet 10 Gbps Port
		Other: (1) LTO 6 Tape Drive (Fiber Connected – 8GB)

C. Other – Systems

These systems must be restored, tested, and operational within 24 hours of called disaster. The restore requires the below system configuration. The data restore will be performed utilizing NetWorker Restore procedures from the co-located NetWorker/DataDomain system. The restore procedure will be supplied by the State of RI. The OS and system restores will be performed by a qualified technician that is familiar with Windows and VMWare ESX operating systems. The systems and NetWorker/DataDomain must be reachable thru the internet or dedicated connections.

(Group 2) – DOA P550

DOA	Qty:1	RS/6000 p570 Service Level -Requires AIX 5.3 or Higher
	2	LPAR's
		Processor: (2) 1.65 GHz Power5 CPU
		Memory: 16GB
		Network: (1) Ethernet 1 Gbps Port
		(2) Ethernet 10/100/1000 Mbps Port
		(1) Fiber Channel 2GB Port

Other: (1) 3196 Terminal or Equivalent  
 Storage: 146GB Internal Disk

Processor: (2) 1.65 GHz Power5 CPU  
 Memory: 16GB  
 Network: (1) Ethernet 10/100/1000 Mbps Port  
 Other: (1) DVD-ROM Drive  
 (1) 36/72GB DAT72 DDS-5 Tape Drive  
 Storage: 146GB Internal Disk

(Group 3) – DOR Physical

EOC Qty:2 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DOR-DB-RIMS001  
 DOR-DB-RIMS002

Processor: (2) Intel Quad-Core 2.93GHz Xeon CPU (EMT64, VT)  
 Memory: 128GB

Storage: 600GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (2) Ethernet 10/100/1000 Mbps Port  
 Other: (1) Fiber Channel Port  
 Storage: 1252GB Disk - RAID protected

(Group 4) – DHS Physical

EOC Qty:1 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DHS-DB-PROD01

Processor: (2) Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)  
 Memory: 8GB

Storage: 300GB Internal Disk  
 Other: (1) DVD-ROM Drive  
 Network: (1) Ethernet 10/100/1000 Mbps Port  
 Storage: 1TB Disk - RAID protected

(Group 5) – DLT Physical

DLT Center Qty:2 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DLT-UT-UIVS1  
 DLT-UT-UIVS2

Processor: (2) Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)  
 Memory: 8GB  
 Storage: 500GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (2) Ethernet 10/100/1000 Mbps Port

Qty:2 x86-64 Server (w/ Monitor, Keyboard, Mouse)

Arrigan Center DLT-FS-DONLEY  
 DLT Center DLT-UT-UIFAX01

Processor: (2) Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)

Memory: 24GB  
 Storage: 100GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (2) Ethernet 10/100/1000 Mbps Port  
 Storage: 1800 GB Disk - RAID protected

(Group 6) – Fire Marshall Physical

EOC Qty:1 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 SFM-FS-002  
 Processor: (1) Intel 6-Core 2.93 GHz (Westmere) Xeon CPU  
 (EMT64, VT)  
 Memory: 16GB  
 Storage: 100GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (1) Ethernet 10/100/1000 Mbps Port  
  
 Other: (1) Fiber Channel Port  
 Storage: 2700GB Disk - RAID protected

(Group 7) - RIFANS Physical

RIFANS - State of RI Accounting System (Group 7)

The RIFANS systems must be restored, tested, and operational within 24 hours of called disaster. The restore requires the below system configuration. The data restore will be performed utilizing NetWorker Restore procedures from the co-located NetWorker/DataDomain system. The database recovery will require an Oracle database administrator. The restore procedure will be supplied by the State of RI. The system and Luminex must be reachable thru the internet or dedicated connections.

EOC Qty:2 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 Processor: (4) Intel Quad-Core 2.66GHz Xeon CPU (EMT64, VT)  
 Memory: 128 GB Memory  
 Storage: 900GB Internal Disk  
 Other: (1) DVD-ROM Drive  
 Network: (1) Ethernet 10/100/1000 Mbps Port

EOC Qty:1 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 Processor: (4) Intel Quad-Core 2.66GHz Xeon CPU (EMT64, VT)  
 Memory: 128 GB Memory  
 Storage: 900GB Internal Disk  
 Other: (1) DVD-ROM Drive  
 Network: (1) Ethernet 10/100/1000 Mbps Port  
 Storage: 3072GB Disk - RAID protected

(Group 8) – DEM Physical

EOC Qty:1 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DEM-AP-NICE01  
 Processor: (1) Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)  
 Memory: 12GB  
 Storage: 500GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (1) Ethernet 10/100/1000 Mbps Port

Foundry, PVD Qty:1 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 Law Enforcement ESX Server  
 Processor: (2) Intel 8-Core 2.6GHz Xeon Processor (E5/E7 Series)  
 Memory: 64GB  
 Storage: 100GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (2) Ethernet 10/100/1000 Mbps Port  
 Storage: 1800GB Disk - RAID protected

(Group 9) – DOT Physical

EOC Qty:1 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DOT-FS-02  
 Processor: (2) Intel 12-core Xeon Processor (2.xGHz E5/E7v2/v3/v4 Series)  
 Memory: 256GB  
 Storage: 100GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (2) Ethernet 10/100/1000 Mbps Port

DOT/TMC Qty:1 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DOT-AP-TRAFFIC2  
 Processor: (8) Intel Quad-Core 2.93 GHz (Nehalem) Xeon CPU (EMT64, VT)  
 Memory: 32GB  
 Storage: 800GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (4) Ethernet 10/100/1000 Mbps Port

EOC Qty:2 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DOT-DB-FMSPROD  
 DOT-DB-FMSTEST  
 Processor: (4) Intel 14-Core Xeon Processor (2.xGHz E5/E7

v3/v4 Series)  
 Memory: 128GB  
 Storage: 146GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (4) Ethernet 10/100/1000 Mbps Port

EOC Qty:2 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DOT-AP-FMSPROD  
 DOT-AP-FMSTEST  
 Processor: (4) Intel 14-Core Xeon Processor (2.xGHz E5/E7 v3/v4 Series)  
 Memory: 64GB  
 Storage: 450GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (4) Ethernet 10/100/1000 Mbps Port  
 Storage: 9200GB Disk - RAID protected

DOT/TMC Qty:4 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 VMWare Servers  
 Processor: 2) Intel(R) Xeon(R) CPU E5-2667 v4 @ 3.20GHz (8 cores per socket)  
 Memory: 256GB  
 Storage: 140GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (1) Ethernet 10/100/1000 Mbps Port  
 Shared Storage: 10TBs

(Group 10) – DOH Physical

DOH Qty:2 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 DOH-DB-KIDSNET  
 DOH-DB-CODISG9  
 Processor: (2) Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)  
 Memory: 64GB  
 Storage: 1200GB Internal Disk  
 Other: (1) DVD-RW Drive  
 Network: (2) Ethernet 10/100/1000 Mbps Port  
 Storage: 2300GB Disk - RAID protected

(Group 11) – State Police Physical

State Police Qty:4 x86-64 Server (w/ Monitor, Keyboard, Mouse)  
 ESX101 ESX102 ESX103 ESX104  
 Processor: (2) Intel 12-core Xeon Processor (2.xGHz E5/E7 v2/v3/v4 Series)  
 Memory: 256GB  
 Storage: 500GB Internal Disk  
 Other: (1) DVD-RW Drive

Network: (2) Ethernet 10/100/1000 Mbps Port  
Other: (2) Fiber Channel Port

Storage: 100TB Disk - RAID protected