

REQUEST FOR QUOTE (RFQ)

RFP NUMBER: EDUD201218600

DATE ISSUED: November 7, 2012

ELIGIBILITY: None Selected at this Time

The State of Ohio Department of Education is requesting Price Quotes for:

TITLE: Alphaserver Migration And Support

INQUIRY PERIOD BEGINS: November 8, 2011

INQUIRY PERIOD ENDS: November 16, 2011

PRICE QUOTE DUE DATE: November 22, 2011 Time: 5:00 PM EST

QUOTE OPENING DATE: November 28, 2011

ESTIMATED AWARD DATE: December 9, 2011

REQUEST FOR QUOTE

COMMENTS

The Ohio Department of Education (ODE) Office of Information Technology/Operations announces the opportunity for State Term Schedule vendors to submit proposals to assist the Department by migrating the OpenVMS system "as is" onto a Charon emulator, ensuring that all critical programs continue to function without disruption while eliminating the aging AlphaServer hardware from the environment. The engagement includes the provision of ongoing support and monitoring following the implementation phase.

The Statement of Work (SOW) detailing the project scope, deliverables, responsibilities, skills, and experience required for the engagement is included below.

Assumptions:

- No travel costs or delays to start date will be compensated by ODE.
- Final selection will be based on either lowest cost or highest evaluation score.

Vendor proposal requirements can be found on page 13 of this document. Only vendor proposals explicitly meeting the minimum requirements as defined in the Statement of Work will be considered for this position.

Note: All information contained in a vendor quote is considered public information unless disclosure is prohibited by state or federal law.

PROJECT INFORMATION

PROJECT REQUEST

This Statement of Work (SOW) identifies work to be performed under the anticipated contract to provide the Office of Enterprise Applications, a division of the Information Technology Office (ITO), with resources, expertise, and ongoing technical support necessary to migrate the Ohio Department of Education's OpenVMS system off of its current AlphaServer platform.

The vendor agrees to provide the following services at a combination of ODE's downtown office (25 South Front St, Columbus, OH 43215) and the State of Ohio Computer Center (SOCC) located at 1320 E. Arthur Adams Drive, Columbus, OH 43221. State data applicable to this contract will be maintained or made available at 25 South Front St, Columbus, OH 43215.

During the performance of this contract, the vendor shall not change the location(s) of the country where services are performed, or change the location(s) of the country where the data are maintained or made available without prior written approval of the Department, if applicable.

This project is classified as a competitive fixed bid proposal. As part of the response, please include a recommended payment schedule. Payments will be based on deliverable acceptance and user acceptance in production.

Contingent upon continued funding and approval by the State, the ongoing support deliverables of this contract are expected to be renewed in future fiscal years until such time as the OpenVMS services are ultimately retired, under the same terms and conditions if necessary.

Project Background

The Department of Education continues to rely heavily on COBOL and SAS programs running on OpenVMS. The agency processes over \$5 billion dollars in School Foundation funds through this system, making it the single most fiscally material system within ODE. The AlphaServer hardware on which this critical system runs is ten years old, and consequently at a higher risk of hardware failure than is acceptable for a system of this importance. The hardware platform has been discontinued by HP, making an upgrade or replacement an imperfect solution.

ODE has long desired to replace the legacy COBOL systems with more modern software, but this has been an elusive goal because of the system's complexity. Partial success was achieved with the Transportation module several years ago; but the cost was greater than expected and the resulting product was not fully satisfactory, and so no further modernization work has been budgeted or implemented. In the current economic climate, budget and resource constraints are worse than ever. Despite this reality, something must be done to mitigate the risk of hardware failure.

To that end, ODE has researched the alternatives and has determined that utilizing the Charon emulator will eliminate the risk while otherwise maintaining the status quo. The intent is to migrate the OpenVMS system "as is" onto the Charon emulator, ensuring that all critical programs continue to function without disruption while eliminating the aging AlphaServer hardware from the environment.

ODE has two additional pain points with OpenVMS that must be addressed:

- PathWorks, the software that can expose OpenVMS directories as Windows file shares, is based on obsolete and unsupported protocols. This is causing problems for Windows 7 users and prevents ODE from upgrading our ActiveDirectory to the current version. The ability to access OpenVMS directories from Windows is a requirement for some business processes, however.
- ODE lost our last OpenVMS "expert" to retirement over two years ago. The Microsoft Windows administrators have been keeping the system functional since then, but there is a concern that

ODE's in-house OpenVMS knowledge is not deep enough to sustain ODE in the event of a critical problem.

Business Drivers

This project is a risk mitigation effort. The business processes that run on the OpenVMS are too critical to become unavailable for any significant period of time, but the age of the AlphaServer running this system makes the risk of simple hardware failure higher than ITO can tolerate. By migrating the OpenVMS system onto the Charon emulator, running on an x86/x64 Intel server or on a VMWare virtual machine, that risk is *completely eliminated*.

Additionally, disaster recovery of the OpenVMS system (in the unlikely event of the SOCC data center being destroyed) is a far more viable option since the replacement hardware needed would not be an HP AlphaServer, which is no longer in production; it would be a simply commodity Intel server or VMWare environment.

Finally, ODE will be able to retire the AlphaServer hardware and cease making hardware support payments for it.

Objectives

- Set up and configure CIFS (Samba) to replace PathWorks, so that all file shares previously exposed under PathWorks remain available under CIFS to the same end users
- Assume day to day management and maintenance of the OpenVMS environment
- Assist ODE with identifying and procuring the appropriate Charon emulator
- Install the emulator on ODE's primary server infrastructure, and configure it to mimic the AlphaServer's configuration
- Migrate ODE's OpenVMS environment from the AlphaServer hardware onto the Charon emulator, including:
 - Ensure that all layered and third party software is properly licensed, activated, and functioning
 - Ensure that all ODE developed DCL scripts and COBOL/SAS programs execute as expected
 - Ensure that all file shares remain available

Scope

Scope Inclusions

- Identify the current PathWorks file shares and set up CIFS (Samba) as a transparent replacement for PathWorks so that all existing file shares continue to be available.
- Analyze ODE's AlphaServer platform, and identify/recommend the appropriate Charon emulator version to replace that hardware. Assist ODE with procurement of the software through normal state procurement processes.
- Work with the Infrastructure team to develop and implement a deployment strategy for Charon. Install and configure the software to best simulate the current AlphaServer environment. Assist ODE with any software license changes/transfers that are required to legally run layered and third party software on the Charon emulator.
- Migrate the OpenVMS system onto Charon and, working with ODE's OpenVMS ITO users, ensure that all critical ODE systems and processes function identically on the emulator as they did on the AlphaServer hardware.
- Assume daily monitoring and maintenance of the OpenVMS system for a fixed period of time. Following ODE's Change Control procedures, perform necessary tuning operations as necessary to keep the system operating at maximum efficiency and reliability. Make recommendations to ITO OpenVMS users on improvements that could be made to COBOL/SAS programs to improve system utilization, if identified. This monitoring and maintenance relationship must be a renewable contract with time periods that do not cross state fiscal year boundaries.

Scope Exclusions

- Identifying risk mitigation strategies other than the Charon emulator.
- Modifying any ODE COBOL, SAS, or DCL business programs to improve system utilization.

RISK IDENTIFICATION – FACTORS THAT MAY HAVE A NEGATIVE IMPACT ON THE PROJECT

- Any downtime as a result of this project could negatively impact the Foundation Payment and other legacy processes.
- Limited availability of OpenVMS programming staff could impact testing of the migration.

ASSUMPTIONS/CONSTRAINTS – ITEMS BELIEVED TO BE TRUE FOR AND PROJECT LIMITS

Assumptions:

- ODE is permitted by DAS to purchase the Charon emulator
- All required software can be legally transferred to an emulated environment

Constraints:

- The project cannot interfere with the OpenVMS programmers' ability to perform their work; i.e. complete downtime must be kept to an absolute minimum.

WORK APPROACH

PROJECT MANAGEMENT

The ODE Project Manager will monitor the project and provide vendor oversight during implementation. The ODE Project Manager will be the single point of contact between the vendor and ODE staff, both technical and business. Management of the project and vendor project team is the responsibility of the vendor. Following implementation, a member of the ODE technical staff will be designated as the point of contact between the vendor and ODE staff.

The project will be managed using the Project Management Body of Knowledge (PMBOK) framework and methodologies. Adherence to PMBOK and PMCOP project management methodology is defined in the ODE PMO Guide and policy statements, the OIT PMCOP and includes, but is not limited to:

- Stakeholder management (project definition, governance, stakeholder buy-in)
- Estimating and planning (controlled estimation, planning, change control)
- Monitoring and reporting (progress metrics, reporting to business and technology stakeholders)
- Financial and business case control (budget management, financial control, benefit tracking)
- Supplier management (statement of work, task order, progress management)
- Risk and issue management (active management of risks, issues and mitigation)
- Configuration management (tight control of project deliverables)
- Quality management (devise and apply acceptance criteria, demonstrate compliance)
- Knowledge management (using existing knowledge base, project knowledge transfer).

The following project management artifacts are required:

- Project Schedule
- Meeting Minutes
- Weekly Status Reports
- Monthly Executive Status Reports
- Issues Log
- Risk Log
- Deliverables Acceptance
- Project Closeout Report

Major Activities

Assume Monitoring and Operations Support of the OpenVMS Environment

- Monitor system to ensure it is available and problem free. Recommend and implement system configuration changes as warranted.
- Respond to and remediate system problems in a timely manner, as defined in a service level agreement (SLA).

Replace PathWorks with CIFS (Samba)

- Install and configure CIFS (Samba) on the OpenVMS system.
- Redirect all file shares implemented with PathWorks to use CIFS (Samba).
- Decommission PathWorks.

Migrate OpenVMS onto Charon Emulator

- Analyze ODE's systems to identify the appropriate Charon emulator product. Assist ODE with procuring the software and transferring/upgrading any software licenses to be compatible with an emulated system.

<ul style="list-style-type: none"> • Install and configure the Charon emulator on ODE server(s). • Migrate the OpenVMS environment ODEVAX onto the Charon emulator, ensuring full functionality of all HP, 3rd party, and ODE custom software (COBOL/SAS/DCL programs).
Technical Environment
<ul style="list-style-type: none"> • ODEVAX is a two-node cluster of AlphaServers, an ES40 and an ES45 • ODE is running OpenVMS 8.3
Status Reporting
The vendor will provide weekly status reports and attend regular scheduled weekly status meetings. Detailed project tasks and work items will be stored in and reported through ODE Microsoft SharePoint site for this project.
Schedule
The vendor will develop a project schedule, with input from ITO staff on critical business process dates that cannot be disrupted. It will be stored in the project's SharePoint site and made available to the entire project team, ODE ITO management and business sponsors and users. The vendor will be responsible for meeting all timelines designated and agreed to by the ODE project manager and business sponsors. All work for this engagement will be completed by June 30, 2012, with the monitoring and operations support functions renewable via contract in future fiscal years at ODE's discretion.
Vendor Personnel
The vendor is responsible for replacing, in a timely manner, any personnel whose skills the ODE determines to be inadequate to perform the tasks required. The vendor must obtain equally-qualified replacement personnel for any personnel who become unavailable during the course of the project.
Participation in Meetings
The vendor will participate in meetings with personnel or groups recommended by the project manager.
Standards Compliance
<p>ODE has developed the following standards documents, which vendors are required to adhere to over the course of the project:</p> <ul style="list-style-type: none"> • Project Management Standards • Infrastructure Standards <ul style="list-style-type: none"> ○ Network ○ Server (Application, Database, Web, OS) ○ Storage <p>All vendor staff working on ODE projects are required to review the ODE Information Security policies and sign an ODE Information Security and Confidentiality Certification form when complete.</p>
Microsoft Project

ODE requires the use of Microsoft Project with all of its projects.

Non-Disclosure Agreement

Both candidate and company will be required to sign non-disclosure agreements which prevent disclosure of any data obtained while on the engagement which can be used to personally identify any parties at anytime either during or after the engagement.

Training

Training defines the activities for providing adequately trained personnel. As such, all new applications and any major enhancements to existing applications require training as a deliverable. Training is required for both the end user and system administrator. ODE strives to create user-friendly applications that require minimal training and offer an email help feature, but makes initial training one of the final deliverables prior to contract closeout. Informal training is also facilitated through user involvement in testing during Quality Assurance (QA), providing exposure to the application and a level of comfort prior to use in the production environment.

DELIVERABLES

KEY PROJECT DELIVERABLES			
Technical Artifacts			
Key Deliverable	Responsibility	Acceptance Criteria	Approval Required
Project Plan (implementation only)	Vendor	Approval from ODE Project Manager and ODE IT Director	Yes
Migration Strategy and Plan	Vendor	Approval from ODE Project Manager and ODE IT Director	Yes
Migration Test Plan	Vendor	Approval from ODE Project Manager and ODE IT Director	Yes
User Acceptance Testing	Vendor	Approval from ODE Project Manager and ODE IPM Manager	Yes
Daily/Weekly Operations Reports	Vendor	Approval from ODE Project Manager and ODE Server Manager	Yes

STAFFING

ODE assumes that the following staffing requirements would be required to execute the scope of the proposal. All resources will be required to complete their work on site at ODE’s downtown (25 S. Front Street, Columbus, Ohio) and/or State of Ohio Computer Center (1320 E. Arthur Adams Drive, Columbus, Ohio) location, but are not expected to remain at the location for the duration of the engagement. The vendor will determine the staffing level and appropriate onsite work schedule for each resource.

A resource may be assigned to more than one role; however, that resource must function in the role(s) to which he or she is assigned. More than one resource can be assigned to any of the listed roles, but at least one assigned resource must meet the listed *Skills Required* for that role. Any proposed candidate used to demonstrate that the vendor’s proposed team meets the staffing requirements for a particular position/role must perform that role on the project. For example, if a particular candidate, John Doe, is proposed to demonstrate meeting the skill requirements for the “Business Analyst” role, then John Doe must be used on the project to perform tasks and activities requiring “Business Analyst” skills. John Doe’s experience cannot be used to meet the “Business Analyst” skill requirements if the vendor has no intention of having John Doe perform a substantial portion of the tasks and activities requiring “Business Analyst” skills. If the vendor determines that a specified role is not necessary for the project’s success, the proposal must include a detailed justification for that decision.

The vendor proposal must show how each candidate meets the required/preferred skill set. Just a resume will not be sufficient.

NOTE: Developers must not fulfill the role of Tester Analyst for their own code.

STAFFING REQUIREMENTS			
Resource	Type of Resource	Skills Required	Skills Preferred
Project Manager/Coordinator	Vendor	<ul style="list-style-type: none"> • PMP Certification • At least eight years overall IT experience • At least five years experience in managing projects leveraging developers and consultants • At least one year experience in a fixed bid relationship 	<ul style="list-style-type: none"> • Experience in project management tools (MS Project, Project Server) • BS or MS in related field

STAFFING REQUIREMENTS			
Resource	Type of Resource	Skills Required	Skills Preferred
OpenVMS-Charon System Migration Lead	Vendor	<ul style="list-style-type: none"> • At least eight years overall IT experience. • At least five years experience administering Alpha OpenVMS systems • Experience on at least one successful project migrating an OpenVMS environment of similar scale or larger to the Charon emulator 	<ul style="list-style-type: none"> • Experience on at multiple projects migrating an OpenVMS environment of similar scale or larger to the Charon emulator • Experience with VMWare • BS or MS in related field • Relevant certifications
OpenVMS Administrator	Vendor	<ul style="list-style-type: none"> • At least eight years overall IT experience. • At least five years experience administering, monitoring, and tuning Alpha OpenVMS systems • Experience on at least one successful project setting up and configuring CIFS (Samba) on OpenVMS 	<ul style="list-style-type: none"> • Experience with PathWorks • Experience tuning OpenVMS storage utilization with an HP EVA SAN, preferably an EVA 8100 • Experience monitoring and tuning OpenVMS for 3rd party software efficiency (e.g. SAS, PMDF, Sophos AV) • BS or MS in related field • Relevant certifications

ROLES AND RESPONSIBILITIES

FUNCTIONAL AREA	REQUIRED ROLE	RESPONSIBILITIES	STAFF
Information Technology Office	Executive Sponsor	Represents business interests of the project. Fulfills the following responsibilities: <ul style="list-style-type: none"> • Provides commitment to the project • Provides guidance on policy • Signs off on deliverables • Reviews and signs off on project deliverables 	ODE CIO – Beth Juillerat
Information Technology Office	Technology Sponsor	Represents technology interests of the project. Fulfills the following responsibilities: <ul style="list-style-type: none"> • Provides guidance for technological issues • Provides guidance on policy issues • Makes decisions on issues escalated by ODE stakeholders • Ensures that required ODE technical resources are available 	ODE Director of Enterprise Applications – Michael Carmack
PMO	Project Manager	Represents ODE Project Management Office interests of the project. Fulfills the following responsibilities: <ul style="list-style-type: none"> • Creates the SOW • Selects the contractor • Develops the high level project schedule • Approves vendor invoices • Manages scope change and control • Reports progress and escalates problems as needed to Project Executive Sponsors • Reviews project deliverables • Provides project oversight • Interfaces with vendor representatives 	ODE Project Manager - TBD
ITO Enterprise Applications	Server Team Manager	Represents ITO server team's interests of the project. Fulfills the following responsibilities <ul style="list-style-type: none"> • Provides assistance and direction regarding servers, software, bandwidth, etc. 	ODE Server Team Manager – Ryan Webb

FUNCTIONAL AREA	REQUIRED ROLE	RESPONSIBILITIES	STAFF
ITO Enterprise Applications	OpenVMS Administrator	Represents ODE’s OpenVMS interests of the project. Fulfills the following responsibilities: <ul style="list-style-type: none"> • Provides assistance and direction regarding ODE’s OpenVMS environment. 	ODE OpenVMS Administrator – Jarrod Rhodes

MANAGEMENT APPROACH

DELIVERABLE ACCEPTANCE MANAGEMENT
<p>Project key deliverables and products will be approved by staff assigned in the Deliverables Section. All approved deliverables require a hand written signature of appropriate staff member. A Deliverables Log must be attached to the regular project status report. A deliverables log will be submitted to the ODE Project Manager at each iteration of the project. This log will allow payment towards the payment schedule for the project. Payment will be based on acceptance of deliverable.</p>
RISK MANAGEMENT
<p>Risk is anything that may have a negative impact on the project: schedule delay, increased costs, or poor quality of deliverables.</p> <p>An initial risk assessment must be performed and an initial Risk Management Plan must accompany the response to this SOW. In the Risk Management Plan, include any identified risks, their potential impact, and a mitigation plan.</p> <p>The Vendor Project Manager will develop the Risk Management Plan, identify risks throughout the project and include as part of regular project status reports.</p> <p>All risks need to be documented on ODE Project Server. The risk report will be included as part of regular project status reports.</p>
ISSUES AND PROBLEM MANAGEMENT
<p>The project will capture, prioritize, resolve, escalate, and monitor reported issues in the project SharePoint.</p> <p>The Issues log will be included as part of regular status reports and weekly status meetings.</p>

PROGRESS REPORTING AND COMMUNICATIONS

PROJECT STATUS REPORTS		
Type of Status Report	Due	Purpose
Weekly Workgroup Status Report	TBD	To enable the project manager to monitor and control the progress of the project and update the Project Plan. If there are several workgroups involved, the project manager consolidates the weekly reports and updates the Project Plan with actual hours and estimate to complete. The consolidated version is distributed to the project team.
Monthly Status Report	TBD	To communicate project progress to the project sponsor and steering committee.
OTHER COMMUNICATION STRATEGIES		
Communication Strategy	Purpose	
PMO Sharepoint Site	<ul style="list-style-type: none"> Track risks and issues. Store and share working documents. Store final documents and deliverables. 	

BUDGET

BUDGET
Vendor Payment Process
This is a fixed bid proposal that will follow a Vendor/State STS Agreement.
Terms and Conditions
Vendor/State STS Agreement
Termination Provisions
Vendor/State STS Agreement

POST-PRODUCTION SUPPORT

POST-PRODUCTION SUPPORT
Defects and Response Time
Vendor will correct defects on the developed components during implementation and for six months from the date final acceptance is received. Acknowledgement of a potential defect item will be returned via email within 24 hours. Issue resolution should begin within 48 hours and continue on site until resolved.
Support
Production monitoring and support is part of this project as previously stated. This should be priced separately. Support must be structured in such a way as to be renewable for additional support durations, not to exceed a one year period and not to cross the state fiscal year boundary.

VENDOR PROPOSAL

Vendor Proposal Requirements
Submitting vendors will provide a Vendor Proposal on company letterhead that includes the total contract cost, proposed payment schedule, company qualifications, resource resumes and your company's development and project management approach. The quote must also include your STS number. The quote must detail the costs for implementation and ongoing support separately and include a proposed payment schedule for each phase. The proposal should demonstrate your understanding of the project. Per Executive Order 2010-09S : Banning the Expenditure of Public Funds for Offshore Services - Prospective Service Providers shall be required to: <ul style="list-style-type: none">• Affirm that they understand and will abide by the requirements of this Order.• Disclose the location(s) where all services will be performed by any contractor or subcontractor.• Disclose the locations(s) where any state data associated with any of the services they are providing, or seek to provide, will be accessed, tested, maintained, backed-up or stored.• Disclose any shift in the location of any services being provided by the contractor or any subcontractor.• Disclose the principal location of business for the contractor and all subcontractors who are supplying services to the state under the proposed contract. Note - During the performance of this contract, the vendor shall not change the location(s) of the country where services are performed, or change the location(s) of the country where the data are maintained or made available without prior written approval of the Department, if applicable. Note - All information contained in a vendor proposal is considered public information unless disclosure is prohibited by state or federal law.

DEPARTMENT OF ADMINISTRATIVE SERVICES

STANDARD AFFIRMATION AND DISCLOSURE FORM

EXECUTIVE ORDER 2010-09S

Banning the Expenditure of Public Funds on Offshore Services

All of the following provisions must be included in all invitations to bid, requests for proposals, state term schedules, multiple award contracts, requests for quotations, informal quotations and statements of work. This information is to be submitted as part of the response to any of the procurement methods listed.

CONTRACTOR/SUBCONTRACTOR AFFIRMATION AND DISCLOSURE:

By the signature affixed to this response, the Bidder/Offeror affirms, understands and will abide by the requirements of Executive Order 2010-09S. If awarded a contract, the Bidder/Offeror becomes the Contractor and affirms that both the Contractor and any of its subcontractors shall perform no services requested under this Contract outside of the United States. The Executive Order is attached and is available at the following website:
<http://www.governor.ohio.gov/Default.aspx?tabid=1495>.

The Bidder/Offeror shall provide all the name(s) and location(s) where services under this Contract will be performed in the spaces provided below or by attachment. Failure to provide this information as part of the response will deem the Bidder/Offeror not responsive and no further consideration will be given to the response. Bidder/Offeror's offering will not be considered. If the Bidder/Offeror will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Contractor:

(Address)

(City, State, Zip)

Name/Principal location of business of subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

2. Location where services will be performed by Contractor:

(Address)

(City, State, Zip)

Name/Location where services will be performed by subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

- 3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Contractor:

(Address)

(Address, City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by Sub-contractor(s):

(Name)

(Address, City, State, Zip)

- 4. Location where services to be performed will be changed or shifted by Contractor:

(Address)

(Address, City, State, Zip)

Name/Location(s) where services will be changed or shifted to be performed by subcontractor(s):

(Name)

(Address, City, State, Zip)

Section 6: Inquiry

All questions regarding this RFP/RFQ should be submitted online only. Accordingly, the Department will post responses online so that interested vendors may access and share the same information.

Section 7: Submission Information

Proposals must reference the RFP/RFQ number above and should be submitted:
Either by email to:

Name: Marsha Ward

Email Address: Marsha.ward@ode.state.oh.us

Please also email a copy to:

Name: Amadu Sankoh, Agency Procurement Officer

Email Address: Amadu.sankoh@ode.state.oh.us

OR by Regular mail to:

Name: Marsha Ward

Address: Ohio Department of Education
Office of Project Management
25 South Front Street, Mail Stop G05
Columbus, Ohio 43215

Please also mail a copy to:
Amadu Sankoh, Agency Procurement Officer
25 South Front Street, Mail Stop G
Columbus, OH 43215