Request for Proposal (RFP) Number

C20-RFP-032

For

**IBM z Series Mainframe as a Service**

by

State of Washington

Consolidated Technology Services (CTS)

(a.k.a. WaTech)

*Released:*

*December, 23 2019*

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**SECTION 1- INTRODUCTION**

## Acquisition Authority

The Department of Enterprise Services (DES) has authority over goods and services under RCW 39.26 and sets processes for procuring information technology based on the policies and standards set by the Technology Services Board. Chapter 43.41A of the Revised Code of Washington (RCW) as amended establishes the Washington State Technology Services Board (TSB). While the TSB does not purchase for agencies, it establishes policies and standards addressing how the manner in which state agencies may acquire information technology equipment, software, and services.

RCW 39.26.100(2) provides Consolidated Technology Services (CTS) with an exemption from the Department of Enterprise Services procurement rules and requirements. Specifically, the competitive procurement rules stated by Department of Enterprise Services do not apply to CTS as it is contracting for the following:

1. Services and activities that are necessary to establish, operate, or manage the state data center, including architecture, design, engineering, installation, and operation of the facility, that are approved by the technology services board or
2. The acquisition of proprietary software, equipment, or IT services for or part of the provision of services offered by the consolidated technology services agency.

This procurement is within the exemption and is performed consistent with CTS’ internal Procurement Policy.

This RFP is issued in good faith but it does not guarantee an award of contract, nor does it represent any commitment to purchase whatsoever. This RFP is being issued for CTS’ exclusive use.

## Business Objective

## C20-RFP-032

CTS is seeking to award and execute a contract through this Request for Proposal (RFP) to outsource its mainframe computer services, which CTS provides to nine (9) primary Washington State agencies. Customer demand for CTS mainframe services is diminishing, therefore CTS intends to procure a flexible service.

Our vision for this RFP is to provision for CTS, and its mainframe customers, a top-tier vendor that provides Cloud enabled Mainframe as a Service (MaaS) with support at a level consistent with best practices in the industry.

CTS seeks pricing models to fully outsource its IBM zBC12 hardware, accompanying software, and support. The Vendor awarded a Contract pursuant to this RFP will provide a complete mainframe environment and operations staff sufficient to run the current set of State Agency systems and applications at performance levels to meet Service Level Agreements (SLAs) defined in the resulting contract. The Vendor will also be responsible for disaster recovery services and testing (in conjunction with State Agencies) necessary to ensure that the State will incur minimal outages in the event of a disaster.

In addition, within scope of this RFP, CTS’ intends that the awarded Vendor provision other Mainframe hosting and related services that are needed by other State of Washington Agencies via additional Statements of Work.  These related services, include, but are not limited to, Mainframe as a Service, related consulting services for application support/troubleshooting, strategic consulting services, backup/recovery services, disaster recovery services, etc.

Support for mainframe hosting will include the following services:

* Vendor must provide operations staff available 24/7/365.
* Vendor must provide and maintain current software upgrades and licenses per the coordination and approval of CTS.
* Vendor must provide patch management for all production and non-production environments including disaster recovery.
* Vendor must provide System Software upgrade management to include support for the scheduling, planning, final testing, and deployment to the production/DR environment as requested.
* Vendor must coordinate and perform typical industry-level system and application backups required to support business operations and disaster recovery targets.
* Must provide disaster recovery that meets 72 hours Recovery Time Objective (RTO).
* Vendor must supply a testing environment for testing purposes only.
* Vendor must support audit and response preparations.

## C20-RFP-024

On December 13, 2019, CTS released the original RFP for *IBM z Series Mainframe as a Service.* CTS determined it was in the best interest of the state to cancel that RFP and re-release a revised RFP with a revised cost model that more accurately reflects CTS business needs. CTS cancelled C20-RFP-024 on December 19, 2019 and is issuing this revised RFP to address the issues necessitating the cancellation of C20-RFP-024. In summary, these changes are:

1. A revised Appendix E *Cost Proposal Worksheet*
2. The addition of a Pre-Response Conference after the Question and Answer period.
3. Inclusion of Questions and Answers to C20-RFP-024 as released in Amendment 1 Q&A, as a new Appendix N to this re-released RFP.

## Background

CTS is a centralized compute agency offering services to more than 114 agencies, boards, and commissions. For over 30 years, IBM mainframe services has been part of our service offering. In the last 10 years, customer demand for mainframe services has diminished as customer agencies re-platform applications.

In the spring of 2017, CTS released a Request for Proposal (RFP) to provide an outline of options for moving forward with MaaS. The successful vendor was Information Services Group headquartered in Stamford, CT (ISG) (*see* isg-one.com). The ISG Study did not represent all mainframe work performed by CTS staff. (See Appendix H)

Additionally in August of 2019, IBM performed a CP3000 Study. (See Appendix I)

Any data or information provided by the State (in this RFP, RFP amendment or any other communication relating to this RFP) is for information purposes only. The State will make reasonable efforts to ensure the accuracy of such data or information, however it is with the discretion of Vendor to independently verify and information before relying thereon.

All statistical, fiscal, and volume information contained in this RFP and its exhibits, including amendments and modifications thereto, are provided “as is”, without warranty, and reflect CTS’ best understanding based on information available to CTS at the time of RFP preparation. Inaccuracies in such data shall not be a basis for delay in performance or a basis for legal recovery of damages, actual, consequential or punitive.

## Contract Usage

It is anticipated the initial term of the resulting Contracts will be seven (7) years with an option for an additional three (3) years, commencing on the effective date of the Contract.

## Definitions

**“Business Days” or “Business Hours”** shall mean Monday through Friday, 8 AM to 5 PM, local time in Olympia, Washington, excluding Washington State holidays.

**“Contract”** shall mean the RFP, the Response, Contract document, all schedules and exhibits, and all amendments awarded pursuant to this RFP.

**“CTS”** shall mean Consolidated Technology Services – a.k.a Washington Technology Solutions or WaTech.

“**Response**” shall mean the written proposal submitted by Vendor to CTSin accordance with this RFP. The Response shall include all written materialsubmitted by Vendor as of the date set forth in the RFP schedule or as further requested by CTS. The Response shall be in the English language, and all measurements and qualities will be stated in units required by law in the United States.

**“RPO (Recovery Point Objective)” –** A point in time indicating the maximum amount of data loss post service disrupting event. Determined from the point at which data can be made available and retrievable (must able to be retrieved from an offsite location).

**“RTO (Recovery Time Objective)” –** A point in time indicating the elapsed time between a service disrupting outage and recovery of an acceptable level of service.

**“Services”** includes Purchased Services and shall mean those Services provided by Vendor relating to the solicitation, deployment, development and/or implementation activities that are appropriate to the scope of this solicitation.

**“Software”** shall mean the object code version of computer programs Licensed pursuant to the Contract. Software also means the source code version, where provided by Vendor. Embedded code, firmware, internal code, microcode, and any other term referring to software residing in the Equipment that is necessary for the proper operation of the Equipment is not included in this definition of Software. Software includes all prior, current, and future versions of the Software and all maintenance updates and error corrections.

**“State”** shall mean the state of Washington.

**“Subcontractor”** shall mean one not in the employment of Vendor, who is performing all or part of the Products under the resulting Contract under a separate contract with Vendor. The term “Subcontractor” means Subcontractor(s) of any tier.

**“Vendor”** shall mean the company, organization, or entity submitting a Response to this RFP, its subcontractors and affiliates.

## Overview of Solicitation Process

The evaluation process will narrow the pool of competitors to assure only the highest scoring finalists move to the next Step in the evaluation process. CTS, in its sole discretion, will determine the number of top scoring vendors to move to the next Step.

Step 1: A preliminary examination of the completeness and validity of responses. All responsive vendors will move to Step 2.

Step 2: An evaluation to determine compliance with Section 4 and 5 requirements and financial evaluation. Only the top scoring vendors will move to Step 3. The financial review will look at commercial risk and cost analysis of all pricing, terms and conditions contained within the Response. CTS, in its sole discretion, will determine if it will conduct a Step 3, and the number of top scoring to move to the next Step.

 *Optional* Step 3: Site Visits, interviews, and reference checks.

Step 3 is discretionary. If CTS chooses to move forward with a Step 3, CTS will interview and optionally visit the top scoring finalists and representative staff who will work on the project and conduct a reference check of the top scoring vendor Step 4: Announce one Apparently Successful Vendor (ASV).

After completing the evaluation steps as set forth above, CTS plans to enter into contractual negotiations with one Apparently Successful Vendor (“ASV”) with a view to finalizing a contract. Award of contract will depend on a satisfactory outcome to these negotiations.

##  Funding

Any contract awarded as a result of this procurement is contingent upon the availability of funding.

##  Statements of Work (SOW)

Any services performed for CTS under the resulting Contracts shall be documented in a Statement of Work (SOW) established between the CTS and the Vendor. The SOW will reference the Contract by number, the SOW term, provide a description of the scope of work to be performed, and the maximum compensation for the project. Multiple SOWS may be entered into between the parties to document the activities necessary to perform the work herein.

**SECTION 2**

# SCHEDULE

This RFP is being issued under the following Schedule. The Response deadlines are mandatory and non-negotiable. Failure to meet any of the required deadlines will result in disqualification from participation. All times are local time, Olympia, WA.

**DATE & TIME EVENT**

|  |  |
| --- | --- |
| December 23, 2019 | RFP Issued |
| January 3, 2020 | Final Vendor Questions and Comments due |
| January 7, 2020 | State’s Final Written Answers issued |
| January 9, 2020 | Pre-Response Conference |
| January 13, 2020 | Responses due by **12 NOON**  |
| January 14 - 17, 2020 | Evaluation period |
| January 21, 2020 | Finalists invited for interviews (optional) |
| January 22-23, 2020 | Finalist interviews and reference check (optional) |
| January 24-27, 2020 | Site Visits and Interviews (Optional) |
| January 28, 2020 | Announcement of ASV |
| January 30, 2020 | Vendor Request for Optional Debriefing due |
| February4-5, 2020 | Optional Vendor Debriefings |
| No later than February 17, 2020 | Contract available  |

**CTS, at its sole discretion, reserves the right to revise the above schedule.**

**SECTION 3**

# INSTRUCTIONS TO RESPONDING VENDORS

## RFP Coordinator (Proper Communication)

All communications relevant to this RFP must be addressed in writing to the RFP Coordinator at the contact information below:

Contact Name: Michael Callahan

E-mail Address: michael.callahan@watech.wa.gov

Phone: 360-407-8765

All oral communications will be considered unofficial and non-binding on the State. Any other direct or indirect communication with employees or (sub) contractors of our organization regarding this RFP will be treated as misconduct and may result in your response being disqualified.

## Vendor Questions and Pre-Response Conference

It is the Vendor’s responsibility to remedy any ambiguity, inconsistency, error or omission within this document before submitting their Response. Vendors shall submit all requests to the contact above no later than 5:00 p.m. on the closing date stated in Section 2. An official written CTS response will be provided for Vendor questions received by this deadline. Written responses to Vendor questions will be posted on the CTS web site at: [http://CTS.wa.gov/procurement-announcements](http://watech.wa.gov/procurement-announcements)

Vendors who wish to submit a response to this RFP may participate in an Optional Pre-Response Conference on the date and time identified in the *Schedule* (Section 2). Vendors are **not** required to attend in order to submit a Response. CTS will communicate the details of the Pre-Response Conference via amendment.

The purpose of this conference is to provide Vendors an opportunity to address questions they may have concerning the RFP. Verbal answers to additional Vendor questions at the time of the conference will be unofficial. Vendors should rely only on written statements issued by the RFP Coordinator.

## Vendor Complaints Regarding Requirements and Specifications

Vendors may submit specific complaints in writing to the RFP Coordinator if Vendor believes requirements exist that unduly constrain competition. The complaint must be made in writing to the RFP Coordinator before the Response due date. The complaint must state how the requirement unduly constrains competition and provide the relevant facts, circumstances, and documentation. The solicitation process may continue.

## Response Contents

The Response must contain information responding to all mandatory requirements, a signed certification and assurances, and must include the signature of an authorized Vendor representative on all documents required in the appendices.

The Response should be submitted in two (2) separate files containing what is listed below. This separation of documentation protects the integrity of the State’s evaluation process. No mention of the cost response may be made in Volume 1.

File entitled --Volume 1:

* Vendor’s cover letter explicitly acknowledging receipt of all RFP revisions issued, if any; and
* The Response to Section 4, *Vendor Requirements* and Section 5, *Technical Requirements*

File entitled--- Volume 2:

* The Responses to the financial requirements
* The cost response in a completed *Cost Proposal Worksheet* (Appendix E)
* Vendor’s signed and completed *Certifications and Assurances* (Appendix A)
* Vendor’s exceptions and/or proposed revisions to the *Proposed Contract* (Appendix B)
* Vendor’s *MWBE Certification* (Appendix C), if applicable

Failure to provide any requested information in the prescribed format may result in disqualification of the Response.

## Response Requirements

The signature block in Appendix A, Certifications and Assurances, must be signed by a representative authorized to bind the company to the offer.

**Vendor must respond to each Requirement, Mandatory (M) and Mandatory Scored (MS). Failure to comply with any applicable item may result in the Response being disqualified.** **In each Requirement title is a designation indicating how the Response will be evaluated, as set forth in Section 5.**

## Delivery of Responses

All proposals must arrive via an attachment to e-mail to the RFP Coordinator at the email address above, on the proposal due date and time stated in Section 2. Responses arriving in the RFP Coordinator’s in-box after the time stated in Section 2 will be disqualified. The "receive date/time" posted by CTS’ email system will be used as the official time stamp but may not reflect the exact time received.

Vendors should allow sufficient time to ensure timely receipt of the proposal by the RFP Coordinator. Late Responses will not be accepted and will be automatically disqualified from further consideration.

CTS assumes no responsibility for delays caused by Vendor’s e-mail, network problems or any other party. Zipped files cannot be received by CTS and cannot be used for submission of Responses.

## Proprietary or Confidential Information

Any information contained in the Response that is proprietary or confidential must be clearly designated. Marking of the entire Response or entire sections of the Response as proprietary or confidential will not be accepted nor honored. CTS will not accept Responses where pricing is marked proprietary or confidential, and the **Response will be disqualified**.

To the extent consistent with chapter 42.56 RCW, the Public Disclosure Act, CTS shall maintain the confidentiality of Vendor’s information marked confidential or proprietary. If a request is made to view Vendor’s proprietary information, CTS will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, CTS will release the requested information on the date specified.

The State’s sole responsibility shall be limited to maintaining the above data in a secure area and to notify Vendor of any request(s) for disclosure for so long as CTS retains Vendor’s information in CTS records. Failure to so label such materials or failure to timely respond after notice of request for public disclosure has been given shall be deemed a waiver by Vendor of any claim that such materials are exempt from disclosure.

## Waive Minor Administrative Irregularities

CTS reserves the right to waive minor administrative irregularities contained in any Response. Additionally, CTS reserves the right, at its sole option, to make corrections to Vendors’ Responses when an obvious arithmetical error has been made in the price quotation.

## Errors in Response

Vendors are liable for all errors or omissions contained in their Responses. Vendors will not be allowed to alter Response documents after the deadline for Response submission. CTS is not liable for any errors in Responses.

## Administrative Clarifications

CTS reserves the right to contact Vendor for clarification of Response contents.

## Amendments/Addenda

CTS reserves the right to change the *Schedule* or other portions of this RFP at any time. Any changes or corrections will be by one or more written amendment(s), dated, and attached to or incorporated in and made a part of this solicitation document. If there is any conflict between amendments, or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

## Right to Cancel

With respect to all or part of this RFP, CTS reserves the right to cancel or reissue at any time without obligation or liability.

## Contract Requirements

To be responsive, Vendors must indicate a willingness to enter into a Contract substantially the same as the Proposed Contract in Appendix B, by signing the *Certifications and Assurances* located in Appendix A. Any specific areas of dispute with the attached terms and conditions must be identified in the Response and may, at the sole discretion of CTS, be grounds for disqualification from further consideration in the award of a Contract.

Vendor must explain why each item proposed as additional contract terms is in CTS’ best interest as a customer and how it will support CTS’ business objectives. Under no circumstances is a Vendor to submit their own standard contract terms and conditions as a response to this solicitation.

Instead, Vendor must review and identify the language in Appendix B that Vendor finds problematic, state the issue, and propose the language or contract modification Vendor is requesting. CTS expects the final Contract signed by the ASV to be substantially the same as the contract located in Appendix B. Changes to the Proposed Contract raised by the Vendor during contract negotiations will be disallowed.

Where terms and conditions cannot be changed and may have negative consequences on the quality of goods and services or their supply, Vendors are required to recommend methods of mitigating or limiting these negative consequences.

The final contract executed by the parties must satisfy CTS’s obligations with respect to performance-based contracting as directed in Executive Order 10-07. The parties may negotiate performance-based elements, in addition to those in Appendix B, for inclusion into the final contract.

The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during negotiation of the final Contract.

The ASV will be expected to execute the Contract within five (5) Business Days of its receipt of the final Contract. If the selected Vendor fails to sign the Contract within the allotted three (5) days’ time frame, CTS may elect to cancel the award, and award the Contract to the next ranked Vendor, or cancel or reissue this solicitation.

## Incorporation of Documents into Contract

This solicitation document and the Response will be incorporated into any resultingContract.

## Minority and Women’s Business Enterprises (MWBE)

CTS strongly encourages participation of minority and women businesses. Vendors who are MWBE certified or intend on using MWBE certified Subcontractors are encouraged to identify the participating firm on Appendix C. No minimum level of MWBE participation is required as a condition of receiving an award and no preference will be included in the evaluation of Responses in accordance with chapter 39 RCW. For questions regarding the above, contact Office of MWBE at (360) 664-9750, or toll free at (866) 208-1064.

## No Obligation to Contract/Buy

CTS reserves the right to refrain from Contracting with any and all Vendors. Neither the release of this solicitation document nor the execution of a resulting Contract obligates CTSto make any purchases. CTS reserves the right to cancel the procurement at any time during the procurement or resulting contract negotiation process.

## Non-Endorsement and Publicity

In selecting a Vendor to supply Products and/or Services to the state of Washington, the State is neither endorsing Vendor’s Products, nor suggesting that they are the best or only solution to the State’s needs. By submitting a Response, Vendor agrees to make no reference to CTS or the state of Washington in any literature, promotional material, brochures, sales presentation or the like, regardless of method of distribution, without the prior review and express written consent of CTS.

## Optional Vendor Debriefing

Only Vendors who submit a response may request an optional debriefing conference to discuss the evaluation of their Response. The requested debriefing conference must occur on or before the date specified in the *Schedule* (Section 2**).** The request must be in writing (fax or e-mail acceptable) addressed to the RFP Coordinator.

The optional debriefing will not include any comparison between the Response and any other Responses submitted. However, CTS will discuss the factors considered in the evaluation of the Vendor requesting the Response and address questions and concerns about Vendor’s performance with regard to the solicitation requirements.

## Protest Procedures

Vendors who have submitted a Response to this solicitation and have had a debriefing conference may make protests. Upon completion of the debriefing conference, a Vendor is allowed five (5) Business Days to file a formal protest of the solicitation with the RFP Coordinator. Further information regarding the grounds for, filing and resolution of protests is contained in Appendix D, *Protest Procedures*.

## Vendor Assumption and Dependencies

CTS will rely upon representations made in the Response. If the Vendor chooses to identify assumption or dependencies on which it has based its proposal, CTS retains the right to determine if the Vendor’s assumptions/dependencies render the Response non-responsive.

## Selection of Apparently Successful Vendor

All Vendors responding to this solicitation will be notified by e-mail when CTS has determined the ASV. The ASV will be the respondents who: (1) meets all the requirements of this RFP; and (2) receives the highest number of total points as described herein.

## Best and Final Offer (BAFO)

Offerors are encouraged to submit their most competitive offer, but there is a potential for a best and final (BAFO) process. This section defines the BAFO process.

Once a Response has been submitted, Bidders will not be allowed to make material changes to those Responses unless they receive a request for a BAFO. The circumstances under which a BAFO may be requested are described in this Section.

CTS reserves the right, that at any point after completing evaluation of Responses, CTS may notify all remaining Vendors that have not otherwise been disqualified that CTS will require them to submit BAFOs.

The notice will be in writing and will set a specific time and date certain by which the BAFO must be submitted. The BAFO notice may set additional conditions and requirements for the submission of the BAFO. The notice will advise Vendors that the BAFO shall be in writing. Vendors shall be accorded fair and equal treatment with respect to any opportunity for BAFO, and such revisions may be permitted after submissions and prior to award for the purpose of obtaining BAFOs. In conducting discussions, there shall be no disclosure of any information derived from Responses submitted by competing Vendors.

For purposes of the BAFO, Bidders may make such changes to their original bids as they believe appropriate to enhance their potential for selection and award under the selection criteria set forth in the RFP and BAFO notice. Changes to the original bid must be clearly identified in the re-submitted proposal using the Track Changes function in Microsoft Word.

Evaluation of BAFOs and selection of an ASV will be based upon the evaluation criteria set out in the RFP. Terms proposed as part of a BAFO must be substantially in accordance with the terms requested in this RFP and may not materially alter the requirements of the RFP.

Vendors are not required to submit a BAFO and may submit a written response stating that their original response remains as originally submitted. CTS has full discretion to accept or reject any information submitted in a BAFO. BAFO discussions shall not disclose the content or pricing of another offerer.

**SECTION 4** **- VENDOR REQUIREMENTS**

COMPLIANCE WITH ALL SECTIONS OF SECTION 4 IS REQUIRED. FAILURE TO FOLLOW THESE VENDOR REQUIREMENTS MAY RESULT IN IMMEDIATE DISQUALIFICATION

## (M) Vendor Profile

The following detail about the Vendor’s organization is required to ensure that it can meet CTS’ requirements. The Vendor working on its behalf shall each provide the following information:

1. The legal entity — for example, a private or public corporation — together with its name and registered address.
2. The total number of years the legal entity has been in business and, if appropriate, the number of years under the present business name.
3. A brief overview of your company, its history and ownership.

## (M) Vendor Licensed to do Business in Washington

Within thirty (30) days of being identified as an ASV, Vendor must be licensed to conduct business in Washington State, including registering with the Washington State Department of Revenue. The Vendor must collect and report all applicable taxes. The Vendor must submit Vendor’s Unified Business Identification (UBI) number within 30 days of being identified as the ASV.

## (M) Use of Subcontractors

CTS will accept Responses that include third party involvement only if the Vendor submitting the Response agrees to take complete responsibility for all actions of such Subcontractors. Vendors must state whether Subcontractors are/are not being used. CTS reserves the right to approve or reject any and all Subcontractors that Vendor proposes.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 RCW. Vendors should familiarize themselves with the requirements prior to submitting a Response.

## (M) Prior Contract Performance

Vendor must submit full details of all Terminations for Default for performance similar to the Servicesrequested by this RFP experienced by the Vendor in the past five (5) years, including the other party’s name, address and telephone number. Vendor must describe whether the Vendor has experienced no such Terminations for Default in the past five years, so declare. If Vendor has been suspended or debarred by the Department of Enterprise Services, so declare and provide details surrounding the suspension/debarment.

CTS will evaluate the information and may, at its sole discretion, reject the Response if the information indicates that completion of a Contract resulting from this RFP may be jeopardized by selection of the Vendor.

## (M) Client References

CTS at its sole discretion may elect to check the references provided for the top scoring vendors as part of the evaluation process. CTS reserves the right to disqualify a vendor and move to the next top scoring vendor if a vendor receives a negative reference.

All responding Vendors shall provide as references the names, addresses, telephone numbers, e-mail addresses, and contact person for three (3) representative customers. References must be for similar scope of the services anticipated in this RFP.

Provide evidence that the Vendor has been providing mainframe services, similar to those mainframe services requested in this RFP, to at least three (3) client using approximately one thousand two hundred (1200) MIPS for a minimum of three (3) years in the Vendor’s data center facilities.

As evidence of meeting this requirement, the Vendor will provide the following for the client:

* client name
* description of the mainframe services provided
* the date that the Proposer began providing services to the client in the Vendor’s data center
* the associated number of MIPS or MSU’s
* risks or issues encountered during transition to Vendor’s solution and a description of the resolution

The Services purchased by these clients should be similar to those requested by this RFP.

References must not be from a person, company or organization with any special interest, financial or otherwise, in the Vendor.

To the extent a Response may give rise to confidentiality obligations, CTS will not sign an NDA to receive the information. Instead, please respond with sufficient information to enable CTS to evaluate and contact the Client Reference. CTS expects the contact information to be provided and will not coordinate contacting a reference through the Vendor.

In the event that one of the provided references is a member of the evaluation team, CTS will contact the Vendor for an alternate reference. The alternate reference shall be provided timely and must be available during the evaluation period.

CTS will make one (1) attempt to contact the client and obtain a reference, CTS will leave voicemail, and send an email and it is acceptable if a return call is received within the timeframe set forth in Schedule – Section 2. If a contact cannot be made, the reference will be disallowed.

It is the Vendor’s responsibility to provide CTS with references that will be timely and available during the evaluation period set forth in Schedule – Section 2. CTS reserves the right to eliminate from further consideration in this RFP process any Vendor who, in the opinion of CTS, receives an unfavorable report from a Vendor Client Reference. CTS also reserves the right to contact other Vendor customers for additional references for consideration.

## (M) Ownership of Data

All data hosted by or contained within the system is the property of the State of Washington. In the event of contract cancellation or termination, Vendor shall surrender all data stored in the solution to the State and following, an attestation of data destruction. The State is considered the custodian of the data and shall determine the use, access, distribution, destruction, and other conditions based on appropriate Federal and State of Washington statutes and regulations. Audit access shall not be unreasonably withheld. Vendor must state their understanding and willingness to comply.

## (M) Termination Support Services

Upon contract termination or expiration, the Vendor shall provide disengagement services that will transition from the Vendor’s managed services to a new vendor or to bring the services in-house. Disengagement services will include any requests for support outside of the fixed price managed services contract. For example, additional services may include transition activities, unplanned on-site work, and knowledge transfer.

## (M) Ownership of Current Environment

It is CTS’ intent that the successful Vendor take ownership of the current environment and manage it from contract signature to full migration. This current environment resides in the Washington State Data Center (SDC) in Olympia, WA.

## (M) Staffing

Apparent successful vendor can make offers of employment to CTS mainframe staff. The start date may be negotiated but is intended to provide uninterrupted employment to CTS staff. CTS staff may accept or decline vendor employment offers. Upon acceptance of vendor employment offer, CTS staff shall become vendor staff and shall surrender all State equipment, rights, and access.

Describe your approach for offering employment opportunities to CTS staff. This approach and costing must be distinct and separate so the staffing approach and costs can be evaluated discretely.

## (M) Software Contract Assignment

CTS intends to assign its current contracts for software used on the IBM mainframe to the contracting Vendor. The contracting Vendor is expected to cooperate with the parties to such contracts in order to ensure the parties will not have reasonable cause to reject the assignment the assignment of the contracts.

If one or more software products cannot be assigned due to the terms of the license agreement, or failure in negotiating an assignment with the manufacturer, then the ASV will be expected to acquire a license of those one or more products for CTS’ use.

CTS will provide the ASV with copies of software contracts including license terms in additional to cost information.

## (M) Vendor to Remove CTS Hardware

The successful vendor assumes all responsibility to remove and take ownership of CTS’ existing hardware described herein. Any compensation for the CTS hardware should be reflected in the financial proposal.

## (M) Vendor to Pay for Colocation at SDC until Hardware is removed

The successful vendor will contract with CTS as a Colocation customer. Fees for colocation will be $1 / month for the first 12 months after contract signature. After the first 12 months additional rates will be applied for all hardware that has not be removed from the SDC.

## (MS 30) Optional Interviews

**Vendor must acknowledge its availability to this Requirement in its RFP Response.**

CTS at its sole discretion may elect to select the top scoring finalists for an interview as part of the evaluation process. If CTS elects to hold interviews, it will contact the Vendors it deems as the top scoring Vendors. Vendors must assure that they are available. Representations made by the Vendor during the interview will be considered binding. The Vendor’s must be available for interviews in Olympia, WA on the dates stated in Section 2. **In its RFP response, Vendor must acknowledge its availability.**

## (MS - 30 Points) Optional Stage 2 – Site Visit (CTS’ Option)

## CTS, at its sole option, reserves the right to conduct a site visit as an Optional Stage 2 scored event during the time stated in Section 2. CTS may select the top scoring vendors’ facilities to tour.

## Representations made by the Vendor during the site visit will be considered binding.

## The site visit will give the vendor the opportunity to summarize their proposal to CTS and answer specific questions the evaluation team may have. The tour will be scripted in that CTS will provide the vendor with a list items it will be scored on during the Site visit. Detailed information regarding the site visit will be provided to the primary contact identified in the Vendor’s response upon notification to participate in Stage 2.

## (D) Vendor Employee Arbitration Clause

Pursuant to Executive Order 18-03, CTS seeks to contract with qualified Vendors that can demonstrate or will certify that their employees are not required to sign, as a condition of employment, mandatory individual arbitration clauses and class or collective action waivers. Please demonstrate or certify.

**SECTION 5 -TECHNICAL REQUIREMENTS**

COMPLIANCE WITH ALL SECTIONS OF SECTION 5 IS REQUIRED. FAILURE TO FOLLOW THESE TECHNICAL REQUIREMENTS MAY RESULT IN IMMEDIATE DISQUALIFICATION.

Supporting documentation should be succinct and to the point specifically addressing the information requested only and generally should not exceed one (1) page per requirement.

## (MS 60) Current CTS Environment

Describe how the Vendor will provide a Solution that is compatible with z/OS 2.3 with the flexibility to adjust resources as the workload changes.

The current CTS environment consist of:

* + Mainframe processing:
		- zBC12 model 2828-R05, with two Integrated Facility for Linux (IFLs), two Coupling Facility (CF), one z Integrated Information Processor (zIIP), two Cryptographic coprocessors, 192GB main memory
		- 152 Million service units (MSUs) defined across nine z/OS Logical Partitions (LPARs)
		- Two internal coupling facilities (ICF)
		- Sharing two IFLs are a zAware LPAR and small z/VM hosting Linux LPAR
	+ Storage:
		- FICON attached Count Key Data (ECKD) Direct Access Storage Device (DASD) storage of approximately 17 TB
	+ Virtual tape library:
		- Approximately 63 TB of tape data
		- 256 virtual drives
		- 300,000 slots
	+ Network connectivity:
		- Two Open System Adapter (OSA) 10 GB Ethernet connections to State networks (VLAN Trunks)
		- Open System Adapter – Integrated Console Controller (OSA-ICC) operating systems master console connectivity
	+ Disaster Recovery:
		- Approximately 63 TB of tape data
		- 256 virtual drives
		- 300,000 slots

## (MS 20) Implementation and Capacity Changes

Describe your environment scalability process to increase or reduce system resources.

1. Increases: The Vendor must provide flexibility for CTS to easily and cost effectively increase its production and recovery configuration. It must also ensure that it will possess the data processing equipment and resources required to meet CTS’s needs for the term of the contract.
2. Decreases: The Vendor must provide maximum flexibility for CTS to easily, and cost effectively, reduce its production and recovery configuration and related services.

## (MS 20) General Support

Vendor will provide production and non-production managed services in support of the CTS mainframe system and its current and future software requirements. Describe how you would support the requirements below. Supporting documentation should be succinct and to the point specifically addressing the requested supporting documentation only and generally should not exceed one (1) page per requirement.

1. The Vendor will be available 24/7/365 for any critical production issues and ensure the appropriately skilled support personnel are available to identify the issue cause and solution. Critical issues are defined as any issue that interferes with core business processes or there is a potential for loss of critical data.

Core business processes are defined as functions that support critical business operations. Critical issues typically impact multiple state agencies.

Vendor shall provide support as needed for State audits of the system, which routinely occur. Support is typically limited to responding to requests for information regarding the security and general configuration of the system.

All State of Washington systems and data must reside within the United States, and all employees assigned to the project must be company badged employees – no third parties (IRS 1075).

1. The Vendor shall provide a 24x7 help desk to receive calls and emails for problem reporting, application/software assistance, configuration changes, service requests, etc. The following is required:
	1. Provide a System Level Help Desk on a 24x7 basis to respond to calls and incidents reported by the State;
	2. Monitor queues for incidents, problems, changes, and other service requests on a 24x7 basis; and
	3. Resolve incidents or escalate them to the appropriate support services team.
	4. Provide incident management and alerting (i.e. alert collection, escalation, notification, corrective action plan and reporting); and
	5. Analyze reported incidents and respond proactively to potential problem areas.

The Vendor may use the State’s incident and problem management system exclusively or Vendor may propose the use of the Vendor’s internal ticketing system to support the capture, tracking and resolution of reported issues. If a Vendor’s internal ticketing system is proposed, the Vendor shall provide authorized State representatives view access to any proposed internal ticketing system to monitor the status and resolution of each of the State’s incidents.

In coordination with the State, the Vendor will develop operational support procedures to ensure the joint vendor/State team has a common understanding of “what to do when” procedures.

1. The Vendor shall ensure the system’s hours of availability are 7/24/365. The system may be down for maintenance on Sundays between 00:01 a.m. – 04:00 a.m. with approval. Any other downtime must have prior approval by the State. SLA details will be negotiated during the pre-award negotiation period.
2. Vendor will provide managed services for the State’s disaster recovery site that is consistent with support provided for other production environments. Vendor will provide support for State disaster recovery testing activities. The following requirements apply to disaster recovery support:
	1. Participate with the State in the development and update of the overall Disaster Recovery Plan;
	2. Successfully test, in cooperation with the State, the Disaster Recovery Plan twice (2) per year;
	3. Provides the State with test results for each disaster recovery test;
	4. Execute the Disaster Recovery Plan including switching to the disaster recovery site and the restoration of normal services at a time agreed to by the State; and
	5. Conduct a post-disaster meeting with the State to understand the impact of the disaster and develop plans to address any issues that were potentially encountered.
	6. Must have controls in place for disaster recovery / business continuity / contingency plans to address and mitigate disruptions to production operations.
	7. All data processing facilities (primary and recovery) are required to meet the same security requirements.
	8. Vendor shall ensure network connectivity between the primary and recovery data processing facilities.
	9. Must provide at most 72 hours Recovery Time Objective (RTO) see definition provided.
	10. Must provide at most 24 hours Recovery Point Objective (RPO) see definition provided.
	11. Ensure that the recovery data processing facility and the primary data have a reasonable geographically separation such that it does not share the following:
3. Risks for known natural disasters (i.e. fault lines, flood zones, etc.).
4. Common critical and core dependencies required to provide continued production operations such as power, fuel, other utilities, networking, and other potential single points of failure)
	1. Describe the process for declaring a disaster including but not limited to who, how, and when.
	2. Disclose all costs (if any) associated with disaster recovery including but not limited to:
		1. Disaster declaration fee
		2. Ongoing charges during a disaster
		3. Return to normal business
	3. Describe how the Vendor will perform or improve on the current disaster recovery service.

## (MS 20) Transition Plan

Describe how the Vendor will perform the Mainframe Transition Plan.

Provide an initial Mainframe Services Transition Plan. This plan should contain all the elements, including target dates for accomplishing tasks, frequency, and be sufficiently detailed for the State to be able to determine the quality and reasonableness of the Vendor’s approach.

The transition plan should include:

1. A milestone schedule with key transition activities and major milestones
2. Timeline indicating the date of transfer of responsibility
3. Assigned personnel
4. Communication Plan
5. Completion criteria for key activities.
6. The transition plan must ensure there is no disruption of service to the State. No outage outside of pre-approved maintenance windows. No application development and/or rewriting of applications during transition.
7. Any dependencies or requirements on the State or State staff that are part of the transition plan.

##  (MS 60) Migration Plan

Describe how the Vendor will perform the Mainframe Migration Plan.

Provide an initial Mainframe Services Migration Plan. This plan should contain all the elements, including target dates for accomplishing tasks, frequency, and be sufficiently detailed for the State to be able to determine the quality and reasonableness of the Vendor’s approach.

The migration plan should include:

1. A milestone schedule with key migration activities and major milestones;
2. Timeline indicating the date of transfer of responsibility;
3. Assigned personnel;
4. Communication Plan
5. Completion criteria for key activities.
6. Anticipated risks or issues and proposed mitigation approaches.
7. The migration plan must ensure there is no disruption of service to the State. No outage outside of pre-approved maintenance windows. No application development and/or rewriting of applications during migration.

## (M) Data Security

The Vendor must meet all State of Washington Security Policies, which include but are not limited to the following:

* + - 1. Security Requirements – System must meet minimum requirements in Washington State OCIO Security Standard 141.10 (see attachment)
			2. Data Migration must be included in proposal. There shall be no production down time with the exception of pre-approved maintenance windows.
			3. The Solution shall ensure the data remains in the contiguous 48 states.
			4. The Vendor shall ensure CTS retains custody and control of the data and records.

Federal Tax Information, and Social Security Administration data all reside on the Mainframe; therefore, the services provided will be subject to FBI, IRS, and SSA compliance regulations. The Vendor must meet but are not limited to the following:

* IRS Publication 1075
* HIPAA
* DOD NIST
* The solution shall ensure the data remains in the contiguous 48 states.
* The Vendor shall ensure CTS retains custody and control of the data and records.

## (M) Mainframe Network Connections

The proposed solution must provide a minimum of but not limited to:

* + 1. Two (2) Open Systems Adapter (OSA) 10 GB Ethernet connections to State networks Virtual Local Area Network (VLAN) Trunks
		2. Two (2) OSA-ICC operating systems master console connectivity

## (M) Connectivity between the Solution and the State Of Washington networks

* 1. Vender Solution to include two (2) dedicated Ethernet circuits on individually survivable diverse paths.
	2. Vendor will support any MTU size as specified by WaTech - 9008 or more.
	3. Dedicated solution will have latency between 0 milliseconds and 80 milliseconds. (Editorial note: This is the current metric of CTS Sungard DR solution.)
	4. Vendor agrees to give enough space, and requested power and cooling, in cabinets for WaTech networking and security equipment as needed as specified by WaTech.
	5. Vendor agrees not to alter any of the networking that WaTech configures. This includes all routing protocols, VLAN tagging, MPLS tags, etc.
	6. Vendor agrees to ensure physical and virtual security from the handoff WaTech provides and through the Vendor’s network to the mainframe.

## (M) Hardware

All proposed solution must be currently supported by IBM. Describe the solution that best fits the State’s requirements. Proposals for hardware that are End of Life / End of Service will be rejected.

All mainframe software required by state agencies, both applications and system software, must be able to execute on the proposed solution mainframe(s).

## (M) Hardware Maintenance

Vendor shall maintain all provided hardware in complete working order. The Vendor shall promptly troubleshoot, diagnose and resolve hardware and equipment issues and replace any defective or non-functioning hardware in accordance with the requirements of this RFP and the Vendor’s proposal, for the duration of the contract. All maintenance shall be coordinated with CTS, State Agencies and follow CTS Change Management processes.

## (M) Software

Vendor must maintain support by the software manufacturer or licensor for all mainframe software.

## (MS 20) Software Maintenance and Upgrades

Vendor shall keep all software and software components, up-to-date and functional. The Vendor shall supply current, updated versions of all software and software components provided, in accordance with the requirements of this RFP and the Vendor’s proposal, for the duration of the contract. This includes but is not limited to patches, fixes, maintenance releases, libraries, framework and utilities necessary to successfully operate and maintain the proposed software in current, secure and functional condition. All updates are to be coordinated with CTS, State Agencies and follow CTS Change Management processes.

Describe how the Vendor will perform this work. There shall be no production down time except for pre-approved maintenance windows.

## (M) Software Contracts

~~A complete software list is attached. It is CTS’ intent to assign all of the software in this list to the ASV.~~

~~Vendor shall provide pricing in the Cost Worksheet for each line item in Appendix J on the assumption that CTS will stop its direct relationships with the Vendors listed, and the ASV shall license the Appendix J Software on CTS’ behalf.~~

A complete software list is attached in Appendix J. It is CTS’ intent to assign all of the software in this list to the ASV. Vendor shall provide pricing in the Cost Proposal Worksheet for each line item in Appendix J on the assumption that CTS will stop its direct relationships with the Vendors listed, and the ASV shall license the Appendix J Software on CTS’ behalf, effective from the point of contract execution.

## (MS 20) Third Party Software

Describe how the Vendor has worked with other Third-Party Vendors in the past to effectively deliver operational requirements and improvements through best-in-class solutions.

In the event that the Vendor uses any Third-Party Vendor software that is different from Third-Party Vendor software the State is currently using, the Vendor shall perform all tasks necessitated by the change, at no additional cost to the State, including: (1) obtain approval from State Agencies impact by the change; (2) retrain all affected State staff on the new software; (3) modify the State’s run-time software/JCL to accommodate the change; and (4) re-write any job control/scheduling documentation to reflect the change.

## (MS 10) IT Service Management (ITSM)

Vendor shall describe their IT Service Management (ITSM) processes including but not limited to:

1. Incident Management – vendor shall describe approach to Incident Management.
2. Problem Management – vendor shall describe approach to Problem Management.
3. Change Management – vendor shall describe approach to Change Management.

## (MS 10) Customer Interface Manager(s)

Vendor shall provide one or more Customer Interface Manager(s) available 24/7. Describe the different Customer Interface Manager(s) role and area of responsibility. Such managers shall include but not limited to:

1. Account Manager
2. Project Manager
3. Operations Manager

## (MS 10) System Management Facilities (SMF) Records

CTS requires access to SMF records for billing and performance purposes. Describe your approach to providing CTS these records.

## (M) Performance

Performance must meet or exceed current performance level. See Appendix K for performance metrics.

## (MS 10) Acceptance Testing

Any acceptance test, including but not limited to a parallel processing window, shall be negotiated and mutually agreed upon by both parties. Describe your approach.

## (MS 10) Project Management

Describe how the Vendor will manage the transition and migration of the proposed solution, ensure completion of the scope of services, and accomplish required objectives.

## (MS 10) Value-Added Services

Describe any “value-added” services that are included within the Vendor’s proposal, above and beyond what the State has asked for, that provide significant business relationship advantages and synergies.

*Be aware that any services described in response to this question must already be included within the pricing that the Vendor has provided in the Cost Proposal. However,* ***DO NOT include, or make any reference to, pricing information in response to this question, or anywhere else within the Technical Proposal.***

## (MS 10) SOW

Describe a project on which the Vendor has worked with another client to develop a Statement of Work (SOW) for services the same, or similar to, those requested herein; and further describe how the Vendor executed the services under the SOW, or assisted the client in executing the services. Provide a copy of the SOW or an example of the SOW content.

## (MS 100) Service Management

1. Service Management - Describe how the Vendor will perform services detailed in Appendix M, Service Management – Mainframe Services
2. Operations & Monitoring - Describe how the Vendor will perform services detailed in Appendix M, Service Management – Mainframe Services
3. Production Control & Scheduling - Describe how the Vendor will perform services detailed in Appendix K, Service Management – Mainframe Services
4. Resource Management & Capacity Planning - Describe how the Vendor will perform services detailed in Appendix M, Service Management – Mainframe Services
5. Software & Hardware Administration - Describe how the Vendor will perform services detailed in Appendix M, Service Management – Mainframe Services
6. Database Support and Management - Describe how the Vendor will perform services detailed in Appendix M, Service Management – Mainframe Services
7. Storage and Backups - Describe how the Vendor will perform services detailed in Appendix M, Service Management – Mainframe Services
8. Security Administration - Describe how the Vendor will perform services detailed in Appendix M, Service Management – Mainframe Services
9. Network Technical Support - Describe how the Vendor will perform services detailed in Appendix M, Service Management – Mainframe Services

**SECTION 6- FINANCIAL** **QUOTE**

**All requirements in Section 6 are Mandatory. Vendor agrees that a submission of a Response to CTS constitutes acceptance of all Mandatory Requirements in this Section 6 and Vendor has read, understands and will comply with EACH of the Mandatory requirements listed in the Financial Quote Requirement Section.**

## Overview

CTS seeks to acquire consumption based services that best meet the State’s needs at the lowest cost and best value. Prices must include all aspects needed for the provision of the Services described in this RFP. Failure to identify all costs in a manner consistent with the instructions in this RFP is sufficient grounds for disqualification.

## (MS 220) Vendor Cost Proposal Form

Vendor must include in its Response a completed *Cost Worksheet* contained in Appendix E. The *Cost Worksheet* will be the basis for evaluation of the Financial Response as specified in Section 7.

Responses must be complete and include pricing for all tasks. Vendor’s Responses to Cost Proposal Form, Appendix E will be the basis of evaluation of the Financial Proposal as specified in Section 7. Where there is no charge or rate,enter N/C (no charge) or zero (0) on the Cost Proposal Form, as applicable. If the Vendor fails to provide a price, the State will assume the item is free. If the Vendor states “no charge” for an item in the model, the State will receive that item free for the period represented in the model.

## Taxes

Vendor must collect and report all applicable state taxes as set forth in Section 4.4, *Vendor Licensed to do Business in Washington*.

## Presentation of All Cost Components

All elements of recurring and non-recurring costs included prices set forth in the Vendor Cost *Worksheet* (Appendix E). This must include, but is not limited to, all taxes, administrative fees, labor, travel time, consultation services, and supplies needed for the provisioning of the Services described within this RFP. CTS shall ***not*** reimburse vendor for any expenses related to the provisioning of services contemplated in this RFP.

## Price Protection

For the entire initial term of the Contract, the Vendor must guarantee to provide the Services at the proposed rates, or less, unless a Contract amendment is mutually negotiated.

**SECTION 7- EVALUATION**

## Overview

The Vendors who meet all of the RFP requirements and receive the highest number of total points as described below will be declared the ASVs and will enter into contract negotiations with CTS.

## Administrative Screening

Responses will be reviewed initially by the RFP Coordinator to determine on a pass/fail basis compliance with administrative requirements as specified in Section 3, *Administrative Requirements*. Evaluation teams will only evaluate Responses meeting all administrative requirements.

## Mandatory Requirements

Responses meeting all of the administrative requirements will then be reviewed on a pass/fail basis to determine if the Response meets the Mandatory requirements. Only Responses meeting all Mandatory (M) requirements will be further evaluated.

The State reserves the right to determine at its sole discretion whether Vendor’s response to a Mandatory requirement is sufficient to pass. If, however, all responding Vendors fail to meet any single Mandatory item, CTS reserves the following options: (1) cancel the procurement, or (2) revise or delete the Mandatory item.

## Qualitative Review and Scoring

Only Responses that pass the administrative screening and Mandatory (M) requirements review will be evaluated and scored based on responses to the scored requirements in the RFP. Responses receiving a “0” on any Mandatory Scored (MS) element(s) will be disqualified.

## Requirements Evaluation

1. Sections 4 - Vendor Requirements and 5 - Technical Requirements review by Evaluation team

Each scored element in the Vendor Requirements and Technical Requirements sections of the Response will be given a score by each evaluation team member. Then, the scores will be totaled and an average score for each Vendor will be calculated as set forth below. This will be used in the calculation of Vendor’s total score, as set forth in Section 7.8, *Vendor Total Score*.

Evaluation points will be assigned based on the effectiveness of the Response to each requirement. For example, if a response is worth 10 points, a scale of zero to ten will be used, defined as follows:

|  |  |  |
| --- | --- | --- |
| 0 | Unsatisfactory | Capability is non-responsive or wholly inadequate. |
| 1-3 | Below Average | Capability is substandard to that which is average or expected as the norm. |
| 4-6 | Average | The baseline score for each item, with adjustments based on the evaluation team’s reading of the Response. |
| 7-9 | Above Average | Capability is better than that which is average or expected as the norm. |
| 10 | Exceptional | Capability is clearly superior to that which is average or expected as the norm. |

CTS will review all mathematical computations and will allocate 300 points to the Vendor with the highest Technical Response Score (TRS). The point value for every other bid will be calculated using the ratio of the each Vendor’s Average TRS to the highest Vendor’s Average TRS. This ratio will be multiplied by the 300 points allocated for Experience and Skill Qualification Requirements to arrive at the total score for each Vendor.

|  |
| --- |
| Vendor’s Average TRS x 390 points = Vendor’s Total TRSHighest Vendor’s Average |

These scores will be carried over in the calculation of the Vendor Total Score as explained below.

1. Financial Proposal Evaluation

The The financial evaluation team will calculate the financial score for the Section 6 *Financial Quote* section of the Response using Vendor’s Cost Proposal Form as follows:

|  |
| --- |
| Lowest Mainframe as a Servce Pricing – Table A X 220 = **MaaS Score**Vendor’s Mainframe as a Service Pricing – Table A |

## Step 3 Site Visits and Interviews (Optional)

CTS may, after evaluating the written proposals, elect to schedule site visits and/or interviews of the top scoring finalists.

a) Final points for the interviews will be calculated by an average of the individual scores as set forth below. This will be used in the calculation of Vendor’s total score, as set forth in Section 7.8, *Vendor Total Score*.

|  |  |
| --- | --- |
| Sum of Evaluators’ Interview Scores Number of Evaluators  | = Vendor’s Avg. Interview Score |

|  |  |  |
| --- | --- | --- |
| Vendor’s Avg. Interview Score Highest Interview Score | x 30 = | Vendor’s Interview Score |

b) Final points for the optional site visit will be calculated by an average of the individual scores as set forth below. This will be used in the calculation of Vendor’s total score, as set forth in Section 7.8, *Vendor Total Score*.

|  |  |
| --- | --- |
| Sum of Evaluators’ Site Visit ScoresNumber of Evaluators  | = Vendor’s Avg. Site Visit Score |

|  |  |  |
| --- | --- | --- |
| Vendor’s Avg. Interview Score Highest Interview Score | x 30 = | Vendor’s Interview Score |

## Allocation of Points

The scores for Response will be assigned a relative importance for each scored section. The relative importance for each section is as follows:

|  |  |
| --- | --- |
| **PHASE I*** Vendor Requirements, including Experience and Skill Qualifications (Section 5)
* Financial Proposal (Section 6)
 | 390 points220 points |
| Phase I Subtotal | 610 points |
| **PHASE II- optional for CTS**Site Visits Interviews | 30 points30 Points |
| Phase II Subtotal | 60 points |
| TOTAL | 670 Points |

## Vendor Total Score

Vendors will be ranked using the Vendor’s Total Score for its Response, with the highest score ranked first and the next highest score ranked second, and so forth. Vendor’s Total Score will be calculated as follows:

|  |
| --- |
| **Total Score** = (Technical Score (TRS)) + (Total Financial Score) + (Optional Phase II Score)  |

## Selection of Apparently Successful Vendors

At CTS’ sole discretion, up to five Vendors with the highest Vendor total scorewill be declared ASV. CTS will enter into contract negotiations with one or more of the ASVs. Should contract negotiations fail to be completed as described in Section 7.10, CTS may immediately cease contract negotiations and declare the Vendor with the next highest score as the new ASV and enter into contract negotiations with that Vendor. This process will continue until (1) the Contracts are signed, (2) no qualified Vendors remain, or (3) CTS cancels the award or solicitation consistent with this RFP.

## Contract Negotiations

Upon selection of an Apparently Successful Vendors (ASV), CTS will enter into contract negotiations with the ASVs. Vendors must be willing to enter into a Contract in substantially the same form and the same terms and conditions as the Contract in Appendix B. The Apparently Successful Vendor will be expected to complete contract negotiations within the time stated in Section 2 *Schedule*. The Apparently Successful Vendor will be expected to execute the Contract within five (5) calendar days of its receipt of the final contract. If the selected Vendor fails or refuses to sign the Contract within the allotted five (5) calendar daytime frame, CTS may immediately cease contract negotiations and elect to cancel the award. CTS may then award the Contract to the next ranked Vendor or cancel or reissue this solicitation. Vendor’s submission of a Response to this solicitation constitutes acceptance of these Contract requirements.

APPENDIX A

C20-RFP-032

**CERTIFICATIONS AND ASSURANCES**

Issued by the State of Washington

We make the following certifications and assurances as a required element of the Response, to which it is attached, affirming the truthfulness of the facts declared here and acknowledging that the continuing compliance with these statements and all requirements of the RFP are conditions precedent to the award or continuation of the resulting Contract.

The prices in this Response have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered. The prices in this Response have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before Contract award unless otherwise required by law. No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition. However, we may freely join with other persons or organizations for the purpose of presenting a single proposal or bid.

The attached Response is a firm offer for a period of *90* days following the Response Due Date specified in the RFP, and it may be accepted by CTS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the *90* day period. In the case of protest, your Response will remain valid for 120days or until the protest is resolved, whichever is later.

In preparing this Response, we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to the State's solicitation, or prospective Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this Response. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)

We understand that the State will not reimburse us for any costs incurred in the preparation of this Response. All Responses become the property of the State, and we claim no proprietary right to the ideas, writings, items or samples unless so stated in the Response. Submission of the attached Response constitutes an acceptance of the evaluation criteria and an agreement to abide by the procedures, compliance with Mandatory and all other administrative requirements described in the solicitation document.

We understand that any Contract awarded, as a result of this Response will incorporate all the solicitation requirements. Submission of a Response and execution of this Certifications and Assurances document certify our willingness to comply with the Contract terms and conditions appearing in Appendix B, or substantially similar terms, if selected as a contractor. It is further understood that our standard contract will not be considered as a replacement for the terms and conditions appearing in Appendix B of this solicitation.

We (circle one) **are / are not** submitting proposed Contract exceptions (see Subsection 3.13, *Contract* *Requirements*).

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Vendor Signature |  | Vendor Company Name |
|  |  |  |
| Title |  | Date |

**APPENDIX B**

**PROPOSED CONTRACT**

Posted separately on the CTS Web site at: https://watech.wa.gov/procurement-announcements

**APPENDIX C**

***(If Applicable)* MWBE Participation Form**

**Minority and Women's Business Enterprises (MWBE)**

**Participation Form**

MWBE participation is defined as: Certified MBEs and WBEs bidding as prime contractor, or prime contractor firms subcontracting with certified MWBEs. For questions regarding the above, contact Office of MWBE, (360) 753-9693.

In accordance with WAC 326-30-046, CTS goals for acquisitions have been established as follows: 12% MBE or WBE.

|  |  |  |
| --- | --- | --- |
| **MBE FIRM NAME** | **\*MBE CERTIFICATION NO.** | **PARTICIPATION %** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **WBE FIRM NAME** | **\*WBE CERTIFICATION NO.** | **PARTICIPATION %** |
|  |  |  |
|  |  |  |

**\***Certification number issued by the Washington State Office of Minority and Women's Business Enterprises.

Name of Vendor completing this Certification: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

APPENDIX D

**PROTEST PROCEDURE**

A Vendor who is aggrieved in connection with the solicitation or award of a contract, who has submitted a response and participated in a debriefing conference, may submit a written protest to the Contracts & Procurement Manager at Consolidated Technology Services, 1500 Jefferson Street SE, 5th Floor, Olympia WA 98501 or michael.callahan@watech.wa.gov.

**Grounds**

Protests may be based only on alleged bias on the part of an evaluator, mathematical error in the computation of the score, or failure to follow the process or standards stated in the related procurement document.

**Timing**

A protest shall be presented to CTS in writing no later than 5 business days after the post award debrief has occurred. The written letter shall state the grounds for the protest and state the relevant facts, circumstances and documents in support of the Vendor’s position.

**Process**

In conducting its review, CTS will consider all available relevant facts. CTS will resolve the protest in one of the following ways:

1. Find that the protest lacks merit and upholding the agency's action.
2. Find only technical or harmless errors in the agency's acquisition process, determining the agency to be in substantial compliance, and rejecting the protest; or
3. Find merit in the protest and provide options to the agency, including:
	1. Correcting errors and reevaluating all Responses;
	2. Reissuing the solicitation document; or
	3. Making other findings and determining other courses of action as appropriate.

Except as stated otherwise below, the Contracts & Procurement Manager will review protests on behalf of the agency. The agency will deliver its written decision to the protesting vendor within five business days after receiving the protest, unless more time is needed. The protesting vendor will be notified if additional time is necessary. Exempt Purchases under $100,000 shall be reviewed only by the Contracts & Procurement Manager, whose opinion is final.

Vendors may appeal the Contracts & Procurement Manager’s determination, on Exempt Purchases over $100,000, by submitting an appeal in writing to the Director. An appeal shall be filed no later than 5 business days after Contracts & Procurement Manager’s decision. Decisions made by the Director or designee are final.

In the event the Contracts & Procurement Manager has a conflict of interest, the protest or appeal will be managed by a CTS senior level manager appointed by the Deputy Director. This individual must not be involved with the business that is the subject matter of the protest appeal.

 APPENDIX E

**COST PROPOSAL WORKSHEET**

Vendor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Instructions to Vendor:**

**Any efforts by Vendors to limit, qualify, caveat, restrict or place conditions upon the pricing being offered may be considered to be a violation of submission requirement and shall result in the proposal being rejected as non-responsive.** All costs must be included in the proposal, and inclusive of all General and Administrative Fees to include staffing, travel and per diem.

The Vendor **must use** this Cost Proposal Worksheet in their Cost Proposal to this RFP. The worksheet **cannot** be altered or edited. Failure to complete all fields highlighted in yellow may cause rejection of the entire RFP. If the associated Price or hours are not applicable, or the item is no charge to the State in your proposal, then mark N/A or $0 in the respective field on the form. The prices are fixed and will remain throughout the deployment of the services for any change management activities.

Using the table below; enter pricing (in U.S. dollars) for each item listed as applicable to your company’s proposed solution. Pricing shall cover all vendor provided managed services. All amounts shall include travel and expenses.

* + - * 1. **Mainframe as a Service Cost Proposal (MS 220)**

|  |
| --- |
| Mainframe Services Cost Proposal Worksheet - Table 1 |
|  | **One-time Transition** | **Year A****(12 Months)** | **Year B****(12 Months)** | **Year C****(12 Months)** |
|  |  | **Forecasted utilization:** 130 MSUsStorage: 17 TBVirtual Tape: 63 TB | **Forecasted utilization:** 95 MSUsStorage: 11 TBVirtual Tape: 48 TB | **Forecasted utilization:** 55 MSUsStorage: 6 TBVirtual Tape: 33 TB |
| **Environment** |  |  |  |  |
| * Hardware - Mainframe
 | **$** | **$** | **$** | **$** |
| * Hardware - Storage
 | **$** | **$** | **$** | **$** |
| * Hardware – Virtual Tape
 | **$** | **$** | **$** | **$** |
| * Hardware Maintenance (EMC/SIRIUS and IBM currently)
 | **$** | **$** | **$** | **$** |
| * Labor & Operations
 | **$** | **$** | **$** | **$** |
| * Disaster recovery testing (2 times / year)
 | **$** | **$** | **$** | **$** |
| * One-time credit for purchase of current hardware
 | **$** | **$** | **$** | **$** |
| **Net Sub-Total Cost for Environment** | **$** | **$** | **$** | **$** |
| **Software** |  |  |  |  |
| * Allen System Grp (ASG)
 | **$** | **$** | **$** | **$** |
| * CA
 | **$** | **$** | **$** | **$** |
| * Compuware
 | **$** | **$** | **$** | **$** |
| * CSI International/ BI Moyle
 | **$** | **$** | **$** | **$** |
| * DataKinetics
 | **$** | **$** | **$** | **$** |
| * DTS Software
 | **$** | **$** | **$** | **$** |
| * Elixir
 | **$** | **$** | **$** | **$** |
| * GT SOFTWARE
 | **$** | **$** | **$** | **$** |
| * IBM
 | **$** | **$** | **$** | **$** |
| * Innovation
 | **$** | **$** | **$** | **$** |
| * Levi, Ray & Shoup
 | **$** | **$** | **$** | **$** |
| * Merrill Consultants
 | **$** | **$** | **$** | **$** |
| * MicroFocus
 | **$** | **$** | **$** | **$** |
| * PACE
 | **$** | **$** | **$** | **$** |
| * Pitney Bowes
 | **$** | **$** | **$** | **$** |
| * PKWARE, INC
 | **$** | **$** | **$** | **$** |
| * Rocket Software
 | **$** | **$** | **$** | **$** |
| * SAG
 | **$** | **$** | **$** | **$** |
| * SAS
 | **$** | **$** | **$** | **$** |
| * S.E.A.
 | **$** | **$** | **$** | **$** |
| * SPC Systems
 | **$** | **$** | **$** | **$** |
| * SPL Software
 | **$** | **$** | **$** | **$** |
| * Tone Software
 | **$** | **$** | **$** | **$** |
| * Treehouse
 | **$** | **$** | **$** | **$** |
| * Triangle
 | **$** | **$** | **$** | **$** |
| * Vanguard
 | **$** | **$** | **$** | **$** |
| **Sub-Total Cost for Software** | **$** | **$** | **$** | **$** |
| **Total Cost for Environment + Software** | **$** | **$** | **$** | **$** |
| **Total cost for transition + 3 sample years:** | **MS 220** |  |

**Notes:**

1. **Costs should be based on forecasted WaTech utilization of Mainframe Services as provided.**
2. **Costs should allow for 15% burst above forecasted utilization without penalty.**
3. **Forecasted utilization is provided for the purpose of cost evaluation in the RFP. Actual costs paid will be based on utilization. The cost model must match the price list below.**
4. **The Labor & Operations category above is inclusive all Vendor labor needed to sustain the Mainframe Services mandatory requirements.**
5. **Total cost for the environment and software as forecast above for the One Time Transition cost plus three sample years will be used to score responses. Contract term is expected to extend beyond three years as detailed in the RFP.**
6. **Cells highlighted in yellow are required. Each sub-category is not required to have a line item cost, but items without costs specified are assumed to be included in the category total.**
7. **2019 WaTech costs for each of the software vendors detailed in Appendix J are below. If a responder does not provide costs for a vendor, costs are assumed to be included in the overall total cost per year. No additional charges for support of the identified software will be allowed.**

|  |  |
| --- | --- |
| **Current software costs to WaTech in support of the Mainframe by Software Vendor**(see Appendix J for details about current software components) | **2019 Cost** |
| Allen System Grp (ASG) | $88,054 |
| CA | $1,603,384 |
| Compuware | $168,310 |
| CSI International/BI Moyle | $24,464 |
| DataKinetics | $17,626 |
| DTS Software | $8,543 |
| Elixir | $6,305 |
| GT SOFTWARE | $14,735 |
| IBM | $2,899,317 |
| Innovation | $12,844 |
| Levi, Ray & Shoup | $72,934 |
| Merrill Consultants | $2,500 |
| MicroFocus | $67,500 |
| PACE | $9,149 |
| Pitney Bowes | $56,288 |
| PKWARE, INC | $8,868 |
| Rocket Software | $160,308 |
| SAG | $1,293,870 |
| SAS | $118,428 |
| S.E.A. | $47,264 |
| SPC Systems | $2,830 |
| SPL Software | $29,982 |
| Tone Software | $23,600 |
| Treehouse | $52,800 |
| Triangle | $6,050 |
| Vanguard | $98,270 |

**B. Pricing List (M)**

**Instructions to Vendor:**

In support of the pricing for sample year scenarios in Table 1 for A above, CTS (WaTech) requires vendors to provide their pricing structure for the environment and for software by usage. Vendor can tier pricing as desired to provide different per-usage rates based on volume or commitment level. Line items for hardware, maintenance, labor and operations, and storage are expected. CTS (WaTech) will be able to use these tables to derive the pricing provided in the Cost Proposal above. A sample Pricing List table is provided below; vendors should provide the table according to their proposed pricing model and indicative of their intended contract structure.

|  |
| --- |
| Mainframe Services Pricing List - Table 2A |
| **Element** | **Per MSU, Tier 1:** **< a MSUs** | **Per MSU, Tier 2:** **a – b MSUs** | **Per MSU, Tier 3:** **> b MSUs** |
| Hardware – Mainframe |  |  |  |
| Hardware – Maintenance |  |  |  |
| Labor & Operations |  |  |  |
| Disaster recovery testing(per test) |  |  |  |

|  |
| --- |
| Mainframe Services Pricing List - Table 2B |
| **Element** | **Per TB** |
| Hardware – Storage |  |
| Hardware – Virtual Tape |  |

**C. Additional Services (M)**

**Instructions to Vendor:**

The State, during the course of the contract, may identify additional work that was included in the original scope and intent of this RFP which is of importance to ensuring there is no disruption to critical services. Vendors must provide hourly rates for various roles to be used through the end of the contract. These rates should be classified by position; i.e., database administrator, system administrator, etc. The State has provided the labor categories we anticipate may be required.

To estimate the cost associated with a system modification, the Vendor must provide the hourly rates, inclusive of travel and living expenses, for the following roles, including a brief description of the role, with their RFP response. If the Vendor believes additional roles might be necessary, list those also.

The State reserves the option to require estimates be locked into a fixed amount instead of time and materials before proceeding. Any additional fixed price work must go through the State’s Change Control process and be supported by a contract amendment.

|  |
| --- |
| Mainframe Services Pricing - Table 3 |
| **Labor Category** | **Description** | **Hourly Rate** |
| Operations Support  |  |  |
| Database Administrator |  |  |
| RACF Administrator |  |  |
| Storage Administrator |  |  |
| CICS & MQ Administrator |  |  |
| Systems Technician |  |  |
| IT Architect |  |  |
| Other | (please define) |  |

APPENDIX F

**A Few Critical Things to Keep in Mind**

**When Responding to an RFP for**

**Consolidated Technology Services**

*This document is explanatory only and has no consequence on the processes stated in any particular procurement. Please do not submit this checklist, it is merely a resource.*

**1.** \_\_\_\_\_\_\_ **Read the *entire* document.** Note critical items such as: mandatory requirements; supplies/services required; submittal dates; number of copies required for submittal; funding amount and source; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).

**2.** \_\_\_\_\_\_\_ **Note the procurement officer's name, address, phone numbers and e-mail address.** This is the **only person** you are allowed to communicate with regarding the RFP and is an excellent source of information for any questions you may have.

**3.** \_\_\_\_\_\_\_ **Take advantage of the “question and answer” period.** Submit your questions to the RFP Coordinator by the due date listed in the Schedule of Events and view the answers given in the formal “addenda” issued for the RFP. All addenda issued for an RFP are posted on the State’s website and will include all questions asked and answered concerning the RFP.

**4.** \_\_\_\_\_\_\_ **Follow the format required in the RFP** when preparing your response. Provide point-by-point responses to all sections in a clear and concise manner. Make sure to address each subpart.

**5.** \_\_\_\_\_\_\_ **Provide complete answers/descriptions.** Read and answer **all** questions and requirements. Don’t assume the State or evaluator/evaluation committee will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with the State. The proposals are evaluated based solely on the information and materials provided in your response.

**6.** \_\_\_\_\_\_\_ **Check the State’s website for RFP addenda.** Before submitting your response, check the State’s website at http://cts.wa.gov/procurement/procurement.aspx to see whether any addenda were issued for the RFP.

**7.** \_\_\_\_\_\_\_ **Review and read the RFP document again** to make sure that you have addressed all requirements and have followed all of the instructions. Once you have done that, read the RFP document again.

**8.** \_\_\_\_\_\_\_ **Submit your response on time.** Note all the dates and times listed in the Schedule of Events and within the document, and be sure to submit all required items on time. Late proposal responses are never accepted.

**9. \_\_\_\_\_\_ Address each mandatory/mandatory scored item.** Any time you see an “M” or “MS”- make sure to respond, even in the financial sections. For Mandatory items, A statement, “(Vendor Name) has read, understands, and fully complies with this requirement” is acceptable.

**Appendix G**

**Facilities Requirements (If applicable)**

If vendor proposes on-site equipment, then vendor must adhere to the facilities requirements below. Vendor shall state their understanding of these requirements.

Enclosure Standards

* Server enclosure 24W x 48D x 42u H
* Network enclosure32W x 48D x 42u H
* Custom configurations are available from the manufacturer. Rittal Part # (TBD)
* Any solutions that do not meet the above must be considered custom. These custom configurations will be considered on a case by case basis
* All enclosures must be placed on a specific layout to meet the floor load specifications
* Floor load is not to exceed 250lbs per sq. ft. Any solutions that do not meet this criterion must be considered custom. These custom configurations will be considered on a case by case basis
* All enclosures must be able to accept overhead connectivity and power. Power is provided via receptacles and whips provided from a star line power bus
* All enclosures must be able to be rekeyed to an independent non-common key. Hard keys are controlled by a key management system and keys are placed in a facility key management system
* Al hardware must be installed to meet hot aisle cold aisle raised floor configuration
* Power configurations available

Low Density: 2.5 kw to 7.5 kw

High Density: 10.0 kw to 12.5 kw per enclosure

* All enclosures must be configured with a State of Washington managed rack mount power distribution unit (RMPDU). All RMPDU’s will be supplied by the State of Washington. Custom RMPDU receptacle configurations are available. Any solutions that do not meet this criterion must be considered custom. These custom configurations will be considered on a case by case basis

APPENDIX H

ISG Final Report.pdf

Posted separately on the CTS Web site at: https://watech.wa.gov/procurement-announcements

APPENDIX I

Cap Plan Report.pdf

Posted separately on the CTS Web site at: https://watech.wa.gov/procurement-announcements

APPENDIX J

Software List.docx

Posted separately on the CTS Web site at: https://watech.wa.gov/procurement-announcements

APPENDIX K

Performance Reports

Posted separately on the CTS Web site at: https://watech.wa.gov/procurement-announcements

APPENDIX L

**OCIO Policy 141.10 Securing IT Assets**

Posted separately on the CTS Web site at: https://watech.wa.gov/procurement-announcements

APPENDIX M

Service Management.docx

Posted separately on the CTS Web site at: https://watech.wa.gov/procurement-announcements

APPENDIX N

C20-RFP-024 Q&A

|  |  |  |
| --- | --- | --- |
| **#** | **Question** | **CTS Response** |
| 1 | Will WaTech accept a proposal that includes a migration to a .NET Azure platform? | No, CTS will not consider a .NET Azure platform for this procurement.  |
| 2 | Can you please provide inventory information for your current mainframe: * 1. Number of members and total lines of code of:
		1. COBOL Programs
		2. COBOL Copybooks
		3. CICS Screens
		4. Natural Programs
		5. Natural Members
		6. Natural Screens
		7. JCL Jobs
		8. JCL PROCS
	2. Number of members and total lines of code of:
		1. Adabas files
		2. DB2 Tables
		3. VSAM files
		4. QSAM files
 | CTS does not have this information as it is not the application owner. CTS’ mainframe customers own this information and would need to be provided by them. |
| 3 | Can you please provide inventory information for your current mainframe:  | Inventory information is contained in the RFP and can be located in various locations.  |
| 4 | Is a redundant and encrypted LAN-to-LAN VPN an acceptable solution to WaTech?1. If yes, who is expected to provide and manage the firewalls at all locations?
2. If no, and dedicated circuits are required, please provide NPA/NXX (area code / exchange) for the demarcation termination point.
 | CTS currently utilizeda site to site IPsec VPN service we do not do layer 2 services.All proposed solutions must pass the Office of Cybersecurity Security Design Review (SDR) process before being deemed acceptable. A SDR would take place once a contract is executed with the ASV.  |
| 5 | What are the Bandwidth requirements? | This information is in the RFP and associated documents, please review the RFP and documentation. |
| 6 | RFP Section 4.8 Ownership of the Current Environment.Does “ownership”, include financial responsibility? If so, please provide terms, conditions, and costs associated with all in-scope hardware. | There is no financial responsibility associated with the current mainframe hardware – i.e. it is not financed.  |
| 7 | RFP Section 4.10 Software Contract Assignment.Does take over of current software contracts via assignment include financial responsibility? If so, please provide terms, conditions, and costs associated with in-scope software. | Section 4.10 *Software Contract Assignment* is deleted in its entirety and replaced with the following new Section 4.10 *Software Contract Assignment:*CTS intends to assign its current contracts for software used on the IBM mainframe to the contracting Vendor. The contracting Vendor is expected to cooperate with the parties to such contracts in order to ensure the parties will not have reasonable cause to reject the assignment the assignment of the contracts. If one or more software products cannot be assigned due to the terms of the license agreement, or failure in negotiating an assignment with the manufacturer, then the ASV will be expected to acquire a license of those one or more products for CTS’ use.The ASV will be provided copies of contract including license terms in additional to cost information. |
| 8 | Please proved copies of a Monthly IBM invoice and the Annual S&S charges for the IBM IPLA products. | The annual IBM IPLA charge for 2019-2020 is $314,774.29.  |
| 9 | Please provide SCRT Reports for the months of June-September of 2019. | Please see: scrtjun19, scrtjul19, scrtaug19, scrtsep19, attached to this amendment.  |
| 10 | Please provide an organization chart or list of current mainframe staff support. | The mainframe team is comprised of 14 employees* Manager / Service Owner
* Supervisor
* Mainframe Architect
* 2 System Administrators
* 2 Storage Administrators
* 1 RACF Administrator
* 2 CICS/MQ Administrators
* 3 DB Administrators
* 1 Utilities Administrator (CA7, EOS, VPS, TPX, etc)
 |
| 11 | Please confirm which of the below statements is accurate: RFP Section 3.15. Minority and Women’s Business Enterprises (MWBE)* 1. ***No minimum level*** of MWBE participation is required as a condition of receiving an award and ***no preference*** will be included in the evaluation of Responses in accordance with chapter 39 RCW.
	2. Appendix C MWBE Participating Form

In accordance with WAC 326-30-046, CTS goals for acquisitions have been ***established as follows: 12% MBE or WBE.*** | While CTS may have laudatory goals for MWBE participation, there is no minimum level of participation required to submit an RFP Response, nor is any preference given in the evaluation or otherwise. |
| 12 | Variable pricing is requested for increase and decrease in resource utilization. What are the projections for increases or decreases over the term of the solution? | CTS’ mainframe customer base is declining however CTS is not the application owner. Only customer agencies can provide projections on their applications and/or business needs.  |
| 13 | Please confirm ISG description of 112 database subsystems, and please provide the breakout between DB2 and Adabas, and production vs dev/test. | DB2:* 4 Production
* 17 Development / Test

ADABAS:* 17 Production
* 61 Development / Test
 |
| 14 | Please confirm ISG description of 17 production online transaction instances or regions – are these all CICS regions? Please provide number of dev/test CICS regions? | DB2:* 4 Production
* 17 Development / Test

ADABAS:* 17 Production
* 61 Development / Test

CICS: 26 regionsMQ: 13 subsystems |
| 15 | Has there been any significant changes to the Appendix H - ISG Final Report data given it was dated 2017? | No, there are no significant changes since the ISG study was completed. |
| 16 | In order for us to take over current software contracts, please provide for each software vendor the current annual cost to CTS, the next renewal date, and the end date of any term contract. | CTS will provide the annual coast, the next renewal date and the end date of the current software contracts to the ASV once the contract is executed.  |
| 17 | RFP Section 5.3.dAre all 9 agencies tested during each of the two annual Disaster Recovery tests? If not, please provide the number of LPARS per test. | It depends, customer participation is optional. However, CTS recovers 4 LPARs for disaster testing.   |
| 18 | RFP Section 5.1Please provide the additional baselines for the following, if in scope: * CICS Regions
* DB2 and ADABAS Database subsystems, for each type of DBMS
* MQ Queues
 | DB2:* 4 Production
* 17 Development / Test

ADABAS:* 17 Production
* 61 Development / Test

CICS: 26 regionsMQ: 13 subsystems |
| 19 | RFP Section 4.1For each of the ISVs in the Software information provided, can you please provide: * expiration date
* type of license
* type of support agreement
* any imitations (transferable or non-transferable, public cloud or on-prem only)
* current annual spend
 | CTS will provide this information to the ASV once the contract is executed.  |
| 20 | RFP Section 4.1Would the State object to allowing pass through of ISV SW costs? | Yes. Please see Section 1.2  *Business Objectives.*  |
| 21 | RFP Section 5.3Please provide 12 months historical baseline data for tickets (incidents/problems/changes) managed by the State Service Desk, to be support by vendor under the MFaaS contract. | In the past 12 months there have been 5907 Service Request, Incidents, and Change Requests supported by the ServiceDesk and/or the Mainframe team.However, not all work is tracked via tickets. |
| 22 | RFP Section 5.3* Is the Service Desk required to support end user calls and email, more of a Level 1 Service Desk, or is it for system focused communications?
* What ticketing tool is currently in use by the State?
 | No, this is level 1 support only. The current tool is Easy Vista (ESP). |
| 23 | RFP Section Software & Hardware AdminMiddleware line items for support of middleware and for administrative support for middleware both state "on all platforms used in CTS and in State agencies." Please provide details what platforms are included in these statements, beyond the mainframe. | Interfacing is in scope, however managing those platforms is out of scope.  |
| 24 | RFP Section DB Support & MgtFor latency concerns, are there non mainframe servers or devices which need to be colocated with the mainframe, as it relates to CTS distributed server processing. | There are no non-mainframe servers or devices with are intended to be collocated. CTS expects any latency issues to be addressed. |
| 25 | RFP Section Security and Storage & Backup MgtIs the State asking for a storage service for migration and archive management, or just assuring the data is properly retained for the required number of years for compliance? | Yes, CTS is seeking storage service for migration and archive management, as well as assuring the data is retained properly.  |
| 26 | RFP Section SecurityHow many RACF security data bases are currently used? | 2 RACF databases:* Production
* Internal Testing
 |
| 27 | RFP Section 5.1Is the 17 TB DASD baseline usable capacity in MFaaS? | Yes |
| 28 | RFP Section 5.1Is the 63 TB VTL Tape baseline uncompressed capacity for MFaaS and for Disaster Recovery?  | Yes – it is uncompressed and the system is mirrored.  |
| 29 | RFP Section Monthly JobsWhat is the batch job failure % currently? |  OCT19  failed jobs 315 - monthly batch total jobs 46664  =.68% |
| 30 | RFP Section 5.1What product is the IBM z Advanced Workload Analysis Reporter (zAware) server running in the Linux on z LPAR sending SMF and Log data to for Analysis? | CTS no longer utilizes z/Aware on the mainframe.  |
| 31 | RFP Section 5.1* How many and why (sic) type (SUSE or RHEL) Linux guests are running under zVM?
* How are they being back up?
 | 3 guest for Tivoli Monitoring1 guest for EOS1 guest for repository and subscription managementCurrently, there is no backup system for this environment. |
| 32 | RFP Section 5.1What version of zVM is current in production? | Currently, version 5.4 |
| 33 | RFP Section 5.1Please provide the manufacturer and model of the current CKD DASD. | Dell/EMC VMAX20K |
| 34 | RFP Section 5.1Please provide the manufacturer and model of the current Virtual Tape Library (VTL). | Dell/EMC DLm2100 |
| 35 | RFP Section 4.11If vendor has to own and decommission their existing hardware, we do require the complete list of their hardware in-scope along with its dimensions & weight to estimate the decommission activities and shipping. We also need to know if there any cost we need to add to buy those hardware. | IBM zBC12 Type 2828-H13:* Packaged frame A
* Width mm (in) – 822 (32.4)
* Depth mm (in) – 1306 (51.4)
* Height mm (in) – 2027 (79.8
* Max Weight kg (lb) – 954 (2102)

DLm2100 / DD7200 (fully configured:* First cabinet – 1329 lb (603 kg)
* Second cabinet – 711 lb (322 kg)
* CTS currently owns the mainframe – i.e. it is not financed.
 |
| 36 | RFP Section Ops & MonitoringAre there any channel attached printers? | No |
| 37 | RFP Section Ops & MonitoringWhat is the monthly print volume? | Remote (VPS) – 159,248 pagesLocal – 546,680 pages |
| 38 | RFP Section Monthly JobsHow many code promotions are performed every month in CA Endevor? | This is an application question, and is out of scope for CTS. This information will need to be provided by CTS customers. |
| 39 | RFP Section Software & Hardware AdminMiddleware sections have a product called EOS, along with MQ and others - This product is not listed in the 'Appendix J Software List'. Please provide some more insight about this product (Vendor Name, Usage etc) | Enterprise Output Solution (EOS) – Rocket (formerly RSD) Enterprise Output Solutions (EOS) is a document management solution that manages the electronic archival, retrieval, and distribution of computer-generated reports. By managing the electronic versions of documents, EOS reduces the use of paper and the need for printing and physical distribution.EOS Thin Client runs under a Web browser and enables an unlimited number of authorized users to simultaneously retrieve and manipulate business-critical content from one or more EOS repositories.  |
| 40 | RFP Section 5.1Are any of the LPARs in sysplex and coupling facilities implemented? Please share the LPAR details which are in sysplex. | 5 LPARs share 1 internal coupling facility.2 LPARs share 1 internal coupling facility. |
| 41 | RFP Section 5.1Are you using Channel to Channel (CTC) connection or Hypersockets for sysplex data sharing or Network communication? If CTC's in use please provide the number of FICON ports using for CTC connection. | Yes, currently using CTC and there are 2 ports available. |
| 42 | RFP Section 5.1Do you have free OSA ports available to use during a Network based data migration methodology? | Yes, there are 3 available ports. |
| 43 | RFP Section 5.1How does the production data gets replicated to disaster recovery location - is it assumed to be via network. Please provide how frequently the data gets replicated and how much data? | Asynchronous replication occurs from the VTL in Olympia to the VTL in Philadelphia. Approximately 3.8TB are replicated daily.  |
| 44 | RFP Section SecurityReference to intrusion system support here: "Install, update, and configure security products (currently Vanguard Integrity Professionals), including intrusion testing". However there is no detail on what that is to include in solution. Would like clarity on the intrusion system to be supported. | The ASV is expected to work with CTSinternal network/security personnel to perform any scheduled intrusion testing to meet audit requirements.  |
| 45 | RFP Section 5.17What specific z/OS MVS System Management Facility (SMF) record type data do you want to receive and for what purpose will it be used? | All SMF types. The records are used for billing, performance, auditing, etc. |
| 46 | RFP Section 5.6Regulatory in scope requires controls and infrastructure in place to support the State's compliance. Confirm the assumption that the State's SIEM and 2FA/MFA which is in place today, will continue to be leveraged for the MFaaS for compliance delivery. | No, the mainframe is not connected to the SIEM. |
| 47 | RFP Section Ops & MonitoringLine item specifies: Provide technical support for equipment/hardware and software for  remote print Sites (currently using Levi, Ray & Shoup). Please confirm if this is an onsite support requirement. | No equipment/hardware support for remote printers. Only software support or printer configuration troubleshooting.  |
| 48 | RFP Section Ops & MonitoringIs there any tool used for auto-ticketing and auto-paging? | CTS does not utilize a tool for either of these functions.  |
| 49 | RFP Section Software & Hardware AdminLine item specifies: Provide technical advice and support to the application development and support groups (State Agencies), as required. Please provide more detail or examples of what type of advice and support would be expected on a day-to-day basis. | Support varies from agency to agency. Typical support:* JCL assistance
* Storage assistance
* DBA
* Open support tickets with 3rd party vendors
* Troubleshoot printer issues
* VSAM changes
* CA7 support
* General advice
* How to
 |
| 50 | RFP Section 4.11Please provide the Net Book Value for each of the current assets which will need to be taken over by the apparent successful vendor. | The Net Book Value is unknown.  |
| 51 | RFP Section 4.9Please provide current staff headcount by skill, which may be available to re-badge to the apparent successful vendor. | The mainframe team is comprised of 14 employees* Manager / Service Owner
* Supervisor
* Mainframe Architect
* 2 System Administrators
* 2 Storage Administrators
* 1 RACF Administrator
* 2 CICS/MQ Administrators
* 3 DB Administrators
* 1 Utilities Administrator (CA7, EOS, VPS, TPX, etc.)
 |
| 52 | RFP Section 5.1Please provide the current tape data replication bandwidth between your production and your Sunguard site. | Tape data replication utilizes a 10 GB connection. |
| 53 | RFP Sections 1.2 and 5.3.dIn reference to the statement: The Vendor will also be responsible for disaster recovery services and testing (in conjunction with State Agencies) necessary to ensure that the State will incur minimal outages in the event of a disaster: What is the planned duration in hours, of each of the annual Disaster Recovery tests? | 108 hrs. year / 54 hrs. per test |
| 54 | RFP Section 5.3.dPlease confirm that the Vendor will be responsible for enabling the initial environment and executing the restores, and the individual agencies will support application recovery and testing as required. | Yes |
| 55 | RFP Section 5.3.dIn reference to the statement: Participate with the State in the development and update of the overall Disaster Recovery Plan: Will the Vendor maintain the overall DR Plan, but in conjunction with the State? Will the vendor provide overall DR Coordination? | Yes.Specific information regarding this requirement is contained in the RFP and associated documents, please review the RFP and documentation. |
| 56 | RFP Section 5.6Compliance to federal regulations varies from very simple to complex depending on implementation specifics. What are the specific Vendor security requirements around compliance to FBI, IRS, SSA and DOD NIST regulations? i.e. What specific components of NIST have been adopted by the State? | IRS requirements: * Twice yearly inactive Userid report sent to Agencies who handle their own RACF Administration.
* Keep RACF Standards and Procedures Manual up-to-date.
* Availability to represent WaTech as the RACF Subject Matter Expert during internal and external audits.

Besides Vendor requirements for the installation of a product, security for specific products are verified using DISA STIGs for z/OS Version 6, Release 30.  |
| 57 | RFP Section Security AdministrationMay we get an example of the 'Obsolete report'? | See attachment - Obsolete Report |
| 58 | RFP Section Security AdministrationReferencing "Maintain and monitor daily violation reports and report anomalies".What is the daily violation reports and what tools and criteria used to flag an event as a violation? What is considered an anomaly? | See attachment - Violation ReportAn anomaly would be anything outside of normal, for example: 50+ sign on violations for a single user.A user browsing WaTech sensitive datasets (PARMLIB). Significant “Unknown” user activity. |
| 59 | RFP Section Security AdministrationIs State user ID administration in-scope? If so, how many user ID's are there?This is in reference to this requirement: "On a yearly basis, cleanup deleted Userids from mainframe applications (TPX, EOS, SecureAccess Washington)." | A listing of TPX and EOS Userids is generated – that list is put into a batch job to run with an “LU” command. TPX = 1900 usersEOS = 2840 usersSecureAccess Washington: S390 = 55 usersOTHER = 189 users |
| 60 | RFP Section 5.1Can you provide a schematic of all mainframe hardware; CECs, storage, tape, network switches, other (include make/model/serial #)? | This information will be provided to the ASV once the contract is executed.  |
| 61 | RFP Section 5.1Can you provide a copy of their LPDEF (LPAR definition); it will have the weights, engine assignments? | This information is contained in the RFP and associated documents, please review the RFP and documentation.See also attachment zBC12\_CONFIG\_11-25-2019 |
| 62 | RFP Section 5.1* What is the weighting (in MIPS and/or MSUs) of the 5 GPs across the nine (9) z/OS LPARs?
* What applications and transaction monitors are being used in each LPAR?
 | See attachment zBC12\_CONFIG\_11-25-2019Monitors: Omegamon, Auto soft Cap, and RMF |
| 63 | RFP Section 5.1Is the zLinux data is also CKD data format or is it Fixed Block (FB) or Network File System (NFS)? | Mixed, the ASV will need to conduct discovery to validate. . |
| 64 | RFP Section DB Support & MgtHow many of FTEs are providing below ADABAS support:* Physical DBA type support in production?
* Systems Programming support to ADABAS & Natural software, ralated to installing, upgrading, systems configuration/tuning, etc.
* Logical DBA/Programming support, typically associated with the application side of the house?
 | 3 FTEs provide ADABAS support. However, the specific support varies depending on state agency. |
| 65 | RFP Section DB Support & MgtHow many LPAR’s are running ADABAS today? (#Prod, Dev, TEST, sandbox?) - All 9 z/OS LPARS? | There are 7 LPARs running ADABAS. |
| 66 | RFP Section DB Support & MgtHow many ADABAS subsystem environments are supported?  (#prod vs test, version(s), etc.)  | DB2:* 4 Production
* 17 Development / Test

ADABAS:* 17 Production
* 61 Development / Test
 |
| 67 | RFP Section DB Support & MgtWhat other products, if any, outside of the ADABAS/Natural suite of software, interface directly with these ADABAS configurations? | ConnX, EntireX, Entire NetWork, Trim, Securitre, ADAStrip, CICS, Dataminer, N2O, Predict, NaturalOne |
| 68 | RFP Section DB Support & MgtHow many mission critical applications are written in Natural? | There are 20 mission critical applications written in Natural. |
| 69 | RFP Section DB Support & MgtWhich interfaces are used with ADABAS  (e.g. Natural/CICS, COM-PLETE, etc.)? If they're using COMPLETE (rather than CICS), then how many COM regions do they have? | Batch COBOL, Batch Natural, TSO, ConnX, and NaturalOne, Entire NetWork, Natural/CICS, EntireX Brokers (ACI&RPC).  |
| 70 | RFP Section DB Support & MgtUsing the definitions below, what is the Service Model for the applications written in Natural? Are they Break fix mode only applications? or Software enhancement / maintenance applications? If a mix, please provide a break down.Support: To resolve day to day issues that come in the application without tweaking the source code. Maintenance: To resolve day to day issues that come in the application by tweaking the source code.  Enhancement: To add new features to the software as new requirements or Process improvement initiatives.The answer to these questions will provide us insight into the level and type of requested table changes needed for ADABAS. Any metrics you can provide regarding these activities would be helpful; for example, the number of Table changes per Month, # of Problems involving ADABAS per Month etc. | The support is a mix of support, maintenance, and enhancements as well as DBA work.There have been 204 service requests and incidents over the past 6 months.Types of activities:* DB reorgs
* File changes
* New Fields
* Storage
* Security
* Database Tools assistance
* New service definition
* Backups
* Install software
* Provide maintenance
 |
| 71 | May companies located outside the USA apply for this (like,from India or Canada)? If so, * Can we perform the tasks (related to RFP) outside USA (like, from India or Canada)?
* Do we need come over there for meetings?
 | Yes, companies located outside the USA can submit Responses to the RFP - there are no restrictions other than all data is required to reside within the United States. The ASV may be required to perform certain tasks on site at CTS’ Olympia, WA location.  |
| 72 | Can proposals be submitted via email? | This information is in the RFP and associated documents, please review the RFP and documentation. Please see Section 3.6 *Delivery of Responses.* |
| 73 | Reponses timeline - Due to the Thanksgiving holiday, has the State considered extending the submission deadline? | No, CTS cannot extend the deadline for submission of Responses. |
| 74 | Section 5.6 – Data Security - Will the State provide for any alternative if any of the data security compliance regulations cannot be met? | No, CTS will not consider alternatives to the requirements of Section 5.6 *Data Security*. |
| 75 | Is an “outsourced” a.k.a. “hosted” solution, the only MaaS solution the state will evaluate?  As these solutions only add cost to the operational costs of sustaining mainframe based technology solutions, would a “Private on Prem Cloud” solution be evaluated? | We are interested in all viable options.  |
| 76 | The cost impact of requiring a contractor to furnish the Independent Software Vendor (ISV) products listed in Appendix J will be the most significant cost element in providing a “hosted” Mainframe as a Service (MaaS) solution.  Will the state consider removing this requirement and, instead, continuing to license these products under the terms of the contracts they have in place with these ISVs? | No, CTS will not consider removing this requirement. Please see the answer to question number 7. |
| 77 | I’d like to request that WaTech reconsider the parameter specified in section 4.5 (M) Client References of C20-RFP-024. This section states at the vendor is required to have been servicing 3 clients for 3 years at a capacity of 1200 mips.I would like to suggest that WaTech alter this mandatory requirement to better match the recommendation of the ISG report (slide 29) to allow Tier 2 providers such as ourselves to qualify. We have been business providing IBM mainframe services since 1982 ( longer than some of the company examples used in the ISG) yet because we do not currently have the 3 1200 mips clients we would likely be disqualified in the initial review test. | This requirement has been revised. Please see the revised Section 4.5 *Client References in* the amended RFP released with this amendment. |

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