

Commonwealth of Kentucky
SOLICITATION

TITLE: Backup Data Center Solution

DATE ISSUED 2009-12-14	SOLICITATION CLOSES Date: 2010-01-20 Time: 15:30:00	SOLICITATION NO. RFI 758 1000000010
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I S S U E D B Y	Room 373 Capitol Annex Susan Noland	A D D R E S S T O	Please see the Terms and Conditions For Information on where to submit Your Bid/Proposal.
V E N D O R	Name:	R E M I T T O	Name:
	Address:		Address:
	City, State Zip Code:		City, State Zip Code:
	Phone #:		Phone #:
	Email Address:		Email Address:
	Contact Name:		Contact Name:
	Contact Email:		Contact Email:
	Vendor Customer (VC) #:		Vendor Customer (VC) #:

FOR INFORMATION CALL:
Susan Noland
502-564-4748

ONLINE BIDDING PROHIBITED
Yes

OWNERSHIP TYPE:
☐ Sole Proprietorship ☐ Partnership ☐ Corporation

SIGNATURE OF AUTHORIZED AGENT IS REQUIRED UNLESS RESPONSE IS SUBMITTED ELECTRONICALLY

FAILURE TO SIGN SHALL RENDER THE BID INVALID.

Signature X _____ FEIN# _____ DATE _____

All offers subject to all terms and conditions contained in this solicitation.

Line Items

Line Group: Default						
Line	CL Description	Due Date	Quantity	Unit Issue	Unit Cost	Line Total Or Contract Amt
1	Backup Data Center Solution		1.00	EA		
Comm Code	Comm Description	Manufacturer		Model #		Man Part #
99029	Disaster Preparedness/Emergency Planning Services					

Extended Description

B I L T O	398626	S H I P T O	398626
	VARIOUS		VARIOUS
	PICKUP SEE EXTENDED DESCRIPTION		SEE EXTENDED DESCRIPTION
	FRANKFORT KY US		VARIOUS KY US

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Addendum #1 (December 14, 2009)

Please see end of document

COMMONWEALTH OF KENTUCKY

**Request for Information (RFI)
RFI 758 1000000010**

For

**Commonwealth Office of Technology
Backup Data Center Solution**

Released on November 25, 2009

**Issued by
The Finance and Administration Cabinet**

**On Behalf Of
Commonwealth Office of Technology**

**Susan S. Noland
Commonwealth Buyer
COMMONWEALTH OF KENTUCKY
FINANCE AND ADMINISTRATION CABINET
Office of Procurement Services
New Capitol Annex
702 CAPITOL AVE RM 096
FRANKFORT KY 40601
(502) 564-4510
Fax: (502) 564-6013
Susan.Noland@ky.gov**

I. Introduction and Background

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Project Background

This Request for Information is issued by the Commonwealth Office of Technology (COT) for the purpose of receiving information which will provide the COT with alternative backup and recovery ideas, sites and equipment suggestions for shorter and more cost effective disaster recovery solutions.

The COT is the service provider of data processing services to many of the state's cabinets. COT currently provides services to host several business critical applications running on an IBM mainframe, Microsoft Windows, Sun and IBM UNIX platforms. COT must also provide back up and disaster recovery capabilities as part of these services. Networking and Internet connection services are predominately through AT&T on Nortel equipment.

The COT is currently under contract for backup and recovery services that rely on the transportation of cases of tapes hundreds of miles to allow for recovery to begin. COT is investigating alternative methods to move beyond our current Level 2 Disaster Recovery (48-72 hour) capability and going to a more robust Level 6 model by creating a near real time hot site by 1) COT procuring and populating a Backup Data Center with equipment, or 2) partnering with a vendor who will provide a Kentucky facility and possibly a turn key solution that COT could contract with for services.

Project Goals

Option 1: COT acquired cold site (shell)

1. Arrangement for space in an existing building meeting requirements
2. COT purchase or lease all equipment, stage and maintain
3. Full network duplication and/or redundancy is created
4. Mirrored storage
5. COT would manage all software and hardware.
6. Facility owner will manage the security and physical environment

Option 2: Vendor supplied hot site where:

1. Vendor acquires all equipment necessary to support COT's critical applications
2. COT may be agreeable to a three to five year contract with extensions where a vendor will own and maintain the equipment but COT will maintain the data and operating environment.
3. Data is being replicated real time
4. Applications and OS's are continuously maintained through the change control process so they will be ready in under 8 hours.
5. A fully functioning network is in place and is actively maintained for continuous data replication and quickly configurable to replace the core

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network.

6. Provide a secondary Internet connection point of access
7. Create an Exchange messaging backup environment

Option 3: Vendor is encouraged to suggest any combination of these or alternative ideas that will allow for improved recovery for the least possible cost.

1. COT will accept non-conventional suggestions that result in effective alternatives that save expense. An example of this might be the use of social networking and pre-defined use of Internet email (such as Gmail) during the actual disaster until facilities can be rebuilt.

Specifically out of scope (at this time)

1. VOIP Telephonic systems; however COT would be interested in a description of any telephony, cellular, and wireless Internet providers/capabilities in the proposed facilities for the use of our support staff during testing and actual emergency situations.

Vision:

COT would like to move closer to having a near real time recovery capability for key systems by establishing and networking to a local (somewhere in Kentucky) facility that can be populated with redundant equipment. Our desire would be to mirror data to the Backup Data Center storage, stage and maintain the mainframe, Windows and UNIX platforms through our change control process to keep the applications and OS current with the production environment and have fully redundant network devices and connections so that recovery can occur in hours instead of days. Because of third party licensing costs, we would not expect to operate any mainframe production at this point in time; however, distributed application systems may be candidates to move development and/or test systems to the Backup Data Center to provide faster recovery.

Once fully implemented, we expect to achieve a recovery capability of less than 8 hours (between a Tier 5 and 6 capability) assuming that a Tier 1 restores from tape and Tier 7 is end to end automated fail over server recovery.

Reference Attachment C (IBM graph to gain additional perspective)

Commonwealth of Kentucky Organizational Structure

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The Commonwealth of Kentucky is organized into three branches of Government; Legislative, Judicial and Executive Branches. It employs approximately 36,000 people statewide. The Executive Branch is structured on a program basis consisting of eleven Program Cabinets, each headed by a Secretary, who is appointed by the Governor. Each Secretary is a member of the Governor's Cabinet and serves as the Governor's liaison for providing direction and coordination of the various departments, boards and commissions. The Executive Branch also consists of seven elected Constitutional Offices and the Governor's General Government Cabinet. An organizational chart of the Executive Branch is located at:

http://personnel.ky.gov/persadmin/info/persinfo/kyorg.htm?wbc_purpose=basic&wbcmode=pres

Present Mainframe Environment – Executive Branch

The goal of the Commonwealth Data Center (CDC) is to maintain sufficient computer hardware, software, and communications capacity to accommodate, at minimal cost, the large-scale processing demands of agencies of the Commonwealth. Most of the data processing resources required to meet this goal are located at the CDC in Frankfort, Kentucky. The CDC also houses the central hub of the Kentucky Information Highway, which includes the state's wide area network (WAN).

The CDC essentially operates as a service bureau, processing agency computing needs on demand. During a typical business day, approximately 11,000 state and county government employees are actively using the CDC's mainframe computers at any given instant. COT is responsible for assuring that all computing resources are operational and functioning properly. Included are central processing, production support, software implementation, Data Center operations, monitoring of computer equipment, and administrative support. COT is also responsible for administering jobs and monitoring their successful completion.

The primary computing resource at Kentucky's Commonwealth Data Center is an IBM z9 2096-S07 running as a W03 mainframe computer. This system is currently configured with three central processing units (CPUs), one System z Application Assist Processors (ZAAP), 128 gigabytes of main memory and over 5 terabytes of DASD storage. Data center tape activities are supported by a robotic-based tape library. The mainframe operates under the control of IBM's z/OS operating system and interfaces with interactive users using the Customer Information Control System (CICS) and Information Management System (IMS) transaction processing systems. Time Sharing Option (TSO) is used for development, job control, and some end-user computing applications.

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In addition, the Commonwealth Data Center supports client/server computing on a large scale. The Data Center operates a large installation of approximately 580 servers. Platforms include AIX, Solaris and Windows servers that are supported on behalf of the agencies within the Commonwealth. Some of the benefits associated with CDC include Halon gas fire protection, uninterruptible electrical power, raised flooring, special cooling and environmental controls, 24-hour operation, special building security, low cost, and a team of technical specialists to oversee the administration and operation of equipment and network resources.

Present Network Environment – Executive Branch Kentucky Information Highway (KI2)

The Commonwealth Office of Technology (COT) manages the Commonwealths network infrastructure and is called the Kentucky Information Highway – 2nd generation, or KI2. The KI2 uses Multiprotocol Label Switching (MPLS) to bring greater resiliency and fault tolerance to the state's wide area network.

The Network Core for the Commonwealth is divided between two sites in Frankfort, the Commonwealth Data Center and the KEWS location at the Boone Center National Guard. These sites are connected via multiple Fiber connections. Commonwealth users have connectivity to both sites, thus ensuring network connectivity in the case of an outage to one Core Site. Wide Area Network and Internet Access Circuits exist at each location.

Reference Attachment A

Present Desktop Environment – Executive Branch

With the exception of the Finance and Administration Cabinet, Tourism, Arts & Heritage Cabinet, Transportation Cabinet and Department for Local Development, each agency independently selects, procures, configures, installs and administers desktops/laptops and printing facilities for their organization/area. For those organizations listed above, the Commonwealth Office of Technology is providing centralized management of their desktops/laptops; LAN's and file/print services. Executive Branch agencies maintain a PC inventory of approximately 36,000 machines of multiple brands and varying ages with an unknown number of configurations. These workstations are located in over 8,000 state owned/leased offices and geographically dispersed in every county of the state. The Commonwealth also estimates that it currently maintains a fleet of approximately 9,000 printers, MFD's, and other input/output devices.

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Present Email and Messaging Infrastructure

The Executive Branch is processing on Microsoft Exchange Server 2003 as the Commonwealth's enterprise messaging solution. The system currently houses approximately 35,000 mailboxes. The current messaging infrastructure can support up to approximately 40,000 mailboxes averaging 200 million email messages a month, with over 131,000 addresses in the Global Address Listing (GAL). The GAL currently contains custom recipients for Cabinets and agencies that support their own mail systems, including the Kentucky Department of Education (which supports approximately 80,000 custom recipients in the GAL). The Executive Branch also provides other shared messaging services such as wireless messaging (Blackberry), desktop fax services (Omtool GeniFax) and encryption services for email (Entrust).

The Executive Branch offers a basic email account which has a 100MB storage limit with a 10MB transfer size and an enhanced account for those users who require a larger mailbox for mail messages. The enhanced messaging offers up to 400MB of mailbox storage with a 10MB transfer size on messages. Currently the number of users on the enhanced messaging system is 350. Current data storage requirements for all users' mailbox backups are approximately 800 Gigabytes. With the exception of KDE and the Fair Board in Louisville, all executive branch agencies use a single email infrastructure hosted and supported by COT. KDE and the Fair Board can receive system generated alerts or participate in workflow through normal Internet email. Other agencies and elected officials that support their own email environments include Administrative Office of the Courts, Legislative Research Commission, Boone National Guard Center, KHEAA, Kentucky Retirement and the Attorney General.

The Commonwealth messaging infrastructure also supports the workflow component for several major business applications. These systems include the Management Administrative and Reporting System (eMARS), the Commonwealth Service Desk implementation of Front Range, the Amber Alert system and several others.

Active Directory Structure

COT manages an Active Directory (AD) environment of approximately 35,000 users to provide directory services for the Executive Branch, using a single forest empty root model. Each Executive Cabinet is placed within its own domain and is delegated rights to manage the contained users, computers and other objects. Constitutional Offices that choose to participate in the Commonwealth's AD environment are also placed within a domain under the empty root. Other participating Executive Branch agencies (e.g., boards and commissions) are placed within a domain known as the Foster domain and are delegated control of

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their own organizational unit (OU) and allowed to manage their user and computer environments. A separate resource domain also exists for enterprise applications such as eMARS and Exchange.

The COT AD Team is tasked with managing the health of the overall AD environment that maintains the Domain Controllers, monitoring replication, etc. while users and computers are managed with a delegated administration model. For agencies that are part of the Commonwealth's consolidated IT environment, the COT Desktop Team manages the user and computer objects, whereas the IT staffs of the agencies themselves manage the down-level AD objects in domains or organizations that have not been consolidated.

RFI Purpose

The purpose of this Request for Information (RFI) is to allow the vendor community an opportunity to describe the possible Backup Data Center recovery solutions available for the Commonwealth of Kentucky. This information will be reviewed by various stakeholder groups to determine a strategic direction and may or may not result in an RFP for services. The vendor community should note that this RFI contains preliminary information to serve as a platform for reaction and discussion with the vendor community. The requirements in this RFI are in no way final or represent what may be contained in any RFP should one be issued. This issuance **does not** constitute a commitment to issue a bid or award a contract or to pay any costs incurred in preparation of a response to this request. Furthermore, the Commonwealth requires that all responding vendors abstain from providing any quotes or bids in response to this RFI, however; COT would request vendor pricing schedules indicating the pricing method, i.e. per sq. ft., per device, per month etc. so that the Commonwealth can get a sense of how costly this project might be and whether or not to pursue any of the options.

II. RFI Process

This RFI is being issued by the Kentucky Finance and Administration Cabinet.

The Commonwealth is seeking your input through written responses. Hyper links may be used/embedded within the text of the RFI to highlight supporting documentation and software/service features that are too lengthy to include in the body of the RFI response.

Written Responses and Inquiries

All responses, questions & inquiries concerning this RFI should be directed in

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writing to the Commonwealth Buyer of record for this RFI.

Susan S. Noland
Commonwealth Buyer
COMMONWEALTH OF KENTUCKY
FINANCE AND ADMINISTRATION CABINET
Office of Procurement Services
Susan.Noland@ky.gov

From the issue date of this RFI until the responses are due, vendors shall not individually communicate with any Commonwealth staff, or its agents, concerning this RFI except as referenced above.

Interested parties are encouraged to submit written questions. **Written questions shall be submitted to the Commonwealth Buyer via email at susan.noland@ky.gov or via fax at 502-564-6013.** The final deadline for written questions is **December 7, 2009 at 3:30 P.M. ET.** **The Commonwealth will allow a second set of written questions to be submitted. The deadline for the second set of written questions is December 28, 2009 at 3:30 P.M. ET.** No questions will be accepted after that date. Oral questions will not be accepted at any time. The Commonwealth will respond to salient questions in writing by issuing an Addendum to the Solicitation. The Addendum shall be posted to the Commonwealth's E-Procurement page.

RFI Responses are due on ~~December 17, 2009~~ January 20, 2010 at 3:30 P.M. ET. RFI response shall include one (1) marked original and five (5) copies. The vendor shall also provide two (2) electronic copies of the response. Any electronic information should be submitted on CD (formatted in Microsoft Word 2003 which has been virus scanned prior to submission). Respondents should include their names on the CD sent to the Commonwealth. The virus-scanning tool used is also to be identified on the CD label.

Proposals shall be submitted to:

Susan S. Noland
Commonwealth Buyer
COMMONWEALTH OF KENTUCKY
FINANCE AND ADMINISTRATION CABINET
Office of Procurement Services
New Capitol Annex

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**702 CAPITOL AVE RM 096
FRANKFORT KY 40601**

The outside cover of the package containing the response to this RFI is to be marked:

**Commonwealth Backup Data Center Solution
RFI 758 1000000010
Request for Information
Name of Respondent**

III. General Requirements

The focus of this document is to gather information on alternative recovery approaches and the providers who can assist the Commonwealth by providing suggestions, recommendations and ideas along with pricing structures to accomplish the vision and goals of this request according to the specifications identified.

Where applicable, the vendor should list any known advantages to the Commonwealth for the various approaches.

The vendor shall address the following issues “at a minimum” as they prepare a response to this RFI:

- 1) General Information – Vendor Information
 - a) Name of company
 - b) Contact Person
 - c) Address, Telephone Number and Email Address
 - d) Company website and Brochures/Literature
 - e) A **Brief History** of the company, including a listing of other large government agencies the company has provided Backup Data site solutions for.
- 2) Background Information – Responding Vendor
 - a) A statement of the company’s core line of business and length of time they have been involved in Backup Data Center and recovery solutions.
- 3) Recommendations and suggestions for consideration

If recommending a shell or hosted facility:

1. Provide a list of business that you currently have under contract that are of the

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approximate size of the Commonwealth.

2. If recommending a hosted site, please identify if the site currently exists or is proposed to be acquired.
3. Does your company offer professional services to implement and support a facility as outlined in this RFI or does another company provide the professional services? Would this include onsite, hands-on support technicians to work with COT staff both on the phone and in person in the facility? COT would be interested in the credentials of that type staff support.
4. Does your company also offer office space or only raised floor Data Center space?
5. Describe any nearby (within 5 miles) hazardous businesses or geographic anomalies to the proposed site.
6. What is the general licensing/pricing structure (enterprise license, per server, per sq. ft., etc.) for a large scale implementation as described in this RFI?
7. Please list the certifications and compliance standards maintained for the recommended solution.

Desired Vendor and Facility Features:

8. Any recommended facility must be at a minimum 50 miles from the Frankfort Data Center.
9. The vendor must have or be willing to install the following circuits:
 - i. Two (2) 10 Gig links between Facility and Commonwealth Data Center, located at 101 Cold Harbor Drive, Frankfort Ky.
 - ii. One (1) 10 Gig link between Facility and KEWS location at Boone Center Nation Guard, located at 101 Minuteman Hwy, Frankfort Ky.
 - iii. The path for the links to the two sites in Frankfort must be along geographically diverse paths.
 - iv. Must be able to have a circuit installed by AT&T to the KIH2 MPLS Cloud of at least 225 Mbps.
 - v. Must be able to have a circuit installed by AT&T for Direct Internet Access of at least 225 Mbps, with the capacity to grow to at least 400Mb.

10The facility must be a Tier 2 or better facility as defined by the Uptime Institute.

11Physical Space Requirements for any suggested facility:

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- ✂ Hot site space - approximately 1,000-2,000 sq. ft.
 - i. Secured, possibly caged space,
 - ii. Preferred non-sharable space and equipment but will also entertain ideas and rate structures for sharable space.
 - iii. Up to 50 sq. ft of storage space for lockable cabinets
- ✂ Office Work space
 - i. Should be close to the back up Data Center but does not need to be raised floor
 - ii. During a disaster would need temporary office space for immediate support staff of up to 8,000 sq. ft.
 - iii. For normal testing (at a minimum twice a year) we would only need 1,000 sq. ft.
 - iv. Under normal circumstances the space could be sharable
 - v. During a disaster the Commonwealth would require priority occupancy
- ✂ Cold Site Space
 - i. Up to an additional 5,000 sq ft must be available to re-establish computer processing capacity and service to the pre-disaster levels if required while the impacted Data Center is being restored or replaced.

12In the event of a major disaster COT might also be in need of replacement staff. Please provide suggested alternatives for access to staff with a working knowledge of these systems on an as needed basis:

- i. Network
 - a. Nortel product certified
- ii. DBA
 - a. DB2 – Through understanding of DB2 structures and utilities
 - b. Oracle - Have thorough understanding of Oracle backup/recovery utilities like RMAN, Export/Import, Data Pump and recovery procedures on Operating Systems such as AIX and Windows.
 - c. SQL Server - Have thorough understanding of SQL Server Backup and recovery native tools and procedures.
 - d. IMS - Have thorough understanding of an IMS hierarchical database design, architecture and tools used.
- iii. Mainframe
 - a. Large Z series background and experience
- iv. UNIX
 - a. Ability to install and configure AIX operating system
 - b. Ability to install and configure Sun Solaris operating system
 - c. Ability to restore Unix OS with Sysback utility and with Network boot

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- d. Knowledge of Unix RISC hardware
- e. Knowledge of IBM HACMP
- v. Wintel
 - a. Ability to install and configure Windows Server operating system
 - b. Ability to install and configure IIS
 - c. Basic knowledge of server hardware
 - d. Knowledge of TSM for file restores
 - e. Ability to create virtual servers

13 Describe the hours of access to your facility during testing and for disaster situations and whether or not support staff is available.

14 Describe what availability there is of trained and certified labor from the vendor, which may be used, at the discretion of the Commonwealth, to obtain additional and necessary manpower and support to recover during testing and any disaster situation.

15 Identify the number of subscribers that currently subscribe to the facility proposed to the Commonwealth, including their geographical distribution.

16 Identify the number of subscribers that will ultimately be allowed to subscribe to the facility proposed to the Commonwealth.

17 Identify the number of subscribers that are located within a 100-mile radius of the GOT Commonwealth Data Center, 101 Cold Harbor Drive, Frankfort, KY 40601.

18 Identify the number of vendor facilities that could support the platform configurations the response is addressing.

19 Identify any other value added services that might be available with the recommended approach.

20 Agencies choose which applications are deemed “critical” requiring the capacity to shrink or expand depending up business needs and decisions. (elastic provisioning) Please describe any ability or restrictions that you have to accommodate this expanding or contracting requirement.

21 Describe any ability the vendor has to assist the Commonwealth return to a normal status following a disaster.

22 Reference **Attachment A** for schematic

23 Reference **Attachment B** for a currently recognized listing of all equipment required. This may not be an all inclusive listing with out further planning.

Miscellaneous Information

✂ What minimum experience and corporate resource requirements should the service provider have in place to qualify to respond to any future RFP?

✂ What should the minimum criteria be in an RFP for the Commonwealth to

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evaluate a prospective service provider? What performance guarantees (SLA), if any, should a Respondent be prepared to give on its recommendation?

- ✂ What would a realistic timeframe be for implementation of the recommended solution if awarded a contract?
- ✂ What kind of reference requests would be helpful to the Commonwealth in understanding the financial condition, performance and overall ability of the Respondents?
- ✂ What is the technical direction of your company and how might it assist the Commonwealth in the future to improve recovery capability for business applications?
- ✂ What technical specifications for recovery solutions should be incorporated in any future solicitations to build or lease space for Commonwealth use?
- ✂ Provide any additional clarifications or areas for discussion that need to be included in any solicitation.

IV. Response Format

The purpose of this section is to describe the format the vendors should use in responding to this RFI. The Commonwealth is very interested in your comments, ideas and opinions concerning this new statewide service.

The Sections that should be included in your response to the RFI are:

- **Subcontractor Information**

Subcontractor information to include name of company, address, telephone number and contact name, if applicable.

- ✂ **Response**

The Response should address the specific questions raised above, as well as give the requested information on the Respondent firm. Please provide hard copy responses in a three (3) ring binder with sections organized in the same order as the items listed in the RFI. Sections should to be tabbed and labeled with the section headers used in the RFI. In addition, please feel free to make any comments, observations, or suggestions that may assist the Commonwealth in its decision to draft a Request for Proposal, and the contract terms that may result from the Request for Proposal.

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- **Proprietary Information**

After the closing date of the RFI, the Commonwealth shall have the right to duplicate, use, or disclose all proposal data submitted by Vendors in response to this RFI as a matter of public record. Although the Commonwealth recognizes the Vendor's possible interest in preserving selected data which may be part of a proposal, the Commonwealth must treat such information as provided by the Kentucky Open Records Act, KRS 61.870 et sequitur.

Informational areas which normally might be considered proprietary **shall be limited to individual personnel data, customer references, selected financial data, formulae, and financial audits** which, if disclosed, would permit an unfair advantage to competitors. If a proposal contains information in these areas that a Vendor declares proprietary in nature and not available for public disclosure, **the Vendor shall declare the inclusion of proprietary information and shall noticeably label as proprietary each sheet containing such information.** Proprietary information shall be submitted under separate sealed cover marked "Proprietary Data".

V.Additional Information

Responses may be subject to Kentucky Open Records Law pursuant to the provisions of KRS 61.870 et. seq.

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**COMMONWEALTH OF KENTUCKY
FINANCE AND ADMINISTRATION CABINET
OFFICE OF PROCUREMENT SERVICES**

Solicitation No.: RFI 758- 1000000010

Date: 12/14/09

For: COT- Backup Data Center Solution

Addendum No. 1

BIDDER SHALL CONFORM TO THE FOLLOWING CHANGES AS SAME SHALL BECOME BINDING UPON THE CONTRACT TO BE ISSUED IN RESPONSE TO THIS SOLICITATION.

Reason for change:

**To allow a second set of questions to be submitted by December 28, 2009 3:30pm ET
and to extend the closing date to January 20, 2010 3:30pm ET.**

End of Addendum

Commonwealth Buyer
Susan S. Noland