

COMMONWEALTH OF VIRGINIA

VIRGINIA STATE UNIVERSITY

REQUEST FOR INFORMATION

**RFI NUMBER
212-8-024-DD**

FOR

Information Technology Outsourcing Services

DUE DATE/TIME

**May 9, 2008
3:00 P.M.**

**Dane R. Davis
Associate Purchasing Director
(804) 524-5115**

REQUEST FOR INFORMATION (RFI)
RFI # 221-8-024-DD

Issue Date: April 25, 2008

Title: Information Technology Outsourcing Services

Commodity Code: 920-29

Issuing Agency: Commonwealth of Virginia
Virginia State University
1 Hayden Drive, Room 115
Petersburg, Virginia 23806

Responses will be received until 3:00 PM May 9, 2008 For Furnishing The Information Described Herein.

All Inquiries For Information Should Be Directed To: Dane R. Davis Phone: (804) 524-5115.

IF RESPONSES ARE MAILED, SEND DIRECTLY TO ISSUING AGENCY SHOWN ABOVE. IF RESPONSES ARE HAND DELIVERED, THEN DELIVER TO: Purchasing Department, Attn: Dane R Davis, Virginia State University, 1 Hayden Drive, Room 115, Petersburg, Virginia 23806.

Name And Address Of Firm:

_____	Date: _____
_____	By _____
_____	(Signature In Ink)
_____	Name: _____
_____	(Please Print)
_____ Zip Code: _____	Title: _____
FEI/FIN NO. _____	Phone:(____) _____
E-mail: _____	Fax(____) _____

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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- I. PURPOSE: The purpose of this Request For Information (RFI) is to solicit responses from organizations with prior knowledge and expertise of application in provision of services currently provided at the University as defined below and any additional services to be anticipated in the future in efforts to develop an all inclusive formal solicitation purposes by the Virginia State University Office of Information Technology.
- II. CUSTOMER INFORMATION: Virginia State University is a historically Black University located on the banks of the Appomattox River in Petersburg, Virginia. The University has an enrollment of approximately 5,000 students. The University has a comprehensive planning process including the University 2020 Vision Plan, and Master Plan, both of which can be found on the University website at <http://www.vsu.edu/pages/611.asp>. The main campus includes more than 61 buildings, including 12 residence hall and 16 classroom buildings.

III. STATEMENT OF NEEDS:

Virginia State University is interested in identifying firms that can provide the University with efficient and effective information system services that supports the University's mission, provides maintenance continuity for integration as needed with other systems, and can adapt to growth and change. The University desires an information technology service provider that enables administrative and student related processes to be carried out electronically, with only specific tasks required by staff and faculty.

The University needs maintenance services and software applications for a university wide system that includes the towers of defined structure as listed on the following pages. In addition to the maintenance and software applications, the University seeks the services of a contract partner that can provide related services to include but not limited to conversion assistance, technical training, consulting services and functional consulting services. Firms are encouraged to provide submissions that encompass the entire described tower functions or any combination of functions to include a single towered function.

Background:

Virginia State University technology is managed by the Office of University Technology under the direction of the Chief Information Officer. The organization includes the Academy for Faculty Development, the Department of Academic Technology, Office of Information Technology, the Department of Media and Broadcast Services.

The Office of Information Technology is currently outsourced to Sungaurd Higher Education Services for management and staffing for network and messaging infrastructure and services, data center operations, and application services. All other departments are managed and operated by the University staff. The current outsourcing services contract will expire as of January 31, 2009.

Network Operations Center

The Virginia State University Network Operations Center (NOC) is housed on the main campus in the basement of Johnson Memorial Library. The NOC supports the VSU main campus, Student Village, Randolph Farm Annex, and to a limited extent, the University Apartments at Ettrick, and Fort Lee Education Center.

FACILITIES

Presently OIT houses over 140 servers in the NOC along with the Department of Police and Public Safety's CCTV system, and the Universities Premium Television Service. The NOC is also serves as the campus MDF with most buildings fiber conduits home-run from this location.

GENERATOR/UPS SUPPORT

The NOC and old fiber MDF are fully supported by a facility Uninterruptible Power Supply which will run for approximately 5 minutes in the event of a power outage. The NOC also employs a backup generator that will start 30 seconds after the disruption of service and continue to run, being refueled as necessary.

HVAC SUPPORT

The NOC relies primarily on a Leibert system for proper HVAC control, while the old fiber MDF has a smaller split system. Both areas are augmented by the facility HVAC system that is cable of providing over 200 tons of conditioned air for the building.

ACCESS CONTROL

Access to the NOC is controlled through the use of standard keys that are issued to OIT personnel and through the 1CARD electronic card system. Indoor 1CARD access is granted to individuals from other departments who have recourses that are housed in the NOC. 1CARD maintains a log of all activities and can a printed version can be requested by contacting the University Telephone Service department. OIT has submitted an initiative for Title III funding that would supplement the 1CARD system by replacing all physical cores used in the key system with electronic ones. The new electronic core system will be expanded to all MDFs and IDF's across the campus and on the equipment racks as well.

MONITORING

The NOC is under constant monitoring by a closed circuit camera system. The system records 2 images per second per camera and maintains a 60 archive on local storage. There are 2 cameras located inside the NOC, 1 facing the front of the equipment racks and one located behind the Cable TV rack that monitors the entrances to the NOC area.

WIDE AREA NETWORK

VSU Wide Area Network (WAN) connectivity is provided through a DS-3 (45Mbps) connection to Network Virginia and its associated Internet Service Providers (ISP). Network Virginia (NWV) is an advanced, broadband network delivering Internet and intranet services statewide. It is the result of a project led by Virginia Tech in association with Old Dominion University and the Virginia Community College System to develop universal access to competitive, advanced digital communications services for all of Virginia.

NETWORK INFRASTRUCTURE

The VSU campus network has been designed to provide pervasive, high-reliability network access to the entire campus community. At present, nearly 5,000 computers are attached to this IP/IPX campus backbone.

The network is comprised of multiple backbones using high-performance Ethernet switches and IP routers. Some of these backbones are dedicated to specific purposes, such as DMZ Labs, VSU Radio Station and the DPPS Closed Circuit Security Camera system. However, the bulk of VSU traffic is carried by a production network backbone consisting of IDF's located in Singleton Hall, Jackson Place #1, Virginia Hall, and the MDF located in the VSU NOC. Projects are being scheduled for the summer of 2006 that will bring on a redundant feed to these areas. All of the backbone switches are connected via Gigabit Ethernet links.

While the goal is to provide at least 100Mbps Fast Ethernet (and in some cases Gigabit Ethernet) connections to Ethernet wall jacks, a number of buildings do not yet have wire plant that can support speeds above 10Mbps.

The topology of the network can be viewed as a five-level hierarchy:

- Border router
- Backbone (Coe) routers
- Backbone (Core) switches
- Building edge switches
- Bridges

The NOC utilizes a Cisco 7200 as the boarder router between the University campus and Network Virginia, a spare Cisco 7200 in also on-hand to provide a level of redundancy.

There are two backbone routers, situated in OIT. The first is a Cisco 4006 that has been acting as the primary router for the university for the last 2 years. The second is a new Cisco 6509/Sup 720, which is presently being migrated to. Once all routing has moved to from the 4006 to the 6509 the 4006 will be used to further separate the students into the own network by acting as their backbone router/switch. In-building switches provide the necessary fan-out from each router port to each Ethernet wall jack.

VSU employees 11 core switches, (9) Cisco 6509, 6503 and 4006. The core switches were once all housed in the NOC but to increase the reliability of the network IDF's were created to make way for further expansion of our Disaster Recovery capabilities.

Every building has a least one Cisco series switch at the head-in and most have a complete Cisco switches deployment.

The University Apartments at Ettrick (UAE) and Randolph Farm Annex are both connected to the main campus utilizing a wireless bridge. The UAE is connected via a Cisco Aironet 1410 and has a Cisco 2950-24 in each building. Each port of the Cisco switches are connected to a 5 port mini hub located within each apartment. The responsibility of OIT ends with the switch; the hubs are maintained by the UAE maintenance staff.

The Farm has a T1 bridge. The project uses a wireless network both as its backbone and as a bridge to the main campus. A Proxima bridge has been installed to provide the link to campus and a combination of Vivato bridge routers and outdoor access panels are being deployed to form the backbone. For those buildings requiring network access a Vivato bridge router will be utilized to bring in the signal from the outside and also provide a 100 Mbs Ethernet port for switch connectivity.

SERVER FARM

140 SERVERS

ELECTRONIC MAIL

SERVICES AVAILABLE

VSU employees Novell GroupWise 6.5 as its electronic mail system. GroupWise offers access via a thick client, web client, and has a Palm interface. GroupWise is available to all Faculty, Staff, Contractors and Students at VSU. Students are not authorized the use of the thick client and access GroupWise only through the web interface.

PREMIUM TELEVISION SERVICE

VENDOR SUPPORT/SERVICE CONTRACTS

VSU awarded College Cable of Lexington Kentucky a 7 year contract to provide premium television to the campus. This system utilizes OIT's Single mode fiber network as its distribution network. OIT also house the head-in equipment within the NOC and provides limited troubleshooting assistance when requested.

APPLICATION SERVICES

Banner Suite of Applications (Finance, Student, Financial Aid, Student A/R, and Admission)
Windows IIS

OPERATING SYSTEMS

Sun Solaris
Lynx
Windows Server 2000, 2003
NT4 Server

DATABASE

Oracle
MS SQL Server 2000
MY SQL

THIRD PARTY SOFTWARE

MircoFocus Cobol
WebFocus

GroupWise
iCard
Laser Fische
Evision
Razor Edge
Blackboard
Cardinal Ticket-Trak
Pharos Pay for Print
E-Print
Practice Partners
AutoAudit
VTLS
Sharepoint

The VSU major objective now is to issue an RFP to supply an agreement with the preferred outsourcer(s) for the delivery of the required services at an agreed cost and level of performance. There are seven components to an agreement achieving this objective. These are:

- **Services specification** - defines specific and measurable terms for the services required, how they will be delivered and the duration of required services
- **Service levels** - defines measurable performance standards (service levels) and service measurements for each of the services to be provided and scheduled reporting of the measures
- **Roles and responsibilities** - documents the obligations of the outsourcer and the University and the boundaries of responsibility
- **Transition period and acceptance** - specifies how any existing services will be handed over to the outsourcer, how the services will be accepted by the outsourcer and the University and the transition of any affected staff
- **Prices, payment and duration** - specifies the price and payment for delivery of the outsourced services, including the basis of charging for any additional or optional services
- **Agreement administration** - sets out how the agreement will be managed and administered, including provisions for changes, resolving disputes and the remedies in the event of non-performance
- **Outsourcing issues** - issues that are specific to outsourcing that will need to be considered during contract negotiations.

The outsourcing contractor(s) may provide support in any one, some, or all of the following tower areas for a target population of 5,000 students, and 1,000 faculty/staff:

1. Provide messaging services support such as enterprise exchange/outlook email, enterprise collaboration tools, active directory, DNS
2. Provide desktop refresh for both hardware and software, project management service support, network printer consolidation and refresh, enterprise desktop management systems
3. Provide Help Desk system with support services to include field based staff and technicians for level 3 to include a management information system (MIS) for service ticket analysis.
4. Provide mainframe and server consolidation and refresh of servers, migration of servers to Data Center
5. Provide Facilities Tier 3 and Tier 2
6. Provide Network support services such as LAN upgrades to local switches/routers as needed, network re-addressing of IP, DHCP
7. Provide voice/video support service to include Voice over IP network optimized for voice and video traffic.
8. Provide database administrative support to both Oracle and Microsoft SQL languages to include migration of legacy data to latest software platforms.
9. Provide assessment of new building/construction infrastructure requirements
10. Backup/Disaster Recovery services.
11. Provide application support services for development, maintenance, enhancements and implementation of administrative systems.

IV. RESPONSES TO REQUEST FOR INFORMATION

Please provide information that will allow Virginia State University to determine if your services and concept for administration of services and product support will meet the needs of the University. This information should include the following criteria as a minimum.

1. Profile of your company
 - a. any vendor and account management information you want to capture
 - b. Size (number of employees, gross sales, etc.)
 - c. Years in business with higher education focus
 - d. Total number of Universities where your firm is/has provided services to include contact information and dates of service.
 - e. financial,
 - f. organization,
 - g. business and market focus
 - h. long term direction
 - i. engagement and change-management model
 - j. sample service-level agreements and service/systems management reporting
 - k. professional services quotes (for installation, migration of data, training, and so on),
 - l. delivery and implementation. ability to deliver in terms of skills and resources (including geographical coverage required),
 - m. experience managing ITO contracts of a similar size,
 - n. business partners
 - o. ability to add value strategic
 - p. flexibility in terms of models and future adaptations that might be required,
 - q. Technology plans.
 - r. References,
 - s. Relationship with Sungard, ORACLE, Blackboard, Microsoft or the various vendors, and so on).
 - t. use of subcontractors
2. Provide information regarding the type of administrative support services provided to other higher education to institutions include breadth of services, resources necessary in performance of tasks, projects, supervision of employees in place and corporate support.
3. Provide a description of contractual alternatives – including
 - Term of agreement-
 - Base services
 - New technologies, future add-on services
 - Projects management
 - Conversion from prior services and technologies
 - Professional services
 - Pricing
 - Payment details surrounding the pricing model(s) (including lease versus financing discussions),
 - Audits
4. Provide staffing resources available or to be acquired, technical and educational training necessitated in support of areas requested in this RFI. Management and control, Project team, and Key Personnel

ORAL PRESENTATIONS

Virginia State University may request an oral presentation to determine if information or suggested solutions will be sufficient to meet the requirements. Firms should be prepared to conduct presentations within a few days notification during the week following the RFI deadline date.

COSTS

All costs for submitting the response and for conducting oral presentations for this RFI will be borne by the vendor. Vendors may not be paid for providing service specifications and then be allowed to participate in the procurement process as this is considered a conflict of interest.

RFI SUBMITTAL FORMAT

Interested firms should submit one electronic copy in Word or PDT format to drdavis@vsu.edu for consideration. If desired, paper copies may be mailed to the address listed in the contact information section on cover of this document and below.

RESPONSE REVIEW SCHEDULE

- A Process: Responses to this document will be reviewed by VSU with the intention of surveying the industry for information relating to support services requested. This document is issued solely for information and planning purposes and does not constitute a solicitation. Responses to this document will not be returned. **Please do not include proprietary or confidential information in your response to this document.**
- B. Schedule: Early responses are encouraged but are required to be received by VSU Purchasing Office not later than 3:00 PM EST May 9, 2008 to be considered.

QUESTIONS

Questions concerning this document should be directed to :

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