

THE STATE OF FLORIDA STATE DATA CENTER SYSTEM REQUEST FOR INFORMATION

This is a Request for Information pursuant to Rule 60A-1.042, F.A.C., for planning purposes only. This is not a solicitation for offers.

INTRODUCTION

Florida's Primary Data Centers (the Northwood Shared Resource Center (NSRC), the Southwood Shared Resource Center (SSRC) and the Northwest Regional Data Center (NWRDC)) are seeking, through this Request for Information (RFI), information from Vendors in preparation for the potential release of a competitive solicitation for a replacement for the products currently in use by the Primary Data Centers for configuration management. **THIS IS NOT A SOLICITATION FOR PROPOSALS FOR COMMODITIES OR SERVICES.** Further, vendors are **not** required to respond to this RFI in order to be considered for an award of the subsequent competitive process.

Florida's Primary Data Centers desire a complete, comprehensive configuration management database solution. Information received from the Vendor community in response to the RFI may or may not have an impact on the ultimate solution sought by the Primary Data Centers. The Primary Data Centers reserve the right to decide whether to utilize any information/ideas submitted in response to this RFI. The RFI will also serve to alert the vendor community to the potential competitive process and provides an opportunity to familiarize themselves with the Primary Data Centers' needs.

1.0 PURPOSE

- 1.1 This RFI is intended to provide a standard base from which to begin considering alternatives for configuration management and to allow the Vendor flexibility in proposing appropriate and cost-effective options for the Primary Data Centers.
- 1.2 From the information gathered, the Primary Data Centers expect to be able to identify an approach (but not to select a Vendor) that best addresses configuration management needs for the primary data center needs and supports the direction of standardization among the Primary Data Centers. The Primary Data Centers may seek outside help in validating the information gathered and/or in developing the approach.

2.0 DESIRED END SOLUTION

The Primary Data Centers envision a configuration management solution that will ultimately address the four major considerations Gartner suggests should be taken into consideration when choosing a configuration management (CMDB) solution:

1. **Reconciliation** - the ability to identify one or more instances of configuration items (CI) that are discovered and to determine that CIs are the same item or that the relationships identified are accurate. The reconciliation process should discover CI data prior to updating the CMDB.
2. **Federation** – the ability to bring together multiple data sources to provide a consolidated view of CI data and/or link data stores to the CMDB. The Primary Data Centers want to view data from multiple data sources in the CMDB for ease of use in performing IT tasks (e.g., planned and unplanned outages). The CI data in a specific customer domain should be managed within that domain, but still allow the CI data to be easily linked to the Primary Data Center CMDB so that a 'drill down' into more detail can be performed. (e.g., past incidents recorded against a CI).

3. **Mapping and Visualization** - the ability to illustrate logically and physically the hierarchical and peer-to-peer relationships between CIs. The capabilities should go beyond parent-child relationships. This should include reporting capability of various views and, eventually, 'what-if' capability to simulate the impact of a change on a specific service or system.
4. **Synchronization** - the ability to update the CMDB with approved changes and to identify changes that were made and not authorized or did not meet the conditions of a change of a specific type or CI. The Primary Data Centers also desire the ability to alert the Change Management workflow engine of a discrepancy so that remediation can take place.

In the near term, however, the Primary Data Centers envision a CMDB solution to include helpdesk and billing functions, but the PDCs are looking for a system that can also provide for, or integrate with, change management, SLA management, time tracking, contract management, etc.

1. The CMDB solution proposed should be based on ITIL and industry best practices. The Vendor should demonstrate how their proposed CMDB solution incorporates ITIL and industry best practices in their RFQ response.
2. The PDCs require any proposed CMDB solution be listed by Gartner in their "magic quadrant" for CMDB solutions. Solutions listed outside the Gartner Magic Quadrant may not be considered.
3. The CMDB solution should provide robust help desk functionality. The help desk should integrate with other CMDB functionality even if they are different applications. The help desk functionality should provide the ability to create, update and close tickets by a help desk or field technicians. The CMDB help desk solution should allow for escalation to Tier II or Tier III support should the initial agent be unable to resolve the call. Additionally, the CMDB help desk solution should provide the ability to utilize self-help or create a web ticket.
4. The CMDB solution proposed should include ability to import the Primary Data Center's extensive knowledge base.
5. The CMDB solution must be scalable for use by technicians statewide.
6. The CMDB solution must use a web interface. A thick client product is not acceptable.
7. The CMDB solution should have ability for the PDCs to customize the solution for the customer's unique business process as necessary.
8. The CMDB solution should provide the means to create/customize assignment groups to easily send items to the correct support groups.
9. The CMDB solution should include ability to document IT assets statewide including, but not limited to, the ability to monitor warranty time periods, acquisition dates, purchase information, location, contact assigned, configuration, etc.
10. The CMDB solution should provide ability to request and track help desk ticket changes as well as schedule changes. This is presently used as primary report for the weekly change control meeting.
11. The CMDB solution should provide:
 - Contact database: Ability to add, update, inactivate and delete individual contact records.
 - Location database: Ability to add, update, or inactivate location records for Primary Data Center and customer locations.
 - Models and Vendors: Ability to add, update, inactivate models and vendors as appropriate. Also include the cost for maintenance for each model.
 - Primary Data Center and customer within a State Agency table: Ability to identify the State Agency a customer or piece of equipment belongs to.

12. The CMDB solution should allow a way to perform cost allocation/bill back for help desk tickets and identify equipment purchased by various program areas. The CMDB help desk and other modules should integrate with a billings module regardless of whether the billing module is part of the CMDB or not.
13. The CMDB solution needs to include a means of reporting.
 - Named and Floating licenses
 - Hardware requirements
14. The Primary Data Centers prefer NOT to have any of the CMDB solution components hosted by a third party.
15. The PDCs are interested in two scenarios: 1) a centralized implementation that the three PDCs would share or 2) the ability to independently implement the CMDB solution where the PDCs can still coordinate activities among the PDCs.

3.0 SUBMISSION REQUIREMENTS

The objective of this section is to define a standard format for responses to the Request for Information (RFI). The Primary Data Centers desire a concise response which conforms to the specifications in this section. Vendors are requested to provide in Microsoft Word format one electronic copy of their submission to the attention of David Shepard at David_Shepard@dcf.state.fl.us. **All responses are due on May 5, 2010.**

The requested information must be sent electronically to the contact person listed above at the electronic mail address supplied.

Using the information received from Vendors to the RFI, the Primary Data Centers will make evaluate the materials provided and will decide whether and what type of procurement may be used to acquire the commodities and services desired. The Primary Data Centers may elect not to issue any procurement for these commodities and services.

- 3.1 The vendor should submit one (1) electronic copy of its response with the vendor's name, the RFI title and RFI number in accordance with the instructions shown on the title page of this RFI.
- 3.2 The vendor should organize its response according to the following format utilizing the section numbers as set out below:

TITLE PAGE:	The title page shall show the RFI title and number, submission date, Vendor name, address, telephone number and the name and title of the contact person.
TABLE OF CONTENTS:	Page numbers should be indicated.
EXECUTIVE SUMMARY:	A short summary of the key features of the response demonstrating the vendor's understands of the requirements. PLEASE INDICATE WHETHER THE PROPOSED SOLUTION IS AVAILABLE ON A FLORIDA STATE TERM CONTRACT, A GSA CONTRACT (SCHEDULE 70 AVAILABLE FOR COOPERATIVE PURCHASING), OR MULTI-STATE ALLIANCE AGREEMENT THAT THE FLORIDA PRIMARY DATA CENTERS MAY USE.
RESPONDENT PROFILE:	Provide a brief overview and history of the organization including the following:

number of employees;
year of incorporation;
relevant experience;
other details pertinent to the Response.

DESCRIPTION OF COMMODITIES AND SERVICES SATISFYING THE RFI REQUIREMENTS:

Provide sufficient detail to address all of the requirements contained in this RFI, as well as any other information that the vendor believes would assist the Primary Data Centers in developing a strategy. Provide at least three current references where the CMDB solution described in the response is used or supplied to other clients, preferably large State departments. Include the organization name and address, contact person and telephone number, and a brief description of the integration and implementation services performed and date supplied. The Primary Data Centers reserves the right to contact these references. Vendors should only provide references that have utilized similar CMDB solutions contemplated by the Primary Data Centers within the last two (2) years.

4.0 COMMUNICATION WITH STATE STAFF

From the date the Request for Information is issued and until RFI opening (as shown in the Schedule of Events), contact regarding this RFI between potential vendors and individuals employed by the State is restricted to written communication with the staff designated above as the point of contact for this Request for Information. The following exceptions to these restrictions are permitted:

1. Written communication with the person(s) designated as the point(s) of contact for this Request for Information;
2. Contacts made pursuant to any pre-existing contracts or obligations; and
3. State-requested presentations, key personnel interviews, clarification sessions or discussions.

Violations of these conditions may be considered sufficient cause to reject a vendor's response to the RFI. No individual member of the State, employee of the State, or member of the RFI review team is empowered to make binding statements regarding this RFI. The contact person listed in this RFI will issue any clarifications or opinions regarding this RFI in writing.

5.0 WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a bidder regarding the meaning or interpretation of any Request for Information provision must be submitted in writing to the contact person listed in this RFI. Questions must be sent via e-mail. Written answers will be provided through an addendum to be posted on the Vendor Bid System on or before the due date shown.

6.0 ORAL PRESENTATIONS AND/OR DEMONSTRATIONS

The Primary Data Centers reserves the right to conduct presentations and/or demonstrations at the sole invitation of the State. Any cost incidental to the presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State.