



Server Migration / FileNet Upgrade

Prepared July 2, 2012

R E Q U E S T F O R Q U O T A T I O N

State Term Schedule

Table of Contents

INTRODUCTION AND BACKGROUND.....3
 PURPOSE OF THE REQUEST FOR QUOTATION3
DELIVERABLES5
ADMINISTRATIVE6
 DUE DATES7
 SCHEDULE OF EVENTS.....7
EVALUATION FACTORS FOR AWARD8
 EVALUATION8
 TERM AND CONTRACT8
 STATUS REPORTING.....9
 NON-DISCLOSURE AGREEMENT9
GUIDELINES FOR QUOTATION PREPARATION.....9
 QUOTATION SUBMITTAL9
 PROPRIETARY INFORMATION10
 WAIVER OF DEFECTS.....10
 REJECTION OF QUOTATIONS.....11
 EVALUATION OF QUOTATIONS11
ATTACHMENT ONE14
ATTACHMENT ONE15

INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR QUOTATION

Please consider this as the State of Ohio, Department of Administrative Services (DAS), Human Resources Division's (HRD) Request for Quotation (RFQ) for the following services:

Server Migration / FileNet Migration

The State of Ohio, through HRD's Benefits Administration Services Office, is requesting proposals from a vendor to migrate documents and workflows from an optical drive to an enterprise supported Storage Area Network (SAN). In addition, the vendor will assist in the testing of an upgrade to the current FileNet environment. The outstanding unsupported optical drive currently hosts 177,000 independent documents (539,000 pages).

The current unsupported application is FileNet 3.6 which is ran on Windows Server 2000 and SQL Server 2000 and stored on an optical drive carousel. The vendor will migrate the documents and workflows in this environment to an enterprise supported SAN. The current SAN consists of a FileNet P.8 application which runs on Windows Server 2003 and SQL Server 2005.

Key Role Responsibilities

1.1. Applicants should have the ability to:

- Understand a variety of server software solutions, including optical drives and server storage area networks
- Understand the environment that is being migrated into currently hosts the Records Room FileNet environment. Vendor will provide documentation as to potential impacts to their working environment during the migration and mitigation strategies to limit potential impact. The vendor will be responsible for ensuring that any impacts to the Records Room FileNet environment do not affect the (design/ operational intent/ current functionality) of the environment and customizations that currently reside in that environment. The vendor will be responsible for correcting any impacts to the (design/operational intent/ current functionality) and/or customizations of the Records Room FileNet environment that may result from the migration by the vendor.
- Understand server level applications
- Understanding of Microsoft Server and SQL Back-ends
- Evaluate large amounts of material and draw logical conclusions to help determine the appropriate course of action.
- Employ strong problem-solving and analytical skills.
- Communicate effectively both orally and through work products.

- Manage time effectively and approach work assignments in an organized and deliberate manner.
- Interact with both technical and non-technical subject matter experts.
- Work independently and in a team environment.
- Complete other tasks as assigned.

1.2. Specific Subject Matter Expertise in the following areas:

- a. Network Storage, specifically:
 - i. Understanding of network storage solutions, specifically storage area networks and optical drives
 - ii. Migration process for electronic documents
 - iii. Creating and implementing testing processes for storage migrations
- b. FileNet
 - i. Understanding and applying system development life cycle (SDLC) concepts to application definition, design, implementation, and maintenance/support.
 - ii. Assisting technical staff and resolving any technical issues during the project.
- c. Directing Implementation:
 - i. Evaluating, testing and modifying the application as necessary to satisfy pre-defined requirements.
 - ii. Working with technical teams and end-users to ensure the application functions appropriately.
- d. Assisting with application maintenance & support, troubleshooting, & enhancements.

1.3. Breakdown of Responsibilities Between DAS and Vendor:

- a. Vendor Expectations
 - i. Migration from Optical Drive to enterprise SAN
 - ii. Migration of current optical drive environment into current SAN environment
 - iii. Testing of upgraded system (Both SAT and UAT)
- b. DAS Expectations
 - i. Upgrade of Windows Server Operating Systems
 - ii. Upgrade of SQL Server
 - iii. Contract Maintenance

1.4 Application and Environment Details:

- b. Current Optical Drive Environment
 - i. Application: FileNet 3.6
 - ii. Server: Windows 2000
 - iii. SQL: SQL Server 2000
- c. Current Enterprise SAN Environment
 - i. Application: FileNet P.8
 - ii. Server: Windows 2003
 - iii. SQL: SQL Server 2005
- d. Final Environment
 - i. Application: FileNet 5.0

- ii. Server: Windows Server 2008
- iii. SQL: SQL Server 2008

DELIVERABLES

Deliverable #	Deliverable Name	Deliverable Description	Cost of Each Deliverable	Deliverable Timeline
1	Progress Reports	Documentation and status of migration and conversion effort.		
2	Implementation Plan	Documents high level work effort description and estimates, schedule, resource needs, key milestones, dependencies, and infrastructure impacts for each on a deliverable based on a number of people and costs. To be more specific, the time required to setup the Bell and Howell Copiscan 8000 Plus, Model 101679 scanner on State infrastructure, to scan and collect the requisite information for all DAS infrastructure, the catalog of collected information, in industry standard nomenclature, and insertion into the industry standard database. Since the transfer of the system will migrate into a pre-existing environment, any impacts to the existing system need to be clearly expressed here. * Travel is at the expense of consultant.		
3	Inventory Report	Documents a complete inventory of the aforementioned assets, grouped with like to like, by Agency and by location within an Agency. Lists each asset and its physical attributes, and operation performance, cataloged appropriately using industry standard terms and housed in the industry standard database.		
4	Document Migration	Documentation and migration of 177,000 FileNet documents (539,000 pages) from optical drive environment to enterprise SAN.		
5	Query Creation	Documentation and creation of FileNet queries to enable DAS HRD staff to continue their current workflow.		
6	Workflow Conversion	Documentation and conversion of the current DAS HRD workflow system from their current versions in to the existing FileNet environment.		
7	Testing	Migration and workflow conversions will be tested and the results of the testing will be provided to DAS HRD and DAS ITS. In addition to the SAT testing, the vendor will also provide UAT for the product that will be approved by both DAS HRD and by DAS ITS		

8	Knowledge Transfer	Upon successful completion of the migration and conversion, the contractor will provide training on the migrated system to the employees who regularly interact with the system. This includes providing any and all documents related to the technical completion of the project to both DAS HRD and DAS ITS for long term maintenance.		
9	Ongoing Support	The contractor will provide DAS HRD with ongoing support for the migration and transfer post engagement.		

ADMINISTRATIVE

PROPOSAL INQUIRIES

Vendors may make inquiries regarding this RFQ at any time during the inquiry period specified within the schedule events, which is detailed within this section. The State may not respond to any improperly formatted inquiries. The State will try to respond to all inquiries within 24 hours, excluding weekends and State holidays. The State will not respond to any inquiries received after 4:00 pm on the inquiry period end date. The State may extend the proposal due date.

To make an inquiry, vendors must use the process outlined below.

- Access the State Procurement Web site at <http://procure.ohio.gov/>.
- From the Navigation Bar on the left, select “Find It Fast”.
- Select “Doc/Bid/Schedule #” as the Type.
- Enter the RFQ number found on the first page of this RFQ (the RFQ number begins with “DAS”).
- Click the “Find It Fast” button.
- On the document information page, click the “Submit Inquiry” button.
- On the document inquiry page, complete the required “Personal Information” section by providing:
 - First and last name of the prospective vendor’s representative who is responsible for the inquiry;
 - Name of the prospective vendor;
 - Representative’s business phone number, and
 - Representative’s e-mail address.
- Type the inquiry in the space provided, including:
 - A reference to the relevant part of this RFQ;
 - The heading for the provision under question, and
 - The page number of the RFQ where the provision can be found.
 - Click the “Submit” button.

A vendor submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an e-mail acknowledging receipt. The vendor will not receive a personalized response to the question nor notification when the State has answered the question.

Vendors may view inquiries and responses on the State's Procurement Web site by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

All questions must be submitted by 4:00 pm on July 6, 2012. Questions submitted after this time will not receive a response from the state.

DUE DATES

All quotations are due by 4:00 pm, EST, on July 13, 2012. Any quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.

SCHEDULE OF EVENTS

All times are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Vendors	July 2, 2012
3. Questions from Vendors due	4:00 p.m., July 6, 2012
4. Proposal/Quotation Due Date	4:00 p.m., July 13, 2012
5. Target Date for Review of Proposal/Quotation	July 17, 2012
6. Interviews of Candidates, if needed	July 18, 2012 to July 20, 2012
7. Anticipated decision and selection of Vendor	July 20, 2012
8. Anticipated commencement date of work	July 23, 2012

EVALUATION FACTORS FOR AWARD

EVALUATION

The following will be considered in determining the vendor to be selected for this engagement, according to a standardized scoring methodology:

- Proposed contractor rate(s)
- Proposed time of engagement
- Proposed elegance of solution
- Company profile (history, past & current clients)

The contractor will not be permitted to substitute personnel for those submitted for RFQ evaluation (during the RFQ evaluation or at project start-up), except when a candidate's unavailability is no fault of the contractor (e.g., Candidate is no longer employed by the Contractor, is deceased, etc.). Note: If a substitution situation occurs, the proposal will be re-evaluated. If the substitution gives the contractor an unfair advantage during the RFQ process, the proposal may be eliminated or the other vendors will also be given the chance to submit substitutions of personnel also.

All proposals will be evaluated for meeting the requested information. Incomplete proposals will not be reviewed. The proposals that provided the requested information will be evaluated for at least the highest prioritized candidate. The proposals will be scored based on the criteria requested above. We reserve the option to interview the top candidates. Candidate substitutions between the proposal evaluation and interview periods are highly discouraged (see above). If OIT has other qualified candidates, the contractor's proposal requesting a substitution will be denied at this stage and the proposal will be eliminated from evaluation. If OIT does not have enough qualified candidates due to the substitution, all received proposals will be asked to confirm their candidates, given a couple of days to provide replacements, and the entire process will start over.

TERM AND CONTRACT

- The contract will be for **Deliverables** through State Term Schedule (STS) contract and must reflect or be lower than STS rates, and must use STS categories.
- The term will be until December 31, 2012.
- Contractors will complete work on-site, any exceptions must be approved by the Human Resources Administrator.
- No additional costs, such as travel, meals, lodging, taxes, parking or other associated costs may be charged separately for this work. The vendor's sole compensation for the duties described herein shall be the billings at the vendor's hourly rate.
- All contractors shall read, acknowledge and follow DAS policies, rules and guidelines.

- All work performed by the vendor shall be deemed a “work-for-hire,” and shall be the sole property of the State of Ohio. The vendor may not use such work without Human Resources Division’s written consent.
- Contractors shall use state provided equipment, any exceptions shall be approved by the Human Resource Division Administrator.
- The contractor, as a component of the project kick-off meeting, will be required to sign any state policy documents that are deemed appropriate by the Human Resource Division.

STATUS REPORTING

The contractor will provide weekly status reports to DAS ITS and DAS HRD. The contractor will be responsible for meeting all timelines designated by the assigned project manager. Weekly timesheets will be reviewed and signed by the DAS OIT Project Manager. Invoices must be accompanied by timesheets and submitted monthly for payment.

NON-DISCLOSURE AGREEMENT

Both candidate and company will be required to sign a non-disclosure agreement. The agreement prevents the disclosure of any data obtained while on the engagement, which can be used to personally identify any parties at any time, either during or after the engagement.

GUIDELINES FOR QUOTATION PREPARATION

QUOTATION SUBMITTAL

Each Vendor must submit three (3) complete, sealed and signed copies of its quotation (excluding cost information), and each quotation must be clearly marked “**Proposed Server Migration for DAS Human Resources Division**” on the outside of its envelope along with Vendors name. The Vendor’s response shall clearly demonstrate how their proposed candidate(s) meet the requirements outlined in Part One of this RFQ.

The cost information MUST be signed, and submitted in a SEPARATELY SEALED ENVELOPE.

The envelope must be clearly marked “**Proposed Server Migration for DAS Human Resources Division**” on the outside of its envelope along with the Vendor’s name.

A single electronic copy of the complete quotation must also be submitted with the printed quotations. Electronic submissions should be on a CD, DVD or USB memory stick. **The electronic copy MUST be submitted in a SEPARATELY SEALED ENVELOPE.**

Each proposal must be organized in the same format as described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming proposal. Each proposal must contain an identifiable tab sheet preceding each section of the proposal. The quote shall be good for a minimum of 45 days.

- Cover Letter (include email address)

- State Term Schedule Number
- STS Labor Category Code
- Company profile (history, past & current clients)
- Candidate Information:
 - Position References (3 minimum) – see Attachment 1
 - Candidate Resume
 - Optional candidate writing sample
- Candidate Hourly Rate
- Conflict of Interest Statement
- Payment Address
- Proof of Insurance
- W-9 Form

The State will not be liable for any costs incurred by any offeror in responding to this RFQ, even if the State does not award a contract through this process. The State may decide not to award a contract at the State's discretion. The State may reject late quotations regardless of the cause for the delay. The State may also reject any quotation that it believes is not in its interest to accept and may decide not to do business with any of the Vendors responding to this RFQ.

Quotations MUST be submitted to the State's Procurement Representative:

Tammy Johnson, Service Assurance Business Manager
Ohio Department of Administrative Services
Office of Finance
30 East Broad Street, 40th Floor, Room 4060
Columbus, OH 43215

PROPRIETARY INFORMATION

All quotations and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a quotation or supporting materials because the State will have the right to use any materials or ideas submitted in any quotation without compensation to the Vendor. Additionally, all quotations will be open to the public after the contract has been awarded.

The State may reject any Proposal if the Vendor takes exception to the terms and conditions of this RFQ.

WAIVER OF DEFECTS

The State has the right to waive any defects in any quotation or in the submission process followed by a Vendor. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other Vendors.

REJECTION OF QUOTATIONS

The State may reject any quotation that is not in the required format, does not address all the requirements of this RFQ, or that the State believes is excessive in price or otherwise not in its interest to consider or to accept. In addition, the State may cancel this RFQ, reject all the quotations, and seek to do the work through a new RFQ or other means.

EVALUATION OF QUOTATIONS

Clarifications and Corrections

During the evaluation process, the State may request clarifications from any Vendor under active consideration. It also may give any Vendor the opportunity to correct defects in its quotation. But the State will allow corrections only if they do not result in an unfair advantage for the Vendor and it is in the State's best interest.

Requirements

While each criterion represents only a part of the total basis for a decision to award the contract to a Vendor, a failure by a Vendor to make a required submission or meet a requirement will normally result in a rejection of that Vendor's quotation. The value assigned to each criterion is only a value used to determine which quotation is the most advantageous to the State in relation to the other quotations that the State received. It is not a basis for determining the importance of meeting any requirement to participate in the quotation process.

The evaluation process may consist of up to three distinct phases:

1. The procurement representative's initial review of all quotations for defects;
2. The evaluation committee's evaluation of the quotations; and
3. Interviews (optional).

Initial Review

The procurement representative normally will reject any incomplete or incorrectly formatted quotation, though the procurement representative may elect to waive any defects or allow a Vendor to submit a correction. If a late quotation is rejected, the procurement representative will not open or evaluate the late quotations. The procurement representative will forward all timely, complete, and properly formatted quotations to an evaluation committee, which the procurement representative will chair.

Committee Review of the Quotations

The State's review committee will evaluate and numerically score each quotation that the procurement representative has forwarded to it.

The evaluation will result in a point total being calculated for each quotation. Those Vendors submitting the highest-rated quotations may be scheduled for the next phase. The number of quotations forwarded to the next phase will be within the committee's discretion, but

regardless of the number of quotations selected for the next phase, they will always be the highest rated quotations from this phase.

At any time during this phase, the State may ask a Vendor to correct, revise, or clarify any portions of its quotation.

The State will document all major decisions in writing and make these a part of the file along with the evaluation results for each quotation considered.

Once the technical merits of a quotation are considered, the costs of that quotation will be considered. But the State may also consider costs before evaluating the technical merits of the quotations by doing an initial review of costs to determine if any quotations should be rejected because of excessive cost. And the State may reconsider the excessiveness of any quotation's cost at any time in the evaluation process.

Interviews

The State may require top-ranking candidates to interview with the State. Such interviews provide the State an opportunity to test and probe the professionalism, qualifications, skills and work knowledge of the top ranking candidates.

The interviews for each work area will be structured around standard sets of oral and written questions. The same sets of questions will be used for all candidates. The interviews will be scheduled at the discretion of the State and will be held at OIT, 30 E. Broad Street, Columbus, Ohio 43215. At its own expense, the offeror must make its candidate(s) available on-site within five working days following the State's notification.

The State may record any presentations, demonstrations and interviews.

Determination of Responsibility

The State may review the highest-ranking Vendors or its key team members to ensure that the Vendor is responsible. The Contract may not be awarded to a Vendor that is determined to be not responsible. The State's determination of a Vendor's responsibility may include the following factors: the Vendor's and its key team members' experience, past conduct on previous Contracts, past performance on previous Contracts, ability to execute this contract properly and management skill. The State will make such determination of responsibility based on the Vendor's quotation, reference evaluations and any other information the State requests or determines to be relevant.

Changing Candidates

The major criterion on which the State bases the award of the contract is the quality of the Vendor's candidate(s). Changing personnel after the award may be a basis for termination of the contract.

Contract Award Process

It is DAS HRD's intention to award one contract under the scope of this RFQ and as based on the RFQ Calendar of Events schedule, so long as DAS HRD determines that doing so is in the

State's best interests and DAS has not otherwise changed the award date. Any award decision by DAS HRD under this RFQ is final. After DAS HRD makes its decision under this RFQ, all Proposers will be notified in writing of the final evaluation and determination as to their proposals.

DAS HRD anticipates making one award depending on program needs and the fit of the Proposer to the scope of this RFQ.

ATTACHMENT ONE
PERSONNEL PROFILE SUMMARY
CANDIDATE REFERENCES

Candidate's Name:

References. Provide three references for which the proposed candidate has successfully demonstrated meeting the requirements of the RFQ on projects of similar size and scope in the past five years. The name of the person to be contacted, phone number, company, address, brief description of project size and complexity, and date (month and year) of employment must be given for each reference. These references must be able to attest to the candidate's specific qualifications.

The reference given should be a person within the client's organization and not a co-worker or a contact within the offerors organization.

If less than three references are provided, the offeror must explain why. The State may disqualify the Proposal if fewer than three references are given.

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project:			
Description of how client project size and complexity are similar to this project:			

ATTACHMENT ONE
PERSONNEL PROFILE SUMMARY
CANDIDATE REFERENCES CONTINUED

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
<p>Description of services provided that are in line with those to be provided as part of this Project:</p> <p>Description of how client project size and complexity are similar to this project:</p>			

