

REQUEST FOR INFORMATION FLORIDA AGENCY FOR STATE TECHNOLOGY

CLOUD SERVICES AND SOLUTIONS

RFI NO.: 150925

I. PURPOSE

The State of Florida, Agency for State Technology (AST), hereby issues this Request for Information (“RFI”), as defined in section 287.012(22) F.S., seeking information from experienced and qualified vendors related to information technology cloud services (the Services). The purpose of this RFI is to request vendors provide AST with the information specified in Section III.

This RFI is not a “competitive solicitation” as defined in section 287.012(6), Florida Statutes. Vendor responses to this RFI will be reviewed for informational purposes only and will not result in the award of any contract, nor does response to this RFI result in a vendor being ineligible for any future competitive solicitation that may be issued.

II. INTRODUCTION

Chapter 2015-232, Specific Appropriation 2920A, Laws of Florida, requires the Agency for State Technology (AST) to conduct a study on the cloud readiness of applications housed at the State Data Center. Specifically, the purpose of this RFI is to:

1. Gather information from cloud computing vendors on the products and services they offer.
2. Develop a more detailed understanding of how cloud computing services are delivered to customers.

For the purposes of this RFI, the Florida AST will define cloud computing using the definition provided by the National Institute of Standards and Technology (NIST) in its special publication 800-145. This definition establishes five essential characteristics of any cloud computing solution. When discussing cloud computing services throughout this document please refer ONLY to solutions that meet each of these five essential characteristics.

- a. **On-demand self-service.** A consumer can unilaterally provision computing capabilities, such as server time and network storage, as needed automatically without requiring human interaction with each service provider.

- b. **Broad Network Access.** Capabilities are available over the network and accessed through standard mechanisms that promote use by heterogeneous thin or thick client platforms (e.g., mobile phones, tablets, laptops and workstations).
- c. **Resource pooling.** The provider's computing resources are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to consumer demand. There is a sense of location independence in that the customer generally has no control or knowledge over the exact location of the provided resources but may be able to specify location at a higher level of abstraction (e.g., country, state, or datacenter). Examples of resources include storage, processing, memory, and network bandwidth.
- d. **Rapid elasticity.** Capabilities can be elastically provisioned and released, in some cases automatically, to scale rapidly outward and inward commensurate with demand. To the consumer, the capabilities available for provisioning often appear to be unlimited and can be appropriated in any quantity at any time.
- e. **Measured service.** Cloud systems automatically control and optimize resource use by leveraging a metering capability at some level of abstraction appropriate to the type of service (e.g., storage, processing, bandwidth, and active user accounts). Resource usage can be monitored, controlled, and reported, providing transparency for both the provider and consumer of the utilized service.

III. REQUESTED INFORMATION

Please provide answers to the following questions.

A. GENERAL:

1. Please provide the name of your organization or company, and include the date and location of incorporation, number of employees and a brief company history.
2. Please provide the name, phone number and email address of an authorized point of contact for follow-up questions from the AST regarding your response to this RFI.
3. Please provide an overview of the products and services offered by your organization.
4. Please provide a description of the cloud computing services offered by your organization and how they meet each of the five essential characteristics of cloud computing as defined by the NIST in special publication 800-145.
5. Describe your experience providing cloud computing services to public sector clients, specifically within state or local government and/or the state of Florida.

B. CAPABILITIES OVERVIEW:

1. Please indicate your ability to provide cloud computing solutions for the following platforms by marking an 'X' in the columns below as appropriate. In the 'Operating System Versions Supported' column, please describe the list the supported operating system versions within your cloud platform (ex: Windows 2000, 2003, 2008, 2012).

Platform	Solution Available?	On-Demand Self Service	Broad Network Access	Resource Pooling	Rapid Elasticity	Measured Service	Operating System Versions Supported
Microsoft Windows							
Linux / Unix							
Solaris							
z/OS							
OS/400							
AIX							
VAX							
DEC Alpha							
Microsoft SQL							
Oracle							
DB2							

Table 1: Supported Platforms

2. If your organization does not provide a cloud computing solution supporting one or more of the platforms listed in the table above, please describe any alternative hosting or managed services solutions offered by your organization that do support those platforms.
3. For each of the operating systems listed below, please indicate your ability to support the following devices / features within your cloud solution by marking an 'X' in the columns below as appropriate:

Platform	Specialized Line Cards	Dongles / Hardware Keys	Hardware Security Modules	Modems / Dial-Out Devices	VPN / Connection to 3 rd Parties	3 rd Party Access Control Solutions	Assignment of Static IP Addresses	Hardware Load Balancers	SSL Certificate Offloading	Hardware Firewalls	Intrusion Prevention Systems
Microsoft Windows											
Linux / Unix											
Solaris											
z/OS											
OS/400											
AIX											
VAX											
DEC Alpha											
Microsoft SQL											
Oracle											
DB2											

Table 2: Supported Capabilities

4. Identify the geographic locations for the data centers through which you offer cloud computing services and describe the ability (if any) for customer to select locations where their infrastructure is located.
5. Are disaster recovery services included? If yes, can they be acquired through the cloud services provider and how much do they cost?
6. Please identify planned maintenance windows for your cloud computing services.
7. Describe your ability to produce offsite archival of systems / databases backed up from within your cloud computing environment.
8. Please describe your handling of any previous “Freedom of Information Act” requests for government / public sector users of your cloud.
9. Describe your ability to support version control (i.e., ability to recall numerous prior versions) for systems / databases backed up from within your cloud computing environment.

C. COST OVERVIEW:

1. Provide a detailed description of the pricing models used as well as general pricing information (such as a rate card) for each of the platforms you have indicated that you support in Table 1 located in section B.1 of this document. Please be sure to include all relevant factors for each of the supported platforms including one-time, ongoing and support costs.
2. For a typical cloud computing customer, please describe any expected 'one-time' costs incurred while transitioning to the cloud.
3. Are there additional charges for software licensing? If yes, please describe.
4. Are there additional charges for loading data into development environments running within your cloud? If yes, please describe.
5. Are there additional charges for batch transaction processing? If yes, please describe.
6. Please describe pricing models and general pricing information (including a rate card) for moving data into and out of your cloud.
7. Please describe your storage tiers. For each please provide the associated pricing model and general pricing information (including a rate card).
8. Please describe backup/recovery options available and provide associated pricing models as well as general pricing information (including a rate card).

D. PERFORMANCE OVERVIEW:

1. Please describe your model for translating current state system performance data into a future state cloud computing solution with equal or better performance.
2. What mechanisms do you utilize for measuring the performance of applications running within your cloud services platforms? How is that data provided to your customers?
3. As performance requirements increase for clients you have already migrated to the cloud, how are customers alerted of changes required that to maintain baseline performance?

E. SECURITY OVERVIEW:

1. Have any of your cloud computing clients successfully passed an audit for the following:
 - a. Health Information Portability and Accountability Act (HIPPA) security controls
 - b. Payment Card Industry Data Security Standard (PCI-DSS)
 - c. IRS 1075
 - d. Criminal Justice Information Systems (CJIS) compliance

2. Have any of your Florida-based cloud computing clients successful passed an audit for the following:
 - a. Criminal Justice Information Systems (CJIS) compliance
3. Have your cloud computing services been certified as compliant with any other information security standards applicable to public sector clients (e.g. STIG, FISMA, SOC2, etc.)?
4. In the event of a security breach, what mechanisms are in place to provide detailed security log information to your customers that would support an investigation?

F. TRANSITION TO THE CLOUD:

1. Please describe the typical process for transitioning applications from an existing data center into your cloud computing solution environments.
2. What is the usual time frame for migrating an application into the cloud, including design, planning and testing?

IV. TIMELINE

Listed below are important dates / times on which actions should be taken or completed. If AST finds it necessary to update any of the dates / times noted it will be accomplished by an amendment to the RFI. All times listed below are Eastern Standard Time.

DATE	TIME	EVENT
9/25/15	N/A	Release of RFI
10/9/15	5:00PM	5:00 PM Questions Due to Project Manager
10/16/15	N/A	Answers Posted on the VBS
10/23/15	11:00AM	Vendor Responses Due

V. AMENDMENTS TO THE RFI

AST will post amendments to this RFI (if any) on the Florida Vendor Bid System (VBS) at http://vbs.dms.state.fl.us/vbs/search.criteria_form. Respondents should monitor the VBS for any new or changing information.

VI. RFI QUESTIONS AND CONTACT WITH AST

Please submit any questions you may have regarding this RFI, via e-mail, to the Project Manager identified below by the date and time specified in Section III – Timeline. See section IV regarding amendments.

VII. VENDOR RESPONSE; SUBMISSION LAYOUT

Please submit your response to this RFI via email to the Project Manager noted below, no later than the time and date noted in Section III.

Reference RFI No.: 150925 in the subject line of the email response submission, and organize your RFI response by including the requested information in the corresponding tab, as follows:

- TAB 1 Requested Information and Responses:
 - Please provide answers to each of the questions listed in Section III of this document.
- TAB 2 Additional Information for Consideration
 - If there is additional information about your cloud computing service offerings not included in the direct answer to one of the questions above please provide it here

VIII. CONFIDENTIAL, PROPRIETARY OR TRADE SECRET MATERIAL

If Respondent 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, Respondent must also simultaneously provide AST 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 RFI name, number, the name of the respondent on the cover, and shall be clearly titled "Redacted Copy."

The Redacted Copy shall be provided to the Agency at the same time Vendor submits its response to the RFI and must only exclude or obliterate those exact portions which are claimed confidential, proprietary, or trade secret. The respondent shall be responsible for defending its determination that the redacted portions of its response are confidential, trade secret or otherwise not subject to disclosure. Further, respondent shall protect, defend, and indemnify AST 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. If Respondent fails to submit a Redacted Copy with its response, AST is authorized to produce the entire documents, data or records submitted by Respondent in answer to a public records request for these records.

IX. PROJECT MANAGER

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Please direct any questions you may have to regarding this RFI to the Project Manager.