



Commonwealth of Kentucky

SOLICITATION

TITLE: Cloud Office Productivity and Business Application Alternati

DATE ISSUED	SOLICITATION CLOSES	SOLICITATION NO.
2010-01-27	Date: 2010-02-24 Time: 15:30:00	RFI 758 1000000012

I S S U E D B Y	Room 096 Capitol Annex Stephanie Williams	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: Address: City, State Zip Code: Phone #: Email Address: Contact Name: Contact Email: Vendor Customer (VC) #:	R E M I T T O	Name: Address: City, State Zip Code: Phone #: Email Address: Contact Name: Contact Email: Vendor Customer (VC) #:

FOR INFORMATION CALL: Stephanie Williams
502-564-8621

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
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1	Cloud Office Productivity and Business Application Alterna		1.00	EA		
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Comm Code	Comm Description	Manufacturer	Model #	Man Part #
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92004	Applications Software (For Main Frame Systems)			
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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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COMMONWEALTH OF KENTUCKY

Request for Information (RFI)

RFI - 758- 1000000012

For

Commonwealth of Kentucky

**Cloud Office Productivity and
Business Application Alternatives**

Released on January 27, 2010

Issued by

The Finance and Administration Cabinet

On Behalf Of

Commonwealth Office of Technology (COT)

Stephanie R. Williams, CPPO, CPPB, MPA

Assistant Director

Finance and Administration Cabinet

Office of Procurement Services (OPS)

Division of Technology Services Procurement

(502) 564-8621

(502) 696-6013 (fax)

<https://eProcurement.ky.gov>

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I. Introduction and Background

RFI Purpose

The purpose of this Request for Information (RFI) is to allow the vendor community an opportunity to describe the possible solutions and service offerings available to the Commonwealth of Kentucky. This information will be reviewed by various stakeholder groups and may be used to develop a follow-up RFP/s. In addition and at the discretion of the Commonwealth, oral presentations may be requested. .

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 an RFP. 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.

Project Background

This Request for Information is issued by the Commonwealth of Kentucky, Finance and Administration Cabinet, for the purpose of receiving information on existing software as a service (SaaS or Cloud) architected solutions and professional service offering to assist in the development of a Cloud Computing Architecture and procurement strategy for the Commonwealth. The primary focus of the RFI is to learn more about potential vendor offerings that will provide the Executive Branch Agencies office, collaboration, messaging, infrastructure and business application tools that are easier to procure, more timely to deploy and are more cost effective to support than our existing Microsoft client-server installation and internally hosted/supported business applications.

Project Goals

The Commonwealth's goals for the project are to begin the process of investigating Cloud architected alternatives for use for large state-wide business needs in the Executive Branch of Kentucky state government with an initial focus on the possible development of a Private Cloud Office Productivity environment

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for shared use by Executive Branch agencies. The desirable attributes of each solution should include:

- ✂ Full Featured
- ✂ Reliable
- ✂ Flexible
- ✂ Scalable/ Elastic
- ✂ Lower Costs – Licensing and Administration
- ✂ Less Labor Intensive
- ✂ Shorter Procurement Cycle

Commonwealth of Kentucky Organizational Structure

The Commonwealth of Kentucky is organized into three (3) branches of Government; Legislative, Judicial and Executive Branches. The Executive Branch employs approximately 36,000 people located in 2,500 offices statewide. The Executive Branch is structured on a program basis consisting of nine (9) 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 (7) elected Constitutional Offices and the Governor's General Government Cabinet. An organizational chart of the Executive Branch is located at:

<http://personnel.ky.gov/info/kyorg.htm>

Present Desktop Environment – Executive Branch

With the exception of the Finance and Administration Cabinet, Commerce Cabinet, Transportation Cabinet and Governor's Office 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 in the process of 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 2,500 state owned/leased offices and geographically dispersed in every county of the state. The Commonwealth also estimates that it currently maintains

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a fleet of approximately 9,000 printers, MFD's, and other input/output devices. All purchased electronic equipment and components used by Executive Branch agencies is currently sent to the Division of Surplus Properties for sale/disposal when the equipment is no longer usable.

Commonwealth Desktop Configuration

Commonwealth desktops/laptops are routinely provisioned with the following software suite:

- ✂ Outlook (e-mail)
- ✂ Word (Word Processor)
- ✂ Excel (Spreadsheet)
- ✂ Access (Database)
- ✂ PowerPoint (Presentation)

Some machines may also have:

- ✂ Project (Project Management)
- ✂ Visio (Graphics)
- ✂ Publisher (Desktop Publishing)

The COT Desktop Management organization is also actively testing virtual desktops using VMware software offerings and other agencies are testing and using Citrix. Any Cloud solution selected for use in the Commonwealth shall function in virtual desktop and/or server environment.

Data Center and Computing Environment

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

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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 (3) central processing units (CPUs), one (1) 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.

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 2003 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.

Kentucky Information Highway (KIH-2)

In 2005, the Commonwealth of Kentucky bid and let an RFP for KIH-2 in order to upgrade its telecommunications network and reduce costs. AT&T was awarded this contract, and has sub-contracted with all of the other local telephone companies to provide a state wide MPLS (WAN) network. The MPLS backbone that supports KIH-2 provides increased resiliency/fault tolerance within the providers network, as well as increased security by virtually segmenting the WAN based on Agency/Dept needs.

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Today, over 1,800 sites are inter-connected across the state including Executive Branch Agencies, libraries, local government and health departments. KIH-2 is managed by the Commonwealth's Office of Technology Network Operations Branch, which is responsible for the design, implementation, and support of the KIH-2 infrastructure. The Network Core Infrastructure is comprised of multiple Enterprise and Carrier class switches that are connected by Gigabit Ethernet. The configuration provides a fully redundant core split geographically between two (2) sites in Frankfort: the Commonwealth Data Center (CDC) and the KEWS (Kentucky Emergency Warning System) Building at the Boone National Guard Center. The two (2) network core (2) sites are connected via a fiber ring; which consists of three (3) fiber pairs that utilize Coarse Wavelength Division Multiplexing (CWDM) technology to provide multiple Gigabit connections.

The KIH-2 network is extended to the Frankfort Metropolitan Area Network (MAN) over a fiber optic network; which provides connectivity for all users in the city of Frankfort and provides the connection to the Wide Area Network (as described above). The MAN infrastructure consists of nine (9) sites connected via a fiber ring in Frankfort. These sites are the two (2) Network Core sites (Commonwealth Data Center and KEWS) and seven (7) other sites referred to as Core Access Nodes (CANs). Each of the CAN sites is logically connected back to each of the network core sites. The Core Access Nodes are physically located at state owned facilities that either house a large number of state users (Health Resources Building, State Office Building, Transportation Office Building, Capital Plaza Tower, Capitol Complex) or are geographically located in areas where there are a large number of fiber sites (Kentucky State Police Post 12 and Headquarters). Each Core Access Node has an identical configuration of a terabit switch cluster of two (2) chassis that act as a single unit.

There are approximately thirty-five (35) additional fiber sites in Frankfort that have a COT Point of Presence (PoP). Each of these PoP sites connects back to one (1) of the CAN sites via a fiber pair. Bidirectional fiber technology is used to provide a Gigabit link to each chassis at the CAN.

KIH-2 also connects all 120 counties through a Wide Area Network (WAN) utilizing high-speed data circuits via an MPLS network. As such, KIH-2 connectivity from COT offers many additional services including, but not limited to:

The Internet

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Email and Global Address Listing (additional client software & licensing required for Full Outlook Client – HTTP Access is also available)
Agency/Department LAN based systems and servers
The Mainframe (requires the purchase of Attachmate 3270 software package)
eMARS for Accounting and Procurement
Other servers on the network (with the approval of the agency)

These services are provisioned, configured, installed, and supported solely through COT, as a turnkey solution.

Email and Messaging Infrastructure

The Executive Branch recently completed the migration from Exchange 5.5 to 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

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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 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.

Commonwealth Service and Support Organizations

The mission and responsibility of the **Commonwealth Service Desk** is to provide assistance and support for all statewide customers who use the Commonwealth of Kentucky's Infrastructure Shared Services. The Service Desk provides a centralized calling center environment that handles an average of 7,000 calls per month with trained analysts who assist with support for services such as [Enterprise E-mail](#), [LAN/WAN](#), [KIH](#), [Servers \(Mainframe, NT, Unix and related applications\)](#), and [Internet issues](#). The Service Desk also provides enterprise reporting on performance metrics, outage analysis, and trend analysis to measure resource availability and ongoing management information.

The Finance and Administration Cabinet also maintains/staffs the **Customer Resource Center**. Information about this organization and the services it

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provides are available at the following website:

<http://finance.ky.gov/internal/crc/aboutcrc.html>

II. **RFI Process**

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

The Commonwealth is seeking your input through a written response not to exceed twenty-five (25) pages. However, 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 and inquiries concerning this RFI should be directed in writing to the Commonwealth Buyer of record for this RFI.

Stephanie R. Williams, CPPO, CPPB, MPA
Assistant Director
Finance and Administration Cabinet
Office of Procurement Services (OPS)
Division of Technology Services Procurement
702 Capitol Ave, Room 096
Frankfort, KY 40601
Stephanier.williams@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 stephanier.williams@ky.gov or via fax at 502-564-6013.** The final deadline for written questions is **February 4, 2010 at 12:00pm 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 on **February 8, 2010** (this is an

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anticipated date).

RFI Responses are due on February 24, 2010 at 3:30pm 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:

Stephanie R. Williams, CPPO, CPPB, MPA
Assistant Director
Finance and Administration Cabinet
Office of Procurement Services (OPS)
702 Capitol Avenue, Room 096
Frankfort, KY 40601

The outside cover of the package containing the response to this RFI shall be marked as follows.

- ✂ For those vendor's that provide Private Cloud Office Productivity Suites, label your response as:

Private Cloud Office Productivity Suite
RFI - 758- 1000000012-
Request for Information
Name of Respondent

- ✂ For those vendor's that provide a general cloud solution/s, please mark the outside cover of your response as:

Cloud Solution Provider or Integrator – Architecture Planning
RFI - 758- 1000000012-
Request for Information
Name of Respondent

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An electronic submission of the RFI response is not permitted.

III. General Requirements

The focus of this document is to gather information and the Commonwealth is solely interested in proven solutions that are in production. Where applicable, the vendor should list any known advantages to the Commonwealth.

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

Company Information

1. General Vendor Information
 - a) Name of Company
 - b) Contact Person
 - c) Address, Telephone Number and Email Address
 - d) A **Brief History** of the company, including a listing of other large government agencies the company has provided cloud solutions for.
 - e) A list of references from past engagements/implementations that includes, contact name, company and or government agency, phone number, and email address.

- 2) What is the nature and scope of your offering and each vendor shall classify their primary offering per the following categories:
 - a) Consulting and Integration Services
 - b) Productivity Suite or Application/s
 - c) Business Application

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- d) Infrastructure Service
- e) Social Media
- f) Other

3. Background Information from Responding Vendor – What kind of information, requirements, documentation, etc. will be necessary for the Commonwealth to furnish Respondents for a successful proposal? What will be the impact on the response if some or all of this information is not readily available or not available?

Commonwealth Private Cloud Project – Office Productivity

The Commonwealth defines basic Office Productivity as the functionality listed above in Section I - Commonwealth Desktop Configuration.

If you are an **Office Productivity Suite Provider and offer your solution for deployment in a Private Cloud implementation that can be hosted, secured and supported by the Commonwealth**, please respond to the following questions and the general questions outlined below (Product and Service Information). If your solution does not meet the criteria above, go directly to the Product and Service Information section (below) and respond to each of the questions in this section.

1. What is your business model regarding the sale and licensing of your solution? Does the software publisher sell the solution directly or is it sold through a reseller channel?
2. What is the general licensing/pricing structure (enterprise license, per seat, concurrent usage, per facility, etc.) to possibly replace our current Microsoft office productivity installation?
3. What additional functionality is provided by your solution that is in addition to the functionality described above in Section I - Commonwealth Desktop Configuration?
4. Does your solution provide special features/functionality to support mobile workers and/or wireless devices that continue to grow in use within various

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state agencies? What subset of full functionality is available to off-line mobile workers?

5. What hardware platform, operating environment, connectivity requirements and other related infrastructure components are required to support your solution in a private cloud implementation?
6. If your company is not the original software publisher, is your company certified to market the suite of products offered in your solution? What certifications are currently maintained by your company?
7. If your company is not the original software publisher, who is responsible for monitoring the software usage compliance with your solution and in general, how does this process work?
8. Does your company offer professional services to implement and support your solution or does another company provide the professional services?
9. Does the software publisher provide technical educational classes and certification/s for your solution? Is this service provided by the software publisher or a subcontractor?
10. Understanding the size and complexity of a state government implementation, what minimum experience, corporate resources and large-scale production implementations should the service provider have in place to qualify to respond to any future RFP?
11. What performance guarantees (SLA) should a Respondent be prepared to give on its private cloud solution? Briefly describe the standard provisions of your SLA?
12. What time frame and approach should be used to successfully plan, implementation and migration to a Private Cloud Office Productivity solution?
13. Provide any additional clarification or areas for discussion that needs to be included in any future RFP for a Private Cloud Office Productivity suite.

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Product and Service Information – Cloud Architecture Planning

1. What solution categories (see list above) or product types are ready for enterprise (state-wide) deployment versus those that are too immature for wide-scale use at this time?
2. What should the business rationale be for the Commonwealth to consider migrating to Cloud architected solutions?
3. In view of the citizen and business information managed by Commonwealth agencies, what legal, privacy and security requirements should the Commonwealth have with regards to the use of Cloud solutions?
4. Which services/applications are best deployed and supported in a Private Cloud configurations by Commonwealth resources? Does your company provide services to assist in the planning and deployment of a Private Cloud infrastructure and support organization? Is there a fee for this assistance? If there is a fee, what pricing structure is used for these services?
5. What goals/objectives should the Commonwealth seek to achieve by establishing Cloud or SaaS vendor arrangements in the areas of:
 - a. Productivity Applications?
 - b. Business Applications?
 - c. Infrastructure Services?
 - d. Social Media?
6. What minimum experience and corporate resource requirements should the service provider have in place to qualify to respond to any future RFP?
7. What should the minimum criteria be in the RFP for the Commonwealth to evaluate a prospective service provider?
8. What performance guarantees (SLA) should a Respondent be prepared to give on its solution? Briefly describe the standard provisions of your SLA?

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Are your SLA provisions fixed or negotiable?

9. What incident tracking system is used with your solution? Would the Commonwealth be able to access this system to monitor incidents?
10. What business continuity/disaster recovery mechanisms are in place in the event of a site loss?
11. Briefly describe the service level provisions for your offering with regards to 24x7 availability?
12. What reference request information would be helpful to the Commonwealth in understanding the financial condition, performance and overall ability of the Respondent?
13. Does your company offer professional services to implement and support your solution or does another company provide the professional services?
14. Does your company offer training to support large scale implementations of your service? If so, describe the training offerings, available certifications and the training delivery methods used by your company.
15. What is the general licensing/pricing structure (enterprise license, per seat, per facility, etc.) for your solution?
16. What is the technical direction of your company and how might it assist the Commonwealth in the future to better plan and manage the migration away from internally hosted and operated business applications to Cloud alternatives?
17. How long would it take to prepare a response to the solution/services required in a future Request for Proposal?
18. Provide any additional clarification or areas for discussion that needs to be included in any future RFP.

IV. Response Format

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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.

✂ 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".

✂ Written statement

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The vendor should provide a written statement that they have not been in contact with any Commonwealth of Kentucky employee, or their agents, in regards to this RFI, that fall outside of the scope of submitting written questions as outlined in section II.

V. Additional Information

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