May 31, 2012

Prospective Vendors:

Subject: Southwood Shared Resource Center (SSRC) Request for Information No. 201205B
Request for Information for Disaster Recovery Service Solutions

This is a Request for Information (RFI) for Disaster Recovery Service Solutions for planning purposes only by the SSRC for consideration in statewide use.

The designated SSRC Procurement Administrator identified below shall be the only Point of Contact for any and all communications to SSRC with regards to the SSRC Disaster Recovery Service Solutions options; all communications shall be in writing via the supplied email address and shall cite the subject RFI number and title.

Sincerely,

Rebecca Green
Procurement Administrator
SSRC Business Office
I. **Overview**

The Southwood Shared Resource Center (SSRC) was created and identified as the State of Florida’s first primary data center per Senate Bill 1892 (Florida Statute FS 282.205) effective July 1, 2008. This shared use facility provides enterprise technology services for the support of state agencies and other governmental entities which serve Florida’s citizens. The SSRC is a Certified Tier III Facility and maintains a high availability storage infrastructure with redundant tape backup and disk-to-disk backup.

Currently, the SSRC does not offer Disaster Recovery Services as a standard operational service to its thirty eight (38) customer agencies. Disaster Recovery Services are offered via an independent provider via the Florida State Term Contract to a minimal number of SSRC customers, and some SSRC customers utilize independent agency disaster recovery plans with undocumented expectations of the SSRC.

In accordance with the mission of the SSRC, the SSRC seeks a high availability fault-tolerant internal and external (local) infrastructure, as well as a recovery site one hundred plus (100+) miles away providing 1) both cold and warm recovery options for agency essential systems and 2) hot and fail-over recovery options for agency critical systems.

II. **RFI Intent**

The SSRC is requesting information from potential state term contract Vendors and industry stakeholders for a Disaster Recovery Service Solution (Solution). This Solution shall include a tiered disaster recovery approach, for customers to purchase dependent on the criticality of their business systems. This Solution shall cover data center, mainframe, server, virtualization, midrange, network, and storage technologies.

This is a Request for Information only. This RFI is issued solely for informational and planning purposes for the potential statewide implementation of a disaster recovery service for its primary data centers. It is the SSRC’s intent to utilize responses to this RFI for the potential development of a competitive solicitation scope of work. Respondents are advised that the SSRC will not pay for any information or administrative costs incurred in responding to this RFI; all costs associated with responding to this RFI will be solely at the interested party’s expense. Not responding to this RFI does not preclude participation in any future solicitation, if issued.
A. The Disaster Recovery Services Solution shall:

- Define procedural- and technology-related improvements (e.g. server and storage virtualization) that make the greatest contribution to improving Recovery Time Objective (RTO) and Recovery Point Objective (RPO) consistency.
- Develop a layered\tiered recovery strategy:
  - Build multilayered Service Level Agreements (SLA) that match implementation to business requirements.
- Demonstrate an investment in maturing Information Technology (IT) management processes toward service-level management. Measure and perform trending analysis of end-to-end availability.
- Avoid any design toward zero risk/zero downtime; provide for potential improvement between SLAs and risks versus cost.
- Demonstrate an evaluated approach towards the provision of key technology needed for reducing/eliminating gaps in service.
- Provide robust application architectures for improved availability, reducing complexity where possible.
- Incorporate SLAs to provide for a match between appropriate recovery solutions and the criticality of the business systems.
- Provide details on proposed primary Disaster Recovery sites.
- Provide details regarding any back-up, storage, tape, and/or other last-resort data security options.
- Demonstrate data replication architectural approach.
- Include details regarding any relevant industry regulations and strategies for compliance with same.
- Provide cost considerations, where available.
- Demonstrate a considered approach to personnel availability and potential transportation issues.
- Detail risk assessment, including relevant criteria for evaluation of the risk of common outages, disaster impact, terrorism, etc.
- Include details on all proposed hardware and software required by the Solution.
- Be easily modifiable with regards to the addition or removal of equipment, network services, and workplace positions and include details verifying the same.
- Include diverse options for sourcing support of a variety of servers, storage, applications, data, and network connectivity required for recovery operations.
- Include detailed information on data center power, cooling, and space requirements.
- Include Disaster Recovery Services Solution testing strategies.
Please provide information on:

- The testing methodology and support available for disaster recovery services. Particular areas of interest are:

  1. Provide a summary of the vendor's testing methodology and standard support provided during tests.
  2. What type of support does the vendor provide before, during, and after a test? What type of fee, if any, is associated with this support?
  3. Does the vendor support remote access for both testing and recovery situations?
  4. What additional fees will the Department incur during testing or disaster recovery?

- The type of services available for disaster recovery services. Particular areas of interest are:

  1. What support services are contractually guaranteed at time of disaster?
  2. What services are provided as part of the standard contract?
  3. What services are available for an additional fee?

- Providing products and services for assuring security (confidentiality, integrity and availability) for data center operations. Particular areas of interest are:

  1. What auditing controls are in place? Do the controls identify who has accessed data, as well as providing an audit trail of data transmission or download?
  2. Data loss prevention
  3. Intrusion detection
  4. Intrusion prevention
  5. Authentication and Encryption
  6. Other security products and services

- Any other RPO/RTO specifications, such as subset specifications for different systems?

- Any other variables/specifications?

III. SUBMISSION OF RESPONSES TO THIS RFI

Responses shall be submitted electronically to the Procurement Administrator identified below. SSRC will reject all RFI responses received late by the SSRC Procurement Administrator, despite the reason or degree of lateness.

The RFI response shall bear the original signature of the individual who will be authorized by the Vendor to submit information. All photocopies included should be duplexed (printing on front and back) as appropriate and shall include both a .pdf of the response in total, as well as a Microsoft Project Plan (.mpp) of any included project schedule or timeline.
Respondents shall submit their quotations no later than the date and time specified for RFI submissions indicated in Part 1, Section IV, SCHEDULE OF EVENTS, to the Procurement Administrator identified below.

The Procurement Administrator for this RFI is:

Rebecca Green
rebecca.green@ssrc.myflorida.com

The vendor should organize its response according to the following format utilizing the section numbers as set out below:

TAB A. TITLE PAGE: The title page shall show the RFI title and number, submission due date, Vendor name, address, telephone number, and the name/title/telephone number/email address of the contact person.

TAB B. TABLE OF CONTENTS: Page numbers should be indicated.

TAB C. EXECUTIVE SUMMARY: A short summary of the key features of the response demonstrating the vendor’s understanding of the requirements.

TAB D. RESPONDENT PROFILE: Provide a brief overview and history of your company, including the following:

1. Products and services offered for business continuity services, recovery data center services, colocation and hosting services, managed IT services, and professional services.
2. History (how many years your company has been providing disaster recovery services?).
3. How is your company relevant to the Disaster Recovery Services industry? Briefly describe the services that your company provides and attach a company resume.
4. Has your company directly or indirectly developed a Disaster Recovery Services solution plan for another consolidated governmental or municipal data center? If so, please consider providing associated design specifications, cost, and timeframe information for review.
5. Has your company directly or indirectly implemented a Disaster Recovery Services solution for another consolidated governmental or municipal data center? If so, please consider providing the implementation/hardware/software details, as well as associated specifications, cost, and timeframe information for review.
6. Would your company be interested in responding to a formal competitive solicitation from the SSRC regarding the design, development, and implementation of a Disaster Recovery Services solution for the State of Florida?
TAB E. DESCRIPTION OF COMMODITIES AND SERVICES SATISFYING THE RFI REQUIREMENTS: Provide sufficient detail to address all of the requirements contained in this RFI, as well as any other information that the vendor believes would assist the SSRC in developing a strategy. Provide at least three (3) current references where the Solution described in this RFI response is used or supplied to other clients, preferably large State data centers. Include the reference organization’s name and address, contact person/telephone number/email address, and a brief description of the Disaster Recovery Services performed and date supplied. The SSRC reserves the right to contact these references. Vendors should only provide references that have utilized similar Disaster Recovery Solutions contemplated by the SSRC within the last two (2) years.

TAB E shall also include details in response to the following:

A. Any Vendor suggested edits, additions, and deletions where available to this RFI detailed intent.
B. Describe the location, access and facilities at proposed recovery sites.
C. Describe proposed risk management procedures that minimize the likelihood and impact of multiple concurrent invocations.
D. Describe procedures for managing multiple concurrent invocations and, in particular, how equipment may be allocated to clients and prioritized.
E. Describe what guarantees relate to the provision of the services offered and what penalties will apply should the bidder fail to provide these services in whole or in part.
F. If contracted equipment is not available for any reason during a test or at point of invocation, then what procedure and compensation apply?
G. Describe the risk mitigation, security measures, and redundancy measures taken to protect the proposed recovery center (i.e., power, network or physical security).
H. Provide details on a proposed disaster avoidance and business resilience methodology.
I. Provide examples of disaster avoidance policies and procedures.
J. Describe how the SSRC environment and data can be physically and logically protected and isolated within the recovery center.
K. Provide a summary of test management methodology and support provided before, during, and following subscriber tests, including key milestones and deliverables, as appropriate.
L. Are turnkey test management services a viable option within the Solution?
M. What support can SSRC expect with regards to remote testing, and if so, how is this managed?
N. What additional fees might SSRC incur during testing or disaster recovery (for example, telecommunications expenses)?
O. Indicate the number of support staff personnel (and their positions) at the recovery site during testing and actual disaster recovery that should be anticipated, including:

1. Account management
2. Customer care specialists
3. Resource management support
4. Test setup support
5. Test and disaster support
6. IT operations support
7. System engineering support
8. Network and telecommunications support

P. What support services should SSRC expect to be contractually guaranteed at time of disaster?

Q. What services are provided as part of a standard recovery contract, and what services are available for an additional fee?

R. Please include details as to disaster alert and declaration procedures and timelines.

S. Will the Solution require a fee to be paid when placing a disaster declaration or alert?

T. Describe the procedure and time to add equipment to the Solution.

U. Should the Solution include a mobile unit? If so, please specify the connectivity requirements (hitching post), the communications being proposed, and the number of units suggested.

V. Should the Solution include any acquisition of dedicated bandwidth from Vendors for SSRC’s backbone network which would allow, at time of disaster, SSRC to reroute the bandwidth to Vendor’s recovery facility so that it can avoid having to acquire switched T1 circuits?

Disclosure and Ownership of Quote Contents by the SSRC

All matters set forth in a Vendor’s response including, without limitation, technical and price information, may be subject to disclosure. All information in a Vendor’s Response will be a matter of public record subject to the provisions of Florida’s Public Records Act, Chapter 119, Florida Statutes, regardless of copyright status. Submission of a response to this solicitation for information constitutes a waiver of any proposal terms containing copyright issues. SSRC reserves the right to reproduce and disseminate proposal materials, as it deems necessary.

All materials submitted become the property of SSRC. SSRC reserves the right to use any information contained in a response unless prohibited by law.
Confidential Proposal Materials

The SSRC abides by Chapter 119, Florida Statutes and Article I, Section 24 of the Florida Constitution in order to fulfill its public records responsibilities. Notwithstanding any provisions to the contrary, public records shall be made available pursuant to the provisions of the Public Records Act. **Trade secrets are not solicited or desired as submissions.** If a response to this RFI includes any information that constitutes a trade secret of the Vendor, such information shall be segregated and clearly marked as “EXEMPT”, “CONFIDENTIAL”, or “TRADE SECRET”, along with the statutory basis for such claim of exemption, confidentiality, or trade secret specifically identified in writing on each and every such page. An entire page or paragraph in which such information appears shall not be marked confidential unless the entire page or paragraph consists of such confidential information. Only the confidential portion(s) shall be so identified and marked. Failure to segregate and so identify any such content shall constitute a waiver of any claimed exemption, confidentiality, or trade secret as applied to the portion of the response or other document in which the content is set forth.

If Respondent considers any portion of the documents, data, or records submitted in response to this solicitation to be confidential, trade secret, or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, Respondent must simultaneously provide the SSRC with a separate redacted copy of its response and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the SSRC’s solicitation name, number, and the name of the Respondent on the cover, and shall be clearly titled “Redacted Copy.” The Redacted Copy shall be provided to the SSRC at the same time Respondent submits its response to the solicitation and must only exclude or obliterate those exact portions which are claimed confidential, proprietary, trade secret. Failure to comply with these requirements may nullify any response submitted.

SSRC will advise the Vendor if disclosure of any trade secret as defined in Section 812.082, Florida Statutes where clearly segregated and identified as such in the response, is sought. If SSRC receives a public records request related to the solicitation, the Vendor shall be solely responsible for taking whatever action it deems appropriate to legally protect its claim of exemption from the public records law. Further, Respondent shall protect, defend, and indemnify the SSRC for any and all claims arising from or relating to Respondent’s determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure. Any prospective vendor acknowledges that the protection afforded by Section 815.45, Florida Statutes, is incomplete, and by responding to this solicitation for information, agrees that no right or remedy for damages arises from any disclosure.

Per Section 287.012(21), Florida Statutes, “Responses to this RFI are not offers and may not be accepted by the SSRC to form a binding contract.” Vendors submitting information responses to this RFI are not prohibited from responding to any related competitive subsequent solicitation. SSRC reserves the right to use or reject any information supplied in response to this RFI.
IV. SCHEDULE OF EVENTS
The projected RFI timeline is shown below (all times are Eastern Time). SSRC reserves the right to amend the timeline in the State’s best interest. If SSRC finds it necessary to change any of the activities/dates/times/locations listed, all interested parties will be notified by addenda to the original RFI document, which will be emailed out to all eligible vendors.

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>DATE</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFI issued via email to vendors</td>
<td>May 31, 2012</td>
<td>E-mailed to vendors</td>
</tr>
<tr>
<td>Deadline for Receipt of E-mailed Questions</td>
<td>June 15, 2012</td>
<td>Address provided in Part 1, Section III,</td>
</tr>
<tr>
<td>(see Part 1, Section V)</td>
<td></td>
<td>Submission of Responses to this RFI above</td>
</tr>
<tr>
<td>Anticipated Posting Date of Responses to</td>
<td>June 20, 2012</td>
<td>E-mailed to vendors</td>
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<tr>
<td>Questions Which Were Received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deadline for Receipt of RFI responses</td>
<td>June 27, 2012, 1:00 P.M ET</td>
<td>Address provided in Part 1, Section III,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Submission of Responses to this RFI above</td>
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The above dates are to be used by vendors for planning purposes only and are subject to change.

V. QUESTIONS
SSRC will receive all questions pertaining to this RFI no later than the date and time specified for written inquiries in Part 1, Section IV, SCHEDULE OF EVENTS. All inquiries must be in writing and via e-mail to the Procurement Administrator identified in Part 1, Section III, SUBMISSION OF RESPONSES TO THIS RFI. NO INFORMATION WILL BE AVAILABLE BY TELEPHONE. Respondents to this RFI shall not rely on any verbal communication received from SSRC in developing its response to this request. The Procurement Administrator named in Part 1, Section III is the sole designated contact person for SSRC for this RFI; no other contact person has been established.

The SSRC’s response to questions received will be posted as specified in Part 1, Section IV, SCHEDULE OF EVENTS.

Respondents to this RFI or persons acting on their behalf may not contact, between the release of the RFI and the posting of the intended award, any employee or officer of the executive or legislative branch concerning any aspect of this RFI, except in writing to the Procurement Administrator or as provided in the RFI documents. Violation of this provision may be grounds for rejecting a response.

VI. RFI TERMS AND CONDITIONS
SSRC reserves the right to:
Reject any and all responses received in response to this RFI.

Cancel this RFI at any time.

Request Oral Presentations and/or Demonstrations of RFI respondent’s proposed Solution at its sole invitation. Any cost incidental to the presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the SSRC.

The Vendor agrees to accept SSRC’s interpretation of any specific requirement in this RFI document.