



Office of Information Technology Services

RFP C000623 ITS COMPETITIVE PROCUREMENT FOR:

Data Center Services for Unisys-based Platforms

ITS' PROCUREMENT WEBSITE: <https://its.ny.gov/competitive-procurement-opportunities>

DESIGNATED CONTACT FOR INQUIRIES AND SUBMISSIONS

Warren Joscelyn - Contract Management Specialist

Data Center Services for Unisys-based Platforms

Proposers with RFP-related questions or extraneous terms must submit them to ITS, using the Vendor Questions and Extraneous Terms Form that is attached to this RFP, via electronic mail to the designated contact for this RFP at its.sm.bestvalue@its.ny.gov

No other method of inquiries will be accepted. Administrative issues pertaining to sending/receiving email through the designated mailbox may be reported at (518) 473-9341.

ITS ADDRESS FOR PROPOSAL DELIVERIES

Address to: Warren Joscelyn, Contract Management Specialist

NYS OFFICE OF INFORMATION TECHNOLOGY SERVICES - PROCUREMENT AND CONTRACT SUPPORT UNIT

If US Post Office standard and US Post Office overnight mail, use:

ATTENTION: Warren Joscelyn, Contract Management Specialist, PO BOX 2062, ALBANY, NY 12220

If UPS and FedEx express delivery overnight and ground service, use:

ATTENTION: Warren Joscelyn, Contract Management Specialist, EMPIRE STATE PLAZA, SWAN STREET BUILDING, CORE 4, ALBANY, NY 12223

If Hand Delivery to front desk:

ATTENTION: Warren Joscelyn, Contract Management Specialist, EMPIRE STATE PLAZA, SWAN STREET BUILDING, CORE 4, 1ST FLOOR LOBBY, ALBANY, NY 12223

Calendar of Events (Estimated)	
Event	Date
1. RFP Release Date	August 20, 2020
2. Deadline for Submission of Vendors' Questions, as well as sole source assertions	September 23, 2020
3. Issuance of Response to Submitted Questions and/or sole source assertions (Estimated)	September 30, 2020
4. PROPOSALS DUE DATE	October 20, 2020

TABLE OF CONTENTS

SECTION 1 – OVERVIEW.....5

1.1 PURPOSE OF THIS REQUEST FOR PROPOSALS5

1.2 CURRENT STATE.....5

SECTION 2 – MINIMUM PROPOSER QUALIFICATIONS6

SECTION 3 – SOLUTION REQUIREMENTS7

3.1 SINGLE POINT OF CONTACT7

3.2 TECHNICAL SUPPORT STAFF REQUIREMENTS8

3.2.1 Startup Activities/Transition8

3.2.2 Work Shifts8

3.2.3 Billable Hours8

3.2.4 Leave & Accrual Tracking System (LATS-NY)8

3.2.5 Vendor Supplied Technical Support Personnel9

3.2.6 Acquiring New Technical Support Personnel9

3.2.7 Technical Support Personnel Replacement9

3.2.8 Voluntary Resignation9

3.2.9 Staff Termination10

3.2.10 Performance Standards10

3.2.11 Technical Support Personnel Replacement10

3.2.12 Resolution of Technical Support Personnel Performance Issues11

3.2.13 Chargeback/Remedies11

3.3 TECHNICAL SUPPORT SERVICES11

SECTION 4 – ADMINISTRATIVE REQUIREMENTS AND INFORMATION19

4.1 INFORMATION TO BE COMMUNICATED IN WRITING OR BY E-MAIL19

4.2 SUMMARY OF POLICY AND PROHIBITIONS ON PROCUREMENT LOBBYING19

4.3 PROPOSAL OF SUBCONTRACTORS, AND CONTRACTOR OBLIGATIONS19

4.4 SUBMISSION OF WRITTEN QUESTIONS19

4.5 PROPOSAL LIABILITY AND LATE SUBMISSIONS20

4.6 IMPORTANT BUILDING ACCESS PROCEDURES FOR VISITORS AND HAND DELIVERIES20

4.7 EXTRANEIOUS DOCUMENTATION AND TERMS20

4.8 NOTIFICATION OF AWARD AND OPPORTUNITY FOR DEBRIEFING21

4.9 ACCURACY OF PROPOSALS21

4.10 PROPOSAL VALIDITY21

SECTION 5 – DELIVERY, FORMAT, AND CONTENT OF PROPOSALS.....22

5.1 DELIVERY OF PROPOSALS22

5.2 PROPOSAL FORMAT AND CONTENT REQUIREMENTS22

5.3 ADMINISTRATIVE PROPOSAL22

5.4 TECHNICAL PROPOSAL23

5.5 FINANCIAL PROPOSAL23

5.6 MULTIPLE SUBMISSIONS24

SECTION 6 – EVALUATION METHODOLOGY.....25

6.1 METHOD OF AWARD25

6.2 OVERALL BID EVALUATION PROCESS25

6.3 COMPLETENESS REVIEW25

6.4 MINIMUM PROPOSER QUALIFICATIONS EVALUATION (PASS / FAIL).....25

6.5 TECHNICAL PROPOSAL EVALUATION (50%).....25

6.6 FINANCIAL PROPOSAL EVALUATION (50%)25

6.7 AWARD26

List of Appendices (require no action from Proposers)

Appendix A – Standard Clauses for New York State Contracts

Appendix B – N/A

Appendix C – ITS Contract Clauses

Appendix C1 - Contractor's Insurance Requirements

Appendix D – Change Request Form

Appendix E – Glossary

Appendix F – Primary Security and Privacy Mandates

Attachments (must be completed by Proposers, and submitted with Proposals)

Attachment 1 - Proposer Information Form

Attachment 2 – Vendors Questions and Extraneous Terms Form

Attachment 3 – Consultant Confidentiality and Non-Disclosure Agreement

Attachment 4 – Firm Offer Letter and Conflict of Interest Disclosure

Attachment 5 – Consultant Disclosure Form A & B

Attachment 6 – Contractor Certification of Covered Agency, ST-220-CA

Attachment 7 – Minimum Proposer Qualifications

Attachment 8 – Proposer References

Attachment 9 – Financial Proposal

Attachment 10 – Personnel Forms

Attachment 11 – Proposal Form

Attachment 12- Workers Compensation and Disability

Attachment 13- Affirmative Statements

Attachment 14- Foil and Litigation Disclosure

Attachment 15 – Compliance with HIPAA and Hi-Tech

ITS Required Forms: <https://its.ny.gov/vendor-information>

MWBE Forms: <https://its.ny.gov/minority-and-womens-business-enterprise-mwbe-supplier-diversity-program>

SDVOB: <https://its.ny.gov/service-disabled-veteran-owned-business-sdvob-supplier-diversity-program>

SECTION 1 – OVERVIEW

1.1 PURPOSE OF THIS REQUEST FOR PROPOSALS

The New York State Office of Information Technology Services (“ITS”) is issuing this Request for Proposals (“RFP”) seeking proposals from responsive and responsible Proposers in an effort to procure technical support services for the State’s Unisys-based platforms that include both Dorado ClearPath® (OS 2200) and Libra systems.

1.2 CURRENT STATE

Over the last twenty (20) years, the State, through the efforts of ITS, has been consolidating disparate data centers spread throughout the State into the State’s Consolidated Data Center (“CDC”). The CDC encompasses facilities of concentrated technology that store, operate, manage, process, and exchange digital data and information on behalf of the State.

Additionally, the CDC includes ancillary virtual and physical computing facilities necessary to accomplish the tasks identified in items (1) through (13) below (e.g., network connectivity, lines, logical partitions, systems management and monitoring capabilities) as now or hereafter developed or expanded, which are managed centrally from the main CDC facilities.

The CDC provides support for mainframe and distributed environments, including the monitoring and operation of remotely located office computers including workstations, servers, and network devices. CDC staff typically provide operational and management support for the hardware and software deployed statewide such as:

1. Mainframe and Enterprise Server Management (e.g., command center, systems operation and monitoring, production control, automation, level 2/3 technical support, and software support)
2. Mainframe and Peripheral Network Support (e.g., monitoring and maintenance)
3. Services Management (e.g., service level and performance management, problem, communication and change management)
4. Storage Management (e.g., managed storage services)
5. Database Services
6. Applications Hosting and Monitoring
7. Print Management
8. Disaster Recovery Management
9. Security Management (e.g., firewalls, security policy, intrusion detection plans, and best practices)
10. Facilities Management (e.g., hardware planning, cabling, and site preparation)
11. Remote Systems Support (e.g., software distribution, remote control, and asset inventory)
12. Technical Services (e.g., architecture and capacity planning)
13. Legacy application modernization, administration, training, and knowledge transfer

The CDC is comprised of two (2) facilities, the primary site being located at the State University of New York’s Polytechnic Institute College of Nanoscale Science and Engineering’s Zero Energy Nanotechnology (“ZEN”) building in Albany, New York and a disaster recovery site being located in a geographically separate area within the State.

SECTION 2 – MINIMUM PROPOSER QUALIFICATIONS

Proposers must meet the minimum qualifications set forth below and certify that the requirements have been met in Attachment 13 – Minimum Proposer Qualifications. Failure to meet, and certify, that the requirements have been met in Attachment 13 may result in the Proposer's Proposal being deemed disqualified, non-responsive, and eliminated from consideration.

Proposers must:

- A. Have a minimum of seven (7) years of experience providing Data Center services of similar size and scope to the ITS requirements set forth in this RFP to entities of more than 30,000 users within the continental United States; and
- B. Must be registered with the NYS Department of State and authorized to conduct business in the State of New York.

***PLEASE NOTE: The Prime Contractor may combine its experience with the experience of any proposed Subcontractor to meet the minimum Proposer qualifications set forth above. ITS reserves the right to reject the experience of the Subcontractor should ITS, at any time, find that the Subcontractor's experience is inadequate or that the Subcontractor is non-responsive at which time the Prime Contractor's Proposal may be found non-responsive and eliminated from further consideration. After award, should ITS find that either the Prime Contractor combined with or separate with its proposed Subcontractor(s) does not meet the minimum Proposer qualifications set forth above, ITS may rescind the award and proceed to the next highest scoring Proposer.**

SECTION 3 – SOLUTION REQUIREMENTS

3.1 SINGLE POINT OF CONTACT

The Proposer must identify, as part of their Technical Proposal, a single contact person who will serve as the Contractor's Single Point of Contact ("SPOC"). This person shall serve as ITS' direct contact who must be readily available and have direct access to any and all of Contractor's corporate management necessary to meet ITS' needs. The Contractor may designate one (1) additional person who can serve as the SPOC's designee when such SPOC is unavailable. The SPOC is not a direct billable service.

The Contractor must immediately notify ITS of any proposed change in the SPOC. ITS may also request a change in the SPOC. In either circumstance, Contractor will propose a person of equal, or better, qualifications. ITS reserves the right to reject the replacement SPOC and request a different person. If the Contractor and ITS cannot agree upon a proposed and requested change in the SPOC, the dispute will follow the Dispute Resolution process set forth in Appendix C.

Contractor must immediately notify ITS of any change in the contact information of the SPOC, or their designee. Such changes will be in writing but will not require an amendment to the contract resulting from this procurement.

The SPOC will be responsible for the following:

- 1) Providing monthly reports documenting:
 - a. Performance of contractual obligations including any project or deliverable-based services.
 - b. Status of problems or critical issues identified and plans to resolve such problems or issues.
 - c. Utilization of the technical support services staff, including, but not limited to, hours worked, job titles utilized, and hourly rates.

Such reports will be delivered no later than five (5) business days after the end of the preceding month.

- 2) Meeting with ITS, no less than quarterly, to review contractual activities.
- 3) Certifying the accuracy of all Contractor invoices prior to submission to ITS.
- 4) Regularly, or on an as-needed basis determined by ITS, consulting with ITS designated contacts to ensure Contractor performance of its obligations.
- 5) Serving as the intermediary between other contractors, consultants, and subcontractors at the State and cooperating fully with same.
- 6) Familiarity with all pertinent ITS policies and procedures which impact the Contract and ensuring that Contractor and all staff adhere to same.
- 7) Receiving and processing new staffing requests in accordance with the Contract.
- 8) Notwithstanding the "Leave & Accrual Tracking System" requirements below, collecting timecards from all Contractor staff providing services under the Contract and ensuring their accuracy.

3.2 TECHNICAL SUPPORT STAFF REQUIREMENTS

3.2.1 Startup Activities/Transition

It is ITS' intent to effectuate a transition from any current service provider to the Contractor in a manner that minimizes disruption. The Contractor must consult with the State to facilitate preparation for the transition. The State will identify the quantity of each title for technical support personnel to be assigned at the beginning of the term of the Contract (i.e., 5 Application Architect Support Specialists, 10 Data Center/Technical Support Specialists, etc.). ITS will select and name the technical support personnel to be assigned at the beginning of the term of the Contract. The scheduling of the consultations is subject to the approval of the State and must include, but not be limited to, the following activities to be performed by Contractor:

- Providing additional candidate resumes.
- Providing names and contact information for Contractor's technical support personnel assigned at the beginning of the term of the Contract.
- Submitting security clearance forms for all Contractor's technical support personnel prior to those technical support personnel providing services to ITS consistent with the security background check provisions contained in Appendix C.
- Submitting mock invoices for the State's approval.
- All submissions must be in formats approved by ITS.
- The Contractor's proposed transition plan must commence immediately upon contract approval by OSC and cannot exceed sixty (60) calendar days in duration.

3.2.2 Work Shifts

1. Monday thru Friday, between the hours of 7:00 AM and 6:00 PM prevailing time.
2. Non-standard hours will be based on application need.
3. Technical support personnel may require additional availability at the request of ITS.
4. At ITS' sole discretion, certain technical support personnel may be designated as "on-call," meaning that they will be available to ITS on a 24-hour basis for a time period to be determined by ITS.

3.2.3 Billable Hours

Contractor technical support personnel may bill only for actual hours worked. An ordinary work week will be for 37.5 hours, excluding lunch breaks, which are not billable. All billings will be based on actual hours worked times the appropriate hourly cost including any hours worked over 37.5 hours per week. The standard workday for Contractor technical support personnel shall be on a schedule to be determined by the ITS designated contact.

3.2.4 Leave & Accrual Tracking System (LATS-NY)

All technical support personnel hired through the contract resulting from this procurement shall be required to record time and attendance in the New York State Leave and Accrual Tracking System (LATS), an automated time and attendance recording system, used by all New York State Executive Agencies. Technical support personnel time and attendance, recorded in LATS, and approved by a State designated supervisor, will be used by the State as an independent methodology to track billable hours of work performed by Contractor's technical support personnel and to resolve discrepancies in time and attendance, identified by either the State or the Contractor. The State reserves the right to use alternative methodologies in addition to, or instead of, the LATS system to independently audit or verify consultant hours worked.

3.2.5 Vendor Supplied Technical Support Personnel

The Contractor must provide technical support personnel for the titles listed herein and in future Transaction Documents furnished by the State. Technical support personnel provided must possess the minimum qualifications described for each title. The proposed technical support personnel must be available at the time of contract approval. Should a proposed technical support personnel not be available upon contract approval, Contractor must provide between two (2) and five (5) resume(s) of qualified, or superior, candidates within five (5) business days. Each technical support personnel identified in the title will be billable under the contract resulting from this procurement.

3.2.6 Acquiring New Technical Support Personnel

The process for acquiring new technical support personnel will be as follows:

- Throughout the term of the Contract, the number of technical support personnel of any given title may be adjusted by ITS. Contractor must confirm receipt of a request for new technical support personnel within two (2) business days and provide no less than two (2) and no more than five (5) resumes for every position requested within ten (10) business days of confirmation. ITS staff will evaluate, and may elect to interview, candidates for each desired position. ITS will contact Contractor naming desired candidate(s) within ten (10) business days of receipt of resumes. The selected candidate must be able to start within ten (10) business day of final request.
- If, after conducting interviews of all candidates provided, the State determines that the submitted candidates are not suitable, the State may provide the Contractor with documentation describing how the candidate(s) do not fulfill the requirements. Upon such communication and acceptance by the Contractor, the State may request replacement resumes only for the number of candidates that do not meet the requirements.
- The State will notify the Contractor of the selected candidate and an effective start date.
- The selected candidates are subject to a ten (10) business day probationary period monitored by ITS to begin on the candidate's first day providing services to ITS. In the event of inadequate performance by the selected candidate, the State may terminate the candidate immediately. If a candidate is removed while on probation and/or a replacement is requested, the State will not be liable for any charges for the time served by the removed/replaced candidate.
- In the event of inadequate performance by the technical support personnel subsequent to the ten (10) business day probationary period, the State shall not be liable for the cost of the technical support personnel. The State reserves the right to request a replacement of equal, or greater, qualifications for the position.
- The State reserves the right to eliminate candidates from future submissions, if the individual is deemed unsuitable for the State. Should the Contractor submit the name, after previous specific denial, such submission will not count towards the required two (2) resumes.

3.2.7 Technical Support Personnel Replacement

Technical support personnel replacement may be required if an individual resigns or is deemed by the State to be unacceptable at the sole discretion of ITS.

3.2.8 Voluntary Resignation

The Contractor must provide ten (10) business day written notice prior to a departure of any technical support personnel before the conclusion of their term of service. If less than ten (10) business days' prior

written notice is given in such a situation, that technical support personnel’s time may be credited back to the State for each day less than the required notification period. The notification to the State must include a request to the State of its intention to refill the position. The State may choose to refill the position in the same title, a different title, or choose not to fill the position.

3.2.9 Staff Termination

Exiting technical support personnel must supply in writing to ITS no less than ten (10) business days’ notice of planned separation. The only exception should be termination by ITS, at its sole discretion, of a technical support personnel. Should ITS choose to replace the position, ITS and the Contractor will then follow the process set forth herein upon notification of the technical support personnel’s exiting.

If a technical support personnel’s performance or conduct is detrimental to the State, the State will ordinarily provide written notice requesting immediate removal of the individual. However, the State reserves the right to immediately remove the individual from the premises. The ITS designated contact and/or designee will exercise reasonable and exclusive judgment in these matters.

Technical Support Personnel Separation/Notice Table

Reason	Notice Requirement	Comments
Voluntary Resignation	Contractor - As soon as possible [not less than 10 business days]	For notification periods of less than 10 business days, payment adjustment as designated in this section.
Unsuccessful Probation	ITS - no later than the next business day following 10 business day probationary period	10 business days probationary period is not billable when unsatisfactory
Inadequate performance following probation	ITS - Immediate	
Lack of work prior to expiration of applicable Work Orders	ITS - Immediate	ITS will make best efforts to give advance notice
Detrimental Conduct	ITS - Immediate	

3.2.10 Performance Standards

The Contractor must provide qualified candidates in the numbers required by the State. Failure to do so may result in a credit or chargeback to the State. The State may provide the Contractor with written notice to correct the such failures within a cure period of ten (10) business days from such notice.

3.2.11 Technical Support Personnel Replacement

If for any reason a Contractor provides notice to ITS that the Contractor will be unable to provide the proposed technical support personnel after a tentative award has been made, but prior to approval of the

Contract or prior to the scheduled commencement of work by the technical support personnel, then ITS may choose to withdraw the award or terminate the Contract and make a subsequent award to the Contractor with the next highest-ranking score. The selected contractor shall be required to provide such notice if such a situation arises.

3.2.12 Resolution of Technical Support Personnel Performance Issues

The Contractor's SPOC must notify the ITS designated contact, in writing, within three (3) business days of identification of any performance problems that may arise that threatens the success of the State's efforts. The written notice must include a description of each problem, as well as recommendations for resolution whenever possible. Likewise, the ITS designated contact will notify the Contractor's SPOC, in writing, of any performance problems once identified. The Contractor must respond, in writing, with recommendations for resolution within three (3) business days.

The Contractor will be responsible for defining an action plan to remediate the identified issues. If mutually agreed to, the Contractor and the State will finalize and implement an action plan. However, the State reserves the right to terminate technical support personnel at will.

3.2.13 Chargeback/Remedies

In addition to the remedies set forth in Appendix C, Contractor's failure to satisfy performance standards or requirements set forth herein may result in a credit or chargeback as follows: For each day the Contractor is late complying with the staffing services requirements deadlines in Sections 3.2.5, 3.2.6, or 3.2.7, ITS may assess a chargeback of \$1,000.00 per day. Any credit or chargeback shall be paid to ITS in the form of a credit to ITS against the Contractor's invoice submitted to ITS immediately following the month in which the Contractor failed adhere to the requirements set forth herein.

3.3 TECHNICAL SUPPORT SERVICES

3.3.1 Summary

ITS is seeking technical and operational support services on an hourly basis* to provide for the efficient operation of ITS' Unisys-based platforms, both Dorado and Libra. ITS requires integrated, end-to-end services from a vendor that has expertise in such environments. Inherent in providing these services is the maintenance of the physical and logical infrastructure. Such support is critical to the operation of the CDC and provides the management and support necessary to meet the requirements of the State agencies served by the CDC. ITS utilizes technical and operational support to address the State's increased requirements for 24 x 7 CDC operations while maintaining the 99.98% system availability.

Proposers are required to propose advisory consulting services encompassing design, architecture, installation, implementation, systems integration, customization, project management, performance and capacity analysis, and other related services in support of the operational needs of ITS' customers that employ the current Unisys Dorado and Libra environments. The efficiency and success of such projects are inextricably linked to the features of the hardware and software of the existing environment and, consequently, any Proposers need to be singularly well equipped to understand and make the best use of the features of Unisys hardware and software. Further, since these same projects often require connectivity and coordination with the facilities and applications of the agencies receiving services from the CDC and since many of those agencies, including all of ITS' primary clients, employ Unisys hardware and software to support their operations outside the CDC, the application of expertise with Unisys hardware and software will greatly increase the likelihood that the successful implementation of projects will integrate with agency end users.

The winning Proposer will be required to consult with ITS client agencies and ITS personnel in the initial design of applications that will be deployed in the CDC. For its Unisys platforms, ITS seeks to procure from the successful Proposer technical and operational support services in the following areas:

1. **Mainframe and Enterprise-Class Server Management:** This includes, for example, command center, systems operation and monitoring, production control, automation, level 2 & 3 technical support, and software support. Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: managing and maintaining Unisys-based operating systems and transaction processing (online) environments; ensuring mainframe and operating systems are properly upgraded to ensure high availability or maintained to vendor supported versions; and maintaining physical configurations of mainframe and open systems, including hardware.
2. **Mainframe and Peripheral Network Support:** This includes, for example, monitoring and maintenance of the mainframe communication/network interfaces. Proposer's technical support personnel will be responsible for monitoring, managing, and maintaining both the software and hardware aspects of such interfaces.
3. **Services Management:** This includes, for example, service level and performance management, problem, communication, and change management. Proposer's technical support personnel's responsibilities will include, but not be limited to, assisting ITS in the following areas: service integration; governance; project management; measurement, reporting, and SLA management; system management controls; security, compliance, and audit; and service response management.
4. **Storage Management:** This includes, for example, managed storage services. Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: supporting data storage on the mainframe and attached disk and virtual tape environments; determining and using the tools necessary to perform the functions assigned; determining physical and logical configurations of disk and storage devices; storage allocation; and establishing standards for data retention and management.
5. **Database and other Middleware Services:** This includes maintaining the physical placement and integrity of databases used in the Unisys environment. Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: reorganizing the database(s) periodically and designing the layout of the database(s) within the disk storage system; designing, installing, configuring, maintaining, and tuning of the systems; evaluating current environment settings and hardware; and performance tuning of the various Unisys software environments with recommendations for best practices.
6. **Applications Hosting and Monitoring:** Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: maintaining the availability, reliability, performance, updating, and overall health of the applications that ITS hosts on its Unisys platforms such as the Welfare Management System and Child Support Management System.
7. **Print Management:** Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: managing and maintaining print services on ITS' Unisys environment.
8. **Disaster Recovery Management:** Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: interfacing with Unisys mainframe clients and application development, network, hardware, and software staff during the planning and preparation for disaster recovery tests and/or during declaration of an actual disaster; recovering large and complex applications on various operating systems and hardware with connections to internal and external systems and users; and understanding application design, architecture, flows, and dependencies.
9. **Security Management:** This includes, for example, security reference architecture and engineering, network segregation, encryption, asset inventory, system security configuration,

updating and patching processes, firewall rule development/assessment, log management, security event and incident management, technical security policies, access management, intrusion detection planning and evaluation, and industry-recommended security practices. Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: conducting assessments and efficacy testing of existing controls and processes; security solutions integration; assessing, testing, and auditing security controls; emergent technologies assessment and integration planning; and security compliance and remediation.

10. Facilities Management: This includes, for example, hardware planning, cabling, and site preparation. Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: managing and monitoring the electrical and mechanical systems involved in critical data center operations such as feeders, transformers, Uninterruptible Power Supply (UPS) systems, Automatic Transfer Switch (ATS) units, Power Distribution Units (PDU), etc.; capacity planning and management; data center power usage effectiveness; and data center infrastructure efficiency.

11. Remote Systems Support: This includes, for example, software distribution, remote control, and asset inventory. Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: managing, monitoring, maintaining, and supporting tools and connectivity for remote connections to data center systems.

12. Legacy application modernization, integration, administration, training, and knowledge transfer This includes, for example, modernization activities both within the Unisys environments as well as external to those environments. Proposer's technical support personnel's responsibilities will include, but not be limited to, the following: architecture, analysis, development, and support of application development activities using both Unisys and non-Unisys technologies (e.g., Java, .Net, cloud computing, API management, etc.).

*Note: The Proposed not-to-exceed hourly rates or less in Attachment 9 – Financial Proposal must be utilized for any proposed deliverable based services under the contract resulting from this procurement.

3.3.2 Requirement Details

*Functional Support Descriptions

ITS is seeking specialists that can provide support and/or leadership within the following functional areas, at varying levels of expertise depending on the work that is required. For the personnel proposed, the below information must be included:

- **job title
- **job duty descriptions addressing the below functional requirements
- education levels, and
- experience differentiators

***Note: Support is needed for both the Unisys mainframes and environment at CNSE and the NYS-Disaster Recovery (DR) site, unless otherwise specified.**

****Note: The job duties listed below are a sample set of the job duties and not intended to be all inclusive.**

A. Data Center/Technical Support Specialists

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Data center, command center, and operations support of existing solutions and/or products.
- Technical and/or team leadership of small teams.
- Operations support such as tape or printer support.
- Command center desk assistance through the monitoring of applications with specific tools such as those provided by Unisys or CA.
- Installing new hardware and software products and assisting in the migration to new releases or versions of products and providing related education.
- Administering, testing, and implementing computer databases, applying knowledge of database management systems, and coordinating changes to computer databases.
- Providing maintenance, enhancement, and design of data dictionaries, physical and logical database models, and performance tuning for data analysis and database management.
- Applying an understanding of the users' views of applications and technology in order to place procedures in a logical sequence.
- Planning, implementing, upgrading, or monitoring of security measures and controls to safeguard computer infrastructure, networks, databases and data; responding to computer security risks, threats, and breaches; and implementing backup and recovery strategies.
- Mainframe and computer software programming, systems analysis, data analysis, planning and design of solutions, testing and consulting for large systems, telecommunications, open systems, client server and mid-range computing.
- Analyzing, designing, coding, component and assembly testing of application software code.
- Performing software maintenance (including production support), enhancement and development work.
- Writing application software and providing expertise in data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, and software conversions.
- Using Decision Optimization tools for resource optimization, taking advantage of its high configurability while relying on custom code for Linear Programming to apply constrained optimization.

B. Computer Network Support Specialists

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Supporting firewalls, layer 2 and 3 switches, load balancers, and virtual private networks.
- Capturing and analyzing trace files to ensure connectivity and security standards are adhered to.
- Proficiently using tools such as Microsoft Visio for creating physical and logical diagrams and modifications.
- Analyzing, testing, troubleshooting, and evaluating existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or segments of network systems.
- Performing network maintenance to ensure networks operate correctly with minimal interruption.
- Migrating mainframe storage to new networks.
- Using VPN and security experience in order to ensure networking vulnerabilities are mitigated.

C. Systems Support Specialists

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Using understanding of network and distributed computing concepts for server back up and security, performance tuning and capacity planning, and operations and troubleshooting.
- Risk assessment, monitoring and metrics collection, bottleneck analysis, tuning and capacity planning.
- Using performance tuning expertise to help the CDC apply industry best practices and performance engineering to its business process management configuration in an SOA environment to achieve optimal performance of the CDC's critical systems.
- Providing technical assistance to computer users, answering questions or resolving computer problems for clients in person, or via telephone or electronically.
- Providing assistance concerning the use of computer and communications hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
- Guiding the CDC through problem determination procedures and resolution.
- Performing data center operator or LAN administrator type functions.
- Providing Unisys mainframe system support tasks including but not limited to technical support for:
 - The Unisys mainframe environment including installation and configuration of software and configuration of System Automation;
 - Disk subsystems, Virtual Tape subsystems, and online transition environments;
 - Assisting in monitoring system resources, and making required adjustments to meet capacity and efficient operating requirements per established thresholds and following designated procedures;
 - Serving as a participant in project teams for configuring, maintaining, or upgrading the Unisys mainframe environment;
 - Serving as the lead in project teams for configuring, maintaining, or upgrading the Unisys mainframe environment;
 - The diagnosis and resolution of events in the Unisys mainframe environment;
 - Using and maintaining detailed technical procedures and documentation used to support the Unisys mainframe;
 - Maintaining a thorough understanding of the assigned supported environments to ensure adherence to standards;
 - Completing assigned information technology service management (ITSM) changes, service requests, incidents, problem tickets, and tasks; and
 - Keeping abreast of new technologies and innovations in the Unisys mainframe environment.

D. Applications Architecture Support Specialists

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Using technical expertise centered around a technology, technologies or a portfolio of applications to design and implement Information Technology solutions.
- Planning, designing, implementing, and integrating Unisys software solutions, with in-depth skill in one or multiple Unisys software products.
- Writing custom application software from design specifications, performing software conversions, and performing program coding, testing and/or debugging.
- Possessing significant expert knowledge in one or more fields of specialization, with a very broad scope of technical knowledge, and several years of data processing experience.
- Developing high-level and complex designs for systems, applications, or processes.
- Serving as the focal point for technical design decisions.

- Providing expert knowledge on Unisys and/or third-party architectures, platforms, applications, databases, networks, tools, etc.
- Guiding and advising in identification, administration, and implementation of specific solutions.
- Guiding and advising in the planning, designing, developing, and implementing of specific technology or tactical business application solutions.
- Devising design strategies for enterprise-class database systems and setting standards for operations, programming, and security.
- Designing and constructing large relational databases; integrating new systems with existing warehouse structure; and refining system performance and functionality.
- Designing and implementing computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks.
- Performing network modeling, analysis, and planning.
- Researching and recommending network and data communications hardware and software.
- Researching, designing, developing, and testing operating systems-level software, compilers, and network distribution software for various specialized and general computing applications.
- Setting operational specifications and formulating and analyzing software requirements.
- Applying principles and techniques of computer science, engineering, and mathematical analysis.
- Developing, creating, and modifying general computer applications software or specialized utility programs.
- Analyzing user needs and developing software solutions.
- Designing or customizing software for client use with the aim of optimizing operational efficiency.
- Analyzing and designing databases within an application area, working individually or coordinating database development as part of a team.
- Supervising those writing software applications.
- Analyzing science, engineering, business, and other data processing problems to implement and improve computer systems.
- Analyzing user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations.

E. Consulting Support Specialists

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Serving as subject matter experts, providing technical expertise in such areas as:
 - governance;
 - rapid solutions;
 - application design and effectiveness;
 - package evaluation and selection;
 - IT security;
 - data management, integration, and warehousing;
 - complex networking;
 - workflow;
 - business re-engineering;
 - e-commerce;
 - messaging;
 - cross-platform integration; and
 - the design and implementation of large-scale, complex systems and applications.
- Setting or executing business or IT strategies.
- Serving as engagement managers on projects or engagements with several complex sub-projects as components.

- Conducting organizational, work simplification, and measurement studies and evaluations, designing systems and procedures.
- Preparing operations and procedures manuals.

F. Project Management Support Specialists

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Applying expert levels of project management and data processing experience in general and, particularly, training and skills in managing projects or subsets of projects using management methodologies and procedures applicable to Unisys data center environments.
- Leading project teams focused on project staffing, problem solving, financial management, risk containment and decision making.
- Planning, directing, or coordinating work in areas such as electronic data processing, information systems, systems analysis, and computer programming.
- Planning, initiating, and managing information technology projects, leading and guiding the work of technical staff.
- Serving as a liaison between business and technical aspects of projects.
- Planning project stages and assessing business implications for each stage.
- Monitoring progress to ensure deadlines, standards, and cost targets are met.
- Overseeing projects comprised of multiple deliverables.
- Delegating and coordinating of tasks.
- Directing project status meetings, scope changes, and issues.

G. Equipment Operations Support Specialists

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Monitoring and controlling electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions.
- Monitoring and responding to operating and error messages.
- Entering commands at a computer terminal and setting controls on computer and peripheral devices.
- Supporting production control of large-scale computer systems, including job scheduling, job fixing, and automated job control languages.
- Operating automated equipment such as: mail insertion machinery; tape libraries; large scale printers; and other such automated equipment.
- Operating large-scale computer systems, including print, tape and console operations.

H. Technical Writing Support Specialists

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Writing technical materials such as: equipment manuals; appendices; operating and maintenance instructions; proposals; presentations; standard operating procedures (SOP); policies and procedures; reports; and assisting in layout work.
- Translating technical information into clear, readable documents to be used by technical and non-technical personnel.
- Developing and/or maintaining system documentation; user manuals; installation guides; computer operations and program maintenance manuals; plans for training, testing, quality assurance, and contingency operations; and backup, recovery and restart procedures.
- Editing functional descriptions, system specifications, user manuals, special reports, or other deliverables and documents.

- Developing technical communication and coordinating tasks in order to convey information and solicit feedback from state, local government, and voluntary agencies.

I. Business Analyst Specialist

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Conduct interviews with business staff.
- Gather and document business process workflows.
- Gather and document business functional and non-functional requirements.
- Refine functional requirements into business rules.
- Create and maintain use cases and user stories for the proposed system.
- Document security requirements.
- Develop reporting process for statuses of the business requirements.
- Create business process models.
- Gather and document data definitions, source and destination systems.
- Gather and document data transformation requirements.
- Create and maintain data documentation.

J. Functional Tester Specialist

****The following is a sample set of the of job duties for this title and is not intended to be all inclusive:**

- Develop a test plan and assist in testing of the application.
- Retest defects that have been corrected.
- Create and execute regression test scripts as required.
- Create load and stress testing scripts as required.
- Analyze test results and propose application changes needed.
- Assist with User Acceptance Testing ("UAT") process.

SECTION 4 – ADMINISTRATIVE REQUIREMENTS AND INFORMATION

4.1 INFORMATION TO BE COMMUNICATED IN WRITING OR BY E-MAIL

All Proposals submitted in response to this RFP and all questions, communications and submissions to ITS must be written in the English language with quantities expressed using Arabic numerals. All prices shall be expressed, and all payments shall be made, in United States Dollars (\$ USD). Any Proposal or submission received that does not meet the above criteria may be rejected at the sole option of ITS.

ITS has established a procurement website for the purpose of disseminating information relating to this procurement. Vendors are encouraged to monitor the website; the URL is provided on the beginning pages of this RFP. ITS shall provide all information, responses to Proposer questions, RFP clarifications and amendments, clarification of process rules and other communications concerning the solicitation in writing through the website or by electronic mail to vendors.

4.2 SUMMARY OF POLICY AND PROHIBITIONS ON PROCUREMENT LOBBYING

Pursuant to State Finance Law §§139-j and 139-k, this solicitation includes and imposes certain restrictions on communications between the procuring agency and Proposers during the procurement process. Proposers are restricted from making contact, from the earliest notice of intent to solicit offers/Proposals through final award and approval of the procurement Contract by ITS and, if applicable, the Office of the State Comptroller (“restricted period”), to other than designated staff unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law §139- j(3)(a). Certain findings of non-responsibility can result in rejection for Contract award and in the event of two (2) findings within a four-year period, the Proposer shall be debarred from obtaining governmental Procurement Contracts.

Further information about these requirements can be found on the OGS website: http://www.ogs.ny.gov/aboutOgs/regulations/defaultSFL_139j-k.asp. Forms are attached to this RFP in a "Lobbying Forms All-in-One" form, and/or may be obtained from ITS.

4.3 PROPOSAL OF SUBCONTRACTORS, AND CONTRACTOR OBLIGATIONS

While Proposers may submit Proposals that include subcontractors, upon award, the Proposer shall be and remain the Contractor for this engagement. As Contractor, the Proposer is responsible for meeting all Contract obligations set forth in the solicitation and Contract, including all Appendices, Attachments, and any subsequent amendments mutually agreed to in writing between the Parties. All subcontractors proposed by Proposers must be identified either in the Proposer's Proposal, or, no later than the time of Contract agreement, and must be acceptable to ITS. The Proposer remains the single point of contact for ITS and the party that will execute the Contract. Where applicable, the Proposal may identify the subcontractor proposed to perform certain RFP requirements, but such identification does not relieve the Contractor of any responsibility for performance under the Contract with ITS.

4.4 SUBMISSION OF WRITTEN QUESTIONS

Any questions related to this RFP or requests for clarification must be submitted via electronic mail to the ITS Sole Designated Contact by the date and time specified in the Calendar of Events. **Neither phone nor fax inquiries will be accepted.** Administrative issues pertaining to sending/receiving email through the designated mailbox may be reported at the telephone number identified on the cover page of this RFP.

The submission must cite the page, section and paragraph number, where applicable. In submitting questions or extraneous terms by electronic mail regarding this RFP, Proposers must follow the format and provide content in the manner specified in Attachment 4, Vendor Questions and Extraneous Terms Form.

Note: Vendors are encouraged to submit questions as early and often as necessary during the Question and Answer period, but no later than the deadline for submission of vendor's questions specified in the Calendar of Events.

4.5 PROPOSAL LIABILITY AND LATE SUBMISSIONS

The State of New York will not be held liable for any cost incurred by the Proposer for work performed in the preparation and production of a Proposal or for any work performed prior to the formal execution of a Contract. Proposals must be received by ITS on or before the date and time indicated in Calendar of Events. Proposer assumes all risks for timely, properly submitted deliveries. Proposers are strongly encouraged to arrange for delivery of Proposals to ITS prior to the date of the Proposal opening. **LATE PROPOSALS SHALL BE REJECTED.** The received time of Proposals will be determined by the time at the location receiving the Proposals utilizing a time/date stamp. **NO CONSIDERATION WILL BE GIVEN TO PROPOSALS RECEIVED AFTER THE STATED DATE AND TIME.**

4.6 IMPORTANT BUILDING ACCESS PROCEDURES FOR VISITORS AND HAND DELIVERIES

To access Core 4 in the Swan Street Building, all visitors must check in by presenting photo identification at the Security Desk and must comply with other requirements. Proposers who intend to hand-deliver Proposals should allow extra time to comply with these procedures. Proposers who intend to hand-deliver Proposals should ask the Security Desk to call the Designated Contacts indicated in this RFP or the Procurement and Contracts Support Unit. Building access procedures may change or be modified at any time. This also applies to Proposers who use independent courier services. Proposers assume all risks for timely, properly submitted hand deliveries.

4.7 EXTRANEOUS DOCUMENTATION AND TERMS

Proposals must conform to the terms set forth in this solicitation. Proposers must ensure that their Proposal submissions contain no extraneous documentation, sales literature, or other documentation. Extraneous terms or material deviations (including additional, inconsistent, conflicting or alternative terms) may render the Proposal non-responsive and may result in rejection of the Proposal. Extraneous terms submitted on standard, pre-printed forms (including but not limited to: product literature, order forms, license agreements, contracts, or other documents) that are attached or referenced with submissions shall not be considered part of the Proposal or resulting Contract.

Each proposed extraneous term must be specifically enumerated in writing and specify the particular RFP section, including its appendices and attachments, that Proposer proposes to modify and the reasons why the change would be in the best interests of the State. Any extraneous terms must be submitted during the Question and Answer time period as identified in the RFP Calendar of Events, using Attachment 4, Vendor Questions and Extraneous Terms Form. Extraneous terms submitted after this Question and Answer time period including as part of the Proposer's Proposal will not be considered.

No extraneous term shall be incorporated into the Contract unless expressly accepted by ITS in writing. Acceptance and/or processing of a Proposal shall not constitute acceptance of extraneous terms.

EXTRANEOUS TERMS MUST MEET ALL THE FOLLOWING REQUIREMENTS TO BE CONSIDERED:

- a) The extraneous term must have been submitted during the Question and Answer time period as identified in the RFP Calendar of Events.
- b) The extraneous term must be accepted by ITS in writing.
- c) ITS will not entertain any exceptions to Appendix A - Standard Clauses for New York State Contracts.

During the course of the Contract resulting from this RFP, any subsequently created documents designed to effectuate terms of the Contract such as transaction documents, statements of work, letter agreements, project change requests, or other such documents must either include or are deemed to include the phrase that the base Contract itself has precedence over any other terms.

4.8 NOTIFICATION OF AWARD AND OPPORTUNITY FOR DEBRIEFING

The tentative awardee will be advised of selection by ITS through the issuance of a formal written correspondence indicating a proposed award. All Proposers will be notified of the selection, non-selection or rejection of their Proposals. Should ITS and a tentative awardee be unable to reach agreement as to the terms of the Contract within a reasonable time, as determined by ITS, ITS may withdraw the award and proceed to the next best scoring Proposer.

Once an award has been made, Proposers may submit a written request for a debriefing as to why their Proposal did not result in an award. The written request must be received by the ITS Sole Designated Contact identified on the cover page of this RFP no later than fifteen (15) calendar days from the date of the award announcement. The purpose of the debriefing is to provide information to each Proposer about the scoring and evaluation of the requesting Proposer's Proposal. ITS will not provide Proposers with information about another Proposer's Proposal. This is also an opportunity for a Proposer to learn how to improve future Proposals.

4.9 ACCURACY OF PROPOSALS

Proposers are responsible for the accuracy of their Proposals. All Proposers are directed to take extreme care in developing their Proposals. Proposers are cautioned to review their Proposals carefully prior to Proposal submittal, as requests for Proposal withdrawals of any type are not likely to be granted. All exceptions and deviations must be noted in Proposals and no adjustments may be made after award is issued. If a Proposer submits its Proposal ahead of the submission deadline, it may submit an amended Proposal any time prior to the Proposal Submission Due Date indicated in the RFP's Calendar of Events.

4.10 PROPOSAL VALIDITY

Proposals must remain open and valid for at least 365 days from the Proposal Due Date and Time indicated in the RFP Calendar of Events table, unless the time for awarding the Contract is extended by mutual consent of ITS and the Proposer. A Proposal shall continue to remain an effective offer, firm and irrevocable, subsequent to such 365-day period until ITS makes a tentative award of the Contract or the Proposer withdraws the Proposal in writing.

SECTION 5 – DELIVERY, FORMAT, AND CONTENT OF PROPOSALS

5.1 DELIVERY OF PROPOSALS

All Proposals must be submitted so that they are received by the ITS Sole Designated Contact at the address specified on the cover page of this RFP by the date and time specified in this RFP's Calendar of Events.

Faxed Proposals and electronic submission will not be accepted. Proposals received by the State after the Proposal due date and time specified in the Calendar of Events will be disqualified. If Proposal packaging labels are not sufficient to identify the contents, ITS reserves the right to open packages for the purpose of identifying the source and contents of the package. All materials submitted by the Proposer become the property of the New York State Office of Information Technology Services and may be returned only at the sole discretion of ITS.

5.2 PROPOSAL FORMAT AND CONTENT REQUIREMENTS

Proposer's must submit a complete response to this RFP in conformance with the format, content and administrative requirements. The Proposer must submit an Administrative Proposal (Section 5.3), Technical Proposal (Section 5.4) and Financial Proposal (Section 5.5) as each separately bound and identified packages.

The Proposer should follow the below for proposal submission labeling:

- *Table of Contents:* Each package should include a Table of Contents.
- *Index Tabs:* Each major section of the Proposal should be labeled with an index tab that completely identifies the title of the major section as it is named in the mandatory Table of Contents.
- *Page Numbering:* Each page of the Proposal should be dated and numbered consecutively within each section submitted by the Proposer.
- All Proposals should have a label on the outside of the package or shipping container with the following information:
 - PROPOSAL ENCLOSED RFP C000623 - Data Center Services for the NYS Data Center's Unisys-based Platforms
 - NOT TO BE OPENED EXCEPT BY AUTHORIZED PERSONNEL

*Minor omissions deemed not critical may be corrected at the sole discretion of the State.

5.3 ADMINISTRATIVE PROPOSAL

The Proposer must submit one (1) bound paper original which must contain original notarized signatures, of its Administrative Proposal. The Proposer must also submit one (1) corresponding searchable electronic media copies on USB 2- or 3- compliant Flash Drives in file formats used in Microsoft Word, Microsoft Excel and/or Adobe Acrobat. Originally signed documents and drawings may be provided in Adobe Acrobat's pdf format, provided that the Proposer has submitted the documents containing the original signature elsewhere in its submission. No individual electronic document should be greater than 25 MB.

There may be items included in the Administrative Proposal to be completed, signed and notarized, where appropriate.

5.4 TECHNICAL PROPOSAL

The Proposer must submit one (1) bound paper copy of their Technical Proposal. The Proposer must also submit one (1) corresponding searchable electronic media copies on USB 2- or 3- compliant Flash Drives saved as Microsoft Word, Excel and/or Adobe Acrobat formats. Originally signed documents and drawings may be provided in Adobe Acrobat® pdf format, provided that the Proposer has submitted the documents containing the original signature elsewhere in its submission. Separate electronic media submissions must be made for the Technical and for the Financial/Administrative Proposals. Do not include information/files from the Financial/Administrative Proposal or any Cost Data in the paper copies or on the electronic media which contains the Technical Proposal. No individual electronic document should be greater than 25 MB.

The Proposer must complete the following Attachments:

- Attachment 1: Proposer Information Form
- Attachment 4: Firm Offer Letter and Conflict of Interest Disclosure
- Attachment 7: Minimum Proposer Qualifications
- Attachment 8: Proposer References
- Attachment 10: Personnel Form
- Attachment 11: Proposal Form

5.5 FINANCIAL PROPOSAL

The Proposer must submit one (1) bound paper copy of their Financial Proposal. The Proposer must also submit one (1) corresponding searchable electronic media copies on USB 2- or 3- compliant Flash Drives in file formats used in Microsoft Word, Microsoft Excel and/or Adobe Acrobat. Originally signed documents and drawings may be provided in Adobe Acrobat's pdf format, provided that the Proposer has submitted the documents containing the original signature elsewhere in its submission. Separate electronic media submissions must be made for the Technical Proposal and the Financial/Administrative Proposal. Do not include information/files from the Technical Proposal in the paper copies or on the electronic media which contains the Financial or Administrative Proposals. All prices must be represented in U.S. dollars. Incomplete Financial Proposals, or Financial Proposals containing modifications, alterations, qualifiers, ranges, or exceptions will be rejected. No individual electronic document should be greater than 25 MB.

The Tabs in the Financial Proposal Form include the following:

- Tab 1 - Instructions
- Cost Summary (not filled by vendor)
- Tab for Technical Support Services

(Price shall be represented as the Proposer's proposed not-to-exceed hourly rates for Services. Proposers must provide a not-to-exceed hourly rate for each "Title" listed on the Financial Proposal. No variance in billing will be compensated).

When completing the Financial Proposal, Proposers must follow the instructions below. The pricing provided within the Financial Proposal must include ANY AND ALL fees, charges, or costs for the duration of the Contract, including:

- All direct and indirect costs, as well as all overhead, fees, and profit, including, but not limited to:
 - Labor, material, license and equipment costs
 - Administrative, reporting or other requirements, transition costs, overhead costs, and profit
 - Any and all travel costs, parking fees, and any other ancillary fees and costs (permits, licenses, insurance, etc.)
 - Services not explicitly stated in these specifications but necessarily attendant thereto, as applicable to the associated item for which the rate/fee is being quoted.

- All proposed costs must include all services required to meet the applicable RFP requirements.

NOTE: Total costs will be determined using the utilization estimates as outlined in the Financial Proposal. Actual utilization during the performance of the Contract may vary.

With the exception of increases as described in Appendix C that is attached hereto and made part of this RFP, all proposed pricing will be considered the maximum price for the entire duration of the resulting Contract (firm offer). The accuracy of calculations and formulas used to generate the proposed pricing is the responsibility of the Proposer. All terminology used in the Financial Proposal must be consistent with and correspond to the terminology used in the Proposer's Proposal(s).

5.6 MULTIPLE SUBMISSIONS

Provided that each Proposal submission meets all of the mandatory requirements of this RFP, Proposers may separately submit more than one (1) Proposal for the purpose of offering alternative solutions. Proposers are cautioned that because of the possibility of any one (1) Proposal being deemed non-responsive, that each of any multiple Proposals submitted must be complete and must not reference any other submission, and the Proposer must provide a summary of the differences between multiple Proposals in a separate section in each Proposal submitted to ITS. Multiple Proposals received from the same Proposer will be separately evaluated by ITS as if each Proposal were the sole submission of the Proposer.

SECTION 6 – EVALUATION METHODOLOGY

6.1 METHOD OF AWARD

ITS will make an award for the services described in this RFP to a responsive and responsible Proposer on a “Best Value” basis. Best Value means that the proposal that optimizes quality, cost, and efficiency among responsive and responsible Bidders shall be selected for award (State Finance Law, Article 11, Section 163). ITS will make an award for the services and offerings as described in this RFP to the highest-scoring responsive and responsible Proposer.

6.2 OVERALL BID EVALUATION PROCESS

ITS expects to award this engagement to one (1) Contractor.

The State intends that all Proposals will be evaluated uniformly and consistently, ensuring Proposers that each has an equal opportunity to be considered.

Proposers may be requested to clarify contents of their Proposals. No Proposer will be allowed to alter its Proposal or add new information after the filing date. Minor omissions may be corrected at the discretion of the State. In addition to evaluating the material submitted by the Proposer in response to this RFP, ITS reserves the right to consider any and all additional sources of information and to use that information in determining its final Proposal selection.

6.3 COMPLETENESS REVIEW

After the Proposal opening, each Proposal will be screened for completeness and conformance with the requirements as specified in RFP section above captioned, "DELIVERY, FORMAT, AND CONTENT OF PROPOSALS" and the "Proposal Checklist" attachment to this RFP. Proposers that do not meet the requirements as set forth in this RFP may be deemed non-responsive, removed from further consideration, and the Proposer notified accordingly.

6.4 MINIMUM PROPOSER QUALIFICATIONS EVALUATION (PASS / FAIL)

Attachment 7, Minimum Proposer Qualifications, will be evaluated on a Pass/Fail basis to determine whether they satisfy the RFP’s minimum qualifications. Proposals that fail to meet the minimum qualifications be deemed non-responsive, will not be further evaluated, and the Proposer will be notified accordingly. Proposers may still be disqualified if it is later determined that the Proposer did not meet all of the RFP minimum qualifications and should not have qualified to be considered further. Any minimum qualification not met by all Proposers may be waived at the sole discretion of ITS.

6.5 TECHNICAL PROPOSAL EVALUATION (50%)

Experience of proposed candidates will be evaluated based on responses to Attachment 10, Personnel Forms. Proposer’s approach and work effort will be evaluated based on the responses to Attachment 11, Proposal Form. Each proposal will be evaluated individually against the specifications outlined herein. The Technical Proposal Evaluation will be based on a maximum score of 50 points.

6.6 FINANCIAL PROPOSAL EVALUATION (50%)

The Financial Proposal evaluation will be based on a maximum score of 50 points which will be allocated to the proposal with the lowest price. (Attachment 9, Financial Proposal) All other responsive proposals will receive a proportionate score based on the relation of their Financial Proposal to the proposal with the lowest price, using this formula:

Financial Proposal points awarded = 50 points x (Lowest Price Financial Proposal/Price of Proposal Being Evaluated)

6.7 AWARD

The Proposer with the highest score overall may receive a tentative award, subject to successful contract execution and approval by the Division of Budget, Attorney General and Office of the State Comptroller.