

**AMENDMENT ONE
FOR
RFP NUMBER 0A1134**

DATE AMENDMENT ISSUED: September 3, 2014

The State of Ohio, through the Department of Administrative Services for its Office of Information Technology, is issuing this amendment for the Request for Proposals (RFP) entitled:

DAS - Disaster, Storage Replication and Metro Facilities Services

INQUIRY PERIOD BEGINS:	August 7, 2014
INQUIRY PERIOD ENDS:	September 25, 2014
OPENING DATE:	October 3, 2014
OPENING TIME:	1:00 P.M.

The attached is an Amendment for the RFP listed above.

REQUEST FOR PROPOSALS

AMENDMENT 1

RFP NUMBER: 0A1134
DATE ISSUED: August 7, 2014

The State of Ohio, through the Department of Administrative Services, for the Office of Information Technology within the Department of Administrative Services is requesting proposals for:

Disaster, Storage Replication and Metro Facilities Services

INQUIRY PERIOD BEGINS: August 7, 2014
INQUIRY PERIOD ENDS: ~~August 29,~~ September 25, 2014
OPENING DATE: ~~September 3,~~ October 3, 2014
OPENING TIME: 1:00 P.M.
OPENING LOCATION: Department of Administrative Services
Office of Information Technology
IT Procurement Services
Bid Desk
4200 Surface Road
Columbus, Ohio 43228-1313

This RFP consists of five Parts and eleven Attachments, totaling 52 consecutively numbered pages. Supplements also are attached to this RFP. Please verify that you have a complete copy.

members of the following socially and economically disadvantaged groups: Blacks, American Indians, Hispanics and Asians.

While it is not a condition of award of the RFP, the offeror must use its best efforts to seek and set aside work for Ohio certified minority business enterprises (MBEs). The MBE must be certified by the Ohio Department of Administrative Services pursuant to ORC 123.151. For more information regarding MBE and MBE certification requirements please refer to the DAS Equal Opportunity Division Web site at:

<http://das.ohio.gov/Divisions/EqualOpportunity/MBEEDGECertification.aspx>

In addition, to search for Ohio MBE-Certified Providers, utilize the following search routine published on the DAS Equal Opportunity Division website:

- Select “MBE Certified Providers” as the EOD Search Area selection;
- On the subsequent screen, at minimum, select the appropriate Procurement Type, e.g., “Information Technology Service” as a search criterion;
- Select “Search”; and
- A list of Ohio MBE Certified Service Providers will be displayed.

Overview of the Work's Scope. The scope of the Work is provided in Supplement One of this RFP. This section only gives a summary of the Work. If there is any inconsistency between this summary and the attachment's description of the Work, the attachment will govern.

The Scope of the Work contained in this RFP include:

- A secure TIA942 or Uptime Tier II facility that is geographically diverse to Columbus Ohio and another that is in the Columbus Metro Area
- Provision and Operate a Cloud Based Disaster Recovery as a Service (DRaaS) Infrastructure
- Provision and Operate a Cloud Based Storage Replication as a Service (SRaaS) Infrastructure
- Coordinate with the State OIT Team to establish data, storage and systems replication services
- Participate in Disaster Recovery Testing and Optimization Events
- Provide computing elements that are highly available and reliable and able to support the State in the event of a disaster
- Accommodate the location of space, power and networking for certain specialized State computing and emergency services devices in the proposed facility
- Adhere to State data handling and security policies
- Accommodation of State use of the aforementioned elements in the event of a disaster

Calendar of Events. The schedule for the RFP process and the Work is given below. The State may change this schedule at any time. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website's question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State's Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Work schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective Offeror's responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

Dates:

Firm Dates

RFP Issued:	August 7, 2014
Inquiry Period Begins:	August 7, 2014
Inquiry Period Ends:	August 29 September 25, 2014, at 8:00 a.m.
Proposal Due Date:	September 3 October 3, 2014, at 1:00 p.m.

Estimated Dates

Award Date: ~~October 6, 2014~~ **October 22, 2014**

Estimated Work Dates

Work Begins: ~~October 15, 2014~~ **October 31, 2014**

There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

Scored Criteria. In the technical evaluation phase, the State will rate the technical merits of the proposals based on the following requirements.

Scoring Criteria	Available Points
Mandatory Requirements - The ability to meet the mandatory requirements.	Accept/Reject
Offeror Organization Overview and Requirements - The ability of the Offeror to demonstrate its business experience and financial stability.	25 points
<p>Site Scope, Attributes and Connectivity-</p> <p>Site Scope - The ability of the Offeror to meet the space requirements for the data processing center and administrative elements of the facility. The ability of the Offeror to meet the requirements for connecting to various State and public data and voice network(s). (4-7 Requirements under Part 3 of Supplement 1).</p> <p>Site Attributes Requirements - The extent to which the Offeror can meet the access, use and egress to the building. (12 Requirements under Part 3 of Supplement 1)</p> <p>Site Connectivity Requirements – The extent to which the offeror can meet the connectivity requirements. (5 Requirements under Part 3 of Supplement 1)</p>	50 points
Site Location Requirements- The ability of the Offeror to provide a suitable location and placement of the data center with the State. (9 Requirements under Part 3 of Supplement 1)	50 points
<p>Facility Requirements</p> <p>Site Power Requirements - The ability of the Offeror to meet the power requirements based on the assumed usage and occupancy of the building by the State. (4 Requirements under Part 3 of Supplement 1)</p> <p>Site HVAC Requirements - The ability of the Offeror to meet the heating, cooling and air conditioning requirements for the building and the design targets. (3 Requirements under Part 3 of Supplement 1)</p>	50 points
<p>Site Physical Security including SSAE 16 Type 2 Reporting Requirements</p> <p>Site Physical Security – The ability of the Offeror to provide security of and control access to State equipment, networks, services and space. (7 Requirements under Part 3 of Supplement 1)</p> <p>SSAE 16 Type 2 Reporting Requirements – The ability and experience and commitment of the Offeror to support SSAE 16 Type 2 Audit/Reporting (5 Requirements under Part 3 of Supplement 1)</p>	50 points
<p>Facility IT Support Services Requirements including System Maintenance and HVAC Operation and Maintenance - The ability of the Offeror to provide facility elements that support State use of the Contractor provided services. (Part 3 of Supplement 1)</p>	50 points
<p>Contractor Provided Cloud Service for Disaster Recovery as a Service (DRaaS) – The extent to which the Contractor’s proposed service meets the State’s requirements for x86 (Linux and certain Unix variants) and Windows (Server) image provision, replication/synchronization, operation and Disaster Recovery requirements (Part 4 of Supplement 1)</p>	100 points

- The Offeror's data center facility must be served by an alternative power and telecom grid than that of the SOCC in Columbus Ohio for which AEP is the current provider at the SOCC. AEP may be used at the proposed site provided there is sufficient diversity in transmission, control and substations (This requirement does not apply to the Metro Site required in this RFP). Offeror's must provide a statement on the letterhead of each of the providers of the power and telecom services confirming that the Offeror's proposed facility is on a separate grid from the State of Ohio's SOCC, or if using AEP, there is sufficient diversity in transmission, control and substations.
- The Offeror must have provided hosted or cloud based managed server and storage solutions within the last five years for at least one customer. The Offeror must have supported for that customer at least 300 windows, Linux or Unix variants for a period of no less than one year. The Offeror must have supported for a customer at a total storage capacity of at least 100TB for a period of no less than one year. Offeror's must complete the form contained in Attachment Seven. The Offeror must list each work experience separately and completely every time it is referenced. The form may be duplicated as necessary

Offeror Organization Overview and Requirements. The offeror must provide an organizational overview. The description must include the date the Offeror was established, its leadership, number of employees, number of employees the Offeror will engage in tasks directly related to the Project. Each Proposal must include a description of the Offeror's capability, capacity, experience in the industry and any other background information that will help the State gauge the ability of the Offeror to fulfill the obligations of the Contract.

If the offeror has audited financial statements, it must provide them for the past three years. If the offeror's most recently completed fiscal year is not yet audited, the previous three years may be acceptable. If the offeror has no audited financial records, it may submit its financial statements for the last three years without an auditor's certification.

All Offerors must demonstrate experience to meet the offeror requirements identified below by providing the requested documentation or completing the Offeror Requirement pages provided in Attachment Eight that summarizes the relevant experience to verify how the offeror meets the requirement.

1. The Offeror must have provided data center facility services **using the proposed or similar site** to at least three companies **or one large company that is using the site in excess of the State's requirements** for the preceding two years ~~using the proposed site or one large company that is using the site in excess of the State's requirements~~. Offeror's must complete the form contained in Attachment Eight. The Offeror must list each work experience separately and completely every time it is referenced. The form may be duplicated as necessary
2. The Offeror must be the owner of the proposed data center facility and provide evidence of site ownership information using County Tax Records that demonstrate this ownership; or in the case of a leased premise, must have an unexpired lease period for seven (7) years from the RFP Response due date and provide an affirmation of this lease period from the lessor/landlord who owns the leased premise.
3. The Offeror (as an entity either within or outside of Ohio) must be operating for a minimum period of five years. The offeror must provide documentation, such as Articles of Incorporation, income tax returns, etc. to demonstrate that the business entity has been in existence for a minimum of five years.

Staffing Capabilities.

- The offeror must provide a staffing plan that identifies the required key personnel by position that the offeror proposes to complete the Project.

ATTACHMENT EIGHT: OFFEROR REQUIREMENTS

REVISED Requirement: The Offeror must have provided data center facility services using the proposed or similar site to at least three companies or one large company that is using the site in excess of the State's requirements for the preceding two years.

~~The Offeror must have provided data center facility services to at least three companies for the preceding two years using the proposed site or one large company that is using the site in excess of the State's requirements. (Duplicate form as necessary)~~

Customer Name:		Contact Name:	
		Contact Title:	
Customer Address:		Contact Phone Number:	
		Contact Email Address:	
Site Name:	Site Address:	Beginning Date of Experience:	Ending Date of Experience:
		Month/Year	Month/Year
Provide a detailed description of services provided to meet the requirement:			

SUPPLEMENT 1 FACILITY AND SERVICE REQUIREMENTS

This Supplement is organized as follows:	Page No.
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Each will be presented in turn. Offerors are to respond to each section in this Supplement.

Part 1: BUSINESS OVERVIEW AND OBJECTIVES

Business Overview and Summary Objectives

The State of Ohio Office of Information Technology (OIT) has identified the need for the provision of secondary data processing sites, Disaster Recovery as a Service (DRaaS), Storage Replication as a Service (SRaaS) and provision for Specialized State computing equipment to support certain disaster recovery functions for systems maintained and operated in the State's primary data centers. While the preponderance of data processing for the State is performed at the State of Ohio Computer Center (SOCC), the State also processes data in other centers located in and around the greater Columbus Ohio Area.

Following the State's review of its data processing facility assets and capabilities, a strategy has been identified that is designed to consolidate greater Columbus area data processing facilities in such a manner as to potentially reduce costs, increase service levels to users of these computing assets, better provide for the protection and privacy of State computing assets and related data. Based on this strategy, the need for a geographically and technically diverse data processing facility (second site) to support DRaaS and SRaaS functions for State critical systems and data has been identified and is included in Statewide Agency IT plans for critical systems. The end goal of the State is to acquire a set of services to support the business continuity of State critical computing (collectively DRaaS and SRaaS as well as location of State specialized equipment) that meets the State's requirements with regard to: location, capabilities, services, features, service levels and other technical considerations.

Based on a review of the current IT facility portfolio, due to geographic and technical diversity considerations, the State does not currently maintain a suitable capability to support these business continuity functions and related services and is interested in current market offerings for same. In addition, and as part of this review, the State has determined that recent technology advances in server, storage and network virtualization, dense computing, as well as a general migration from mainframe processing to distributed computing has allowed the State to formulate a strategy to consolidate systems maintained within Agencies in the greater Columbus area to the SOCC, and in addition within the SOCC to a more significantly more efficient use of the capabilities of the facility than contemplated when it was designed in the late 1980s.

In short, the State requires geographically and technically diverse facilities and services to compliment and support those offered via the SOCC for State critical computing functions.

Part 2: KEY DATE AND SERVICE SETUP/ESTABLISHMENT REQUIREMENTS

As part of their response, Offerors are to provide an indication of the following dates pertaining to the State's occupancy and use of the Site. Offerors are to note that the State's current requirement to begin detailed design and provisioning of "in facility" features such as racks, cages, floor space, layout and the like is currently October

15, 2014 **November 3, 2014** with a phased move in and bringing the contracted services fully operational over the course of ~~December 15, 2014~~ **January 15, 2015** through ~~January 1, 2015~~ **February 2, 2015**. Offerors are encouraged to provide additional dates that they believe are important to the State in decision making, as Offerors deem necessary. Key Dates include:

Site Available for Facility Survey, Design and Planning	October 15, 2014 November 17, 2014
Site Available for State computing space installations	November 1, 2014 December 1, 2014
Site Available for network/connectivity planning/assessment	November 1, 2014 December 1, 2014
Site Available for Operation at scale for intended purpose	December 1, 2014 January 5, 2015
DRaaS Services Available for Design	December 1, 2014 January 5, 2015
SRaaS Services Available for Design	December 1, 2014 January 5, 2015
DRaaS/SRaaS Service Live for Initial State Use	January 1, 2015 February 2, 2015

Service Setup/Establishment Activities and State MBEs

As this RFP has provisions to use State MBEs, evaluation components and elements of cost associated with MBEs. The State has created two categories of work associated with the services: Service Setup/Establishment Activities and Service Operation Activities. The State believes that there are opportunities to leverage the MBE community with regard to Service Setup/Establishment as follows:

Service Setup/Establishment (MBE Community Involvement Opportunity)	Service Operation Activities (Not Subject to MBE Involvement)
<ul style="list-style-type: none"> ▪ Site Preparation Activities (e.g., Space, HVAC, Conditioning etc) ▪ Purchase Server Hardware and Ongoing Maintenance Services ▪ Purchase Storage Hardware and Ongoing Maintenance Services ▪ Purchase Network Hardware and Ongoing Maintenance Services ▪ Installation, Provisioning and Certification/Testing of purchased equipment ▪ Liaising with State technical teams in the setup of the DRaaS, SRaaS and SSE (as applicable) 	<ul style="list-style-type: none"> ▪ Operations and Maintenance of DRaaS, SRaaS and State SSE ▪ Participation in Audit and Security Functions (Supplement 2) ▪ Other Work Areas not mentioned above

This RFP's cost collection workbook includes a tab dedicated for Offerors to report the nature, extent and value of the MBE involvement in the Offeror's solution, Offerors must report as required in the cost proposal workbook.

consideration of the site's use (e.g., DR) and in light of anticipated cost considerations (e.g., non-active processing). All Site capabilities pertaining to this RFP in support of computing, networking and related activities shall be classified as Tier II space, which in general must provide multiple power and cooling distribution paths, but only one path active at any given time; maintain fully redundant components; and be concurrently maintainable without interruption to operations for maintenance activities.

Site Scope Requirements:

The State requires that the Offeror facility be capable of supporting critical computing functions during the period in which a disaster or emergency condition is declared at a State primary computing site. The Offeror's response must accommodate a Tier II raised floor data center space ranging from 1,320 sq. ft. up to 7,000 sq. ft. as indicated in the Offeror Cost Proposal Form inclusive of: Offeror provided DRaaS, SRaaS and State specialized equipment requirements.

In addition, and at the discretion of the State, the Site could be utilized in the future as an alternate data processing facility for primary production purposes or to support non-production systems development activities. Therefore, the processing model for the building must be able to support: active processing, passive processing and data replication, alternate primary processing, alternate secondary processing and these models have been contemplated in assembling the facility requirements. The detailed design and implementation of the processing capabilities of the services within the building and the connectivity to the building will be developed over the course of Fiscal Year 2015 in collaboration with State Agencies that will leverage the contracted services.

From a size stand point these options are unlikely to materially change the overall size of the facility but may influence the future configuration of the data center, as well as the power distribution and HVAC considerations for a completely active back up of State servers, storage, applications, configuration, data, working files and interfaces (that serves as a basis for a more active/expedient restoration of service in the event of a disaster).

To provide some degree of insight into the State's rationale and assumptions related to these requirements, the following is the State's current requirement set for the calculation of Tier II raised floor data center space:

For the DR Site:

1. Distributed Computing space to accommodate the State's DRaaS, SRaaS, Contractor and State network devices and other Specialized State Equipment that support virtual server hosts in modern 42U racks: 1,320 sq. ft.
2. Provision for up to 500 square feet for E911 infrastructure, backup check printers, scanners or other specialized State equipment to operate in an emergency or disaster situation.

Total = 1,320 sq. ft. of required raised floor rack space for distributed computing servers up to 1,820 sq. ft. of raised floor space in the event that the State requires the location of check printers or other specialized devices.

3. In addition, the State would like to maintain a modest degree of additional space for future growth, which has been calculated at 25% of the baseline requirements, described above.

Estimated Total = up to 455 sq. ft. of raised floor rack space for future growth and service expansion

Administrative, Personnel and Common Space

4. Site must support initial service establishment projects, periodic work locations for common, administrative and personnel up to 20 staff during a declared emergency or disaster testing period to operate the equipment in light of the disaster condition. In addition, ad hoc meeting rooms that support 10-20 people are also required.

Estimated Periodic Administrative, Personnel and Common Space = 1,000 Sq. Ft.

For the Metro Site:

- 5. For the Metro Site: Total = 750 sq. ft. of required raised floor rack space for distributed computing servers up to 1,820 sq. ft. of raised floor space in the event that the State requires the location of check printers or other specialized devices.**
- 6. Estimated Total = up to 455 sq. ft. of raised floor rack space for future growth and service expansion**

Administrative, Personnel and Common Space

- 7. Site must support initial service establishment projects, periodic work locations for common, administrative and personnel up to 20 staff during a declared emergency or disaster testing period to operate the equipment in light of the disaster condition. In addition, ad hoc meeting rooms that support 10-20 people are also required.**

Estimated Periodic Administrative, Personnel and Common Space = 1,000 Sq. Ft.

Offers are to note that there are a variety of State requirements and configurations that may be implemented at the Contractor site. As such, Offerors are instructed to complete the provided Offeror Cost Proposal Form based on the square footage requirements contained therein. The State's use of the space may vary over time based on the State's needs at any point in time.

Site Attributes Requirements:

The Offeror's Site must be accessible from a vehicle from major airports, shipping locations to speed the delivery of personnel, equipment, running supplies such as diesel replenishment, and shipping/delivery of media stored in off-site secure locations.

1. Clearances, inclines ramps, double doors and similar capabilities must facilitate the ease of moving equipment and devices to the building and within the building (while not sacrificing security, fire, power and cooling distribution considerations)
2. Use of containerized, or self-contained/dedicated data center provisions (within the Contractor's Tier II facility) is an acceptable means of delivering State required space, so long as other access/egress for equipment delivery and location purposes, heating, cooling power and networking and security requirements are met as specified herein.
3. Space above the drop ceiling (or beneath the floor) where ducting is routed must be sufficient to support the power density and waste heat removal commensurate with power densities mentioned elsewhere in this RFP.
4. An unobstructed pathway must exist among the Data Center, its corresponding storage room, and the exterior of the building, for transporting equipment.
5. The structural capacity of floors, hallways and loading areas that equipment will traverse must support contemporary use and standards as a data center.
6. The loading dock must be placed in such a manner as to ensure that servers, cabinets, networking devices, or backup storage units are not exposed to damage (due to collisions or prevailing weather conditions) during transport to and within the Data Center.

Archive	<ul style="list-style-type: none"> ▪ Drive Speed 5,400 RPM or higher, 100MB/s transfer rate per drive or higher ▪ SAN Connectivity 1Gb/E or higher ▪ Connectivity Options: FC, FCoE, iSCSI, NFS, pNFS, CIFS/SMB, HTTP, FTP ▪ Maintain at least 10% plus One onsite spares for all total drives, network (SAN/NAS) cards and controllers ▪ Must be compatible with DRaaS Server Standards <p>Typical Uses: Virtual Tape Functions, Administrative File Replication, General Purpose Use, Common Office Files</p>
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5.5 Initial SRaaS Sizing Requirements

The Offeror will size and propose (in the Cost Collection Workbook as part of this RFP) baseline sizing based on the following configuration of Services. Offerors are to not include any OEM Operating System Licenses or VMWare software as this Service will utilize State provided licenses for all environments:

Storage Type	DR Site		Metro Site	
	Initial Storage (TB) Usable Capacity	Additional Storage Purchased in Blocks of (TB) Usable Capacity:	Initial Storage (TB) Usable Capacity	Additional Storage Purchased in Blocks of (TB) Usable Capacity:
High Performance	200	50	100	50
General Purpose Use	500	100	200	100
Commodity Replication / Archive	200	100	200	100

Part 6: Accommodation of State Specialized Equipment (SSE) Requirements ***** (Primary DR Site Only) *****

The State maintains a variety of State Specialized Equipment (SSE) that is designed to augment the State's business continuity functions in providing critical services to the general public and businesses in Ohio. These devices include, but are not limited to:

- **Check Printers and Scanners:** used for disbursement and receipt of funds;
- **High Speed/Volume Printers:** used for report generation and mailings;
- **Specialized Computing Equipment:** OEM specific high-performance devices that are not commonly or generally available in cloud based solutions (e.g., Oracle Exadata/Exalogic, Teradata Data Warehouse devices);
- **E911, First Responder, MARCS and Telephony Call Routing Equipment:** equipment used to dispatch, manage, coordinate and deliver life critical services across the State; and
- **Specialized Physical Computing Infrastructure:** infrastructure devices (e.g., Hardware, Storage, Networking and Security devices) that are State specific or otherwise cannot be offered by a Contractor due to cost, performance, availability, configuration or other reasons as determined by the State.

The State acknowledges that it is impractical for Contractors to procure, operate, support and maintain such equipment. However, the State requires the facility (e.g., uninterrupted power, HVAC, physical security and other attributed) to meet the State's need of SSE to be within the Contractor's facility.

The Contractor's responsibilities pertaining to SSE are as follows:

- Allow the State access to install, test, maintain, upgrade, replace and support this equipment upon mutually agreeable schedules