

FLOIDA DEPARTMENT OF HEALTH (DOH)

DOH18-004



REQUEST FOR INFORMATION (RFI)

Public Cloud Infrastructure Managed Services

**State of Florida
Department of Health
Request for Information**

I. Introduction

The State of Florida, Department of Health (DOH), Office of Information Technology (OIT), is requesting information to understand options and costs related to Public Cloud Infrastructure Managed Services.

II. PURPOSE OF AN RFI

Pursuant to Rule 60A-1.042, Florida Administrative Code (F.A.C.), an agency may request information by issuing a written Request for Information. Agencies may use Requests for Information in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual service, determining what solicitation process to use for a particular need, or researching general, special and/or technical specifications for a solicitation. A Vendor's response to an RFI is not an offer and the agency may not use the Vendor's submission to justify a contract with that Vendor without otherwise complying with Chapter 287, F.S., and Rule 60A-1.042, F.A.C. Vendors submitting a response to an agency's RFI are not prohibited from responding to any related subsequent solicitation.

III. Background

The DOH consist of 17,000 employees in 400 locations across the State of Florida. Its IT infrastructure consists of 350 applications and 1,600 servers. This IT infrastructure supports a diverse collection of public health related services on behalf of the citizens of Florida.

The DOH is transitioning its IT infrastructure from a traditional on-premise data center model to a cloud model. The DOH has or will deploy IT infrastructure to the following clouds:

- Microsoft Azure Commercial Cloud
- Microsoft Azure Stack
- Amazon Web Services
- VMware Cloud

These applications are a mix of Infrastructure-as-a-Service (IaaS) components and Platform-as-a-Service (PaaS) components.

IV. Goal

The DOH seeks to understand the options and costs associated with the following managed cloud services:

1. IaaS Virtual Server Backup & Recovery

Provides backup of DOH data for system and data recovery as well as data protection reporting for DOH visibility. The Service Provider will plan, schedule, and implement backup and recovery processes which meets the recovery timescales specified by DOH.

2. IaaS Database Management & Support

- a. Physical administration of database objects (e.g., creation of a database, creating and dropping table space, etc.).
- b. Database software installation and implementation.
- c. Database migration (upgrades) to supported database versions (coordinated with the Customers).
- d. Application of database software patches and vulnerability scanning.
- e. Maintenance of the database tuning parameters.
- f. Database instance backup and recovery.
- g. Management of the database administrative rights (coordinated with the Customers).
- h. System level inter-database connectivity.
- i. 24x7x365 on-call support for production environment.
- j. 24x7x365 database monitoring.
- k. Database license management.

3. IaaS Virtual Server Management

Managed System Administration services for virtual servers in the clouds. This includes server build, configure, patch, maintenance, and troubleshooting of server instance and OS as well as 24x7x365 monitoring and on-call support for production environment.

4. IaaS Network Management

Management of cloud virtual networks and networking functions including cloud-based firewalls, application delivery controllers and gateways. Additionally, includes managed of inter-cloud connectivity and cloud connectivity to on-premise data centers.

5. Optional - PaaS Management

Optionally, the RFI respondents may describe any services they may provide around management of PaaS components such as:

- PaaS Databases
- Server-less Computing, Functions, Microservices and API Management
- Cloud based DevOps Toolchains
- Other PaaS components

Note as part of this RFI, the DOH is seeking unique descriptions, options and cost structures for each of the 5 services listed above.

V. Process

Responses to this RFI will be reviewed by the Department for informational purposes only and will not result in the award of a contract.

The Florida Program Office will review the responses received from this RFI to determine the feasibility of issuing a competitive solicitation for these services.

Any request for cost information is for budgetary purposes only.

Vendors submitting answers to an agency's Request for Information are not prohibited from responding to any related subsequent solicitation.

The Department may request Vendors to provide a presentation/demonstration of some functionality described in this RFI.

All costs associated by such presentations/demonstrations will be borne by the Vendor. Promotional items shall not be provided at these presentations.

VI. Response Format

The Office of Information Technology's intent is to identify potential vendors that can fulfill the functional requirements listed in section IV. Potential vendors should address all the needs listed above in a statement of work with at least the following sections at a minimum:

- a. The Respondent's name; place of business address(s); contact information, including representative name and alternative, if available; telephone number(s); and email address(s).
- b. Description of each service offering listed in Section IV.
- c. Experience providing services in Section IV and reference customers if available.
- d. Proposed Cost Model and Costs for Services listed in Section IV.

VII. Response Date

Responses should address each RFI request/questions point by point. Please provide the requested information no later than **3:00 PM, July 17, 2018**. Response can be sent via e-mail to: Melissa.Dice@flhealth.gov.

Additional information that cannot be transmitted electronically must also be submitted by **3:00 PM, July 17, 2018**, to the following address:

DEPARTMENT OF HEALTH
Office of Information Technology
ATTN: Melissa Dice
4052 Bald Cypress Way, BIN-B05
Tallahassee, FL 32399

VIII. Questions

Please submit all questions in writing concerning this RFI electronically to:
Melissa.Dice@flhealth.gov.

IX. Confidential, Proprietary or Trade Secret Information

The Department takes its public records responsibilities as provided under Chapter 119, Florida Statutes and Article I, Section 24 of the Florida Constitution, very seriously. If the Vendor considers any portion of the documents, data or records submitted in response to this RFI to be confidential, trade secret or otherwise not subject to disclosure pursuant to chapter 119, Florida Statutes, the Florida Constitution or other authority, Vendor must also simultaneously provide the Department with a separate redacted copy of its RFI, on CD, 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 Department's RFI name, number, and the name of the Vendor on the cover, and shall be clearly titled "Redacted Copy."

The Redacted copy shall be provided to the Department at the same time the Vendor submits its response to the FRI and must only exclude or obliterate those exact portions which are claimed confidential, proprietary, or trade secret. The Vendor shall protect, defend, and indemnify the Department of any and all claims arising from or related to Vendor determination that the redacted portions of its RFI response are confidential, proprietary, trade secret or otherwise not subject to disclosure. If the Vendor fails to

submit a Redacted copy with its response, the Department is authorized to produce the entire document, data or records submitted by the Vendor in answer to a public records request for these records.

X. Vendor Costs

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this Request for Information. The State of Florida, Department of Health, or Office of Information Technology will not be responsible for any vendor related costs associated with responding to this request.