

**State of Georgia
Georgia Technology Authority**



REQUEST FOR QUALIFIED CONTRACTORS (RFQC)

Georgia Infrastructure Transformation (GAIT) 2010 Project

RFQC No. 980-280068

Sealed Information Due By:

March 14, 2008

Submit Response To:

Georgia Technology Authority
c/o State Purchasing Division
200 Piedmont Ave
Suite 1308 – West Tower
State Bid Room
Atlanta, GA 30334

All available information concerning this Request for Qualified Contractors can be downloaded from the Georgia Procurement Registry website: www.procurement.state.ga.us

Refer ALL Inquires to:

**Brian Wirpsa
DOAS Issuing Officer
404-651-5451**

GAIT2010Procurement@gta.ga.gov

Only email inquires accepted

1.0 Overview

- 1.1 The Georgia Technology Authority, on behalf of the State of Georgia (State), has initiated the Georgia Infrastructure Transformation (GAI) 2010 Project. The Georgia Technology Authority (GTA) will execute the evaluation outlined in this RFQC and will execute any resulting Request for Proposals (RFP). The Georgia Technology Authority is working jointly with the Department of Administrative Services on this initiative. GTA will execute and manage any resulting contracts.
- 1.2 The State is seeking Prospective Service Providers (PSP) that have provided outsourcing services for Technology Infrastructure (Stream 1) and Managed Network Services - MNS – (Stream 2) as defined in Appendix G and H.
- 1.3 Successfully qualifying through this RFQC will be the only opportunity for a Prospective Service Provider to participate in any subsequent Stream 1 and Stream 2 Request for Proposals (RFP) related to this initiative and will be further restricted to only those who are deemed qualified under the terms and conditions of this RFQC. There will be NO other opportunity to engage the State directly on Stream 1 and/or Stream 2 once the due date has expired.
- 1.4 GTA reserves the right to limit participation for any potential Stream 1 and Stream 2 RFPs to only those Prospective Service Providers that submit and qualify under the terms and conditions of this RFQC.

1.5 Prospective Service Providers can submit information for the following - see Figure in Appendix I – Preliminary Stream Schematic:

- Option 1: Stream 1 Only– Infrastructure - the consolidation and upgrade of the state technology infrastructure to address the mainframe and server environments and to invest on behalf of the state in people, tools and processes and build necessary facilities.
- Option 2: Stream 2 Only– Managed Network Service - the managed backbone connectivity to provide a managed service for telecommunications that will “plug and play” with the remaining infrastructure.
 - NOTE: A Prospective Service Provider may submit responses for both streams. These submissions must be separate and will be evaluated independently.
 - NOTE: Stream 3 - Local Telephone and Technology Services - is not addressed in this RFQC and may be addressed under a separate solicitation document.

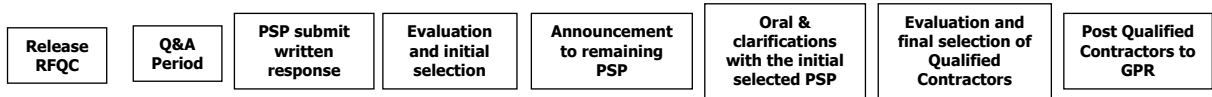
1.6 Responses for each Stream must be submitted separately. Each Stream will be independently evaluated.

- 1.7 It is the intent of the State to issue a separate RFP for Stream 1 and RFP for Stream 2. GTA reserves the right to eliminate, modify and/or combine the scope of Stream 1 and Stream 2 between selection of qualified contractors and the issuance of any RFP.

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- 1.8 This RFQC shall be governed by the terms and conditions contained herein and the State Purchasing Georgia Vendor Manual:
http://statepurchasing.doas.georgia.gov/vgn/images/portal/cit_11783501/37106725vendormanual.pdf
- 1.9 The GAI 2010 Business Case (Appendix G) and the Environment Summary (Appendix H) should be used as the resources to construct your response to this RFQC.
- 1.10 Prospective Service Providers must submit the required information for each Stream as instructed in this document. Responses for each Stream will be evaluated independently.

2.0 RFQC Process



2.1 The following describes this RFQC process (See Appendix A for schedule):

- 2.1.1 Release RFQC on the Georgia Procurement Registry
- 2.1.2 Question and answer period for Prospective Service Providers. Answers will be posted to Georgia Procurement Registry
- 2.1.3 Prospective Service Providers written response submitted
 - 2.1.3.1 Stream 1 – Infrastructure
 - 2.1.3.2 Stream 2 – Managed Network Services
- 2.1.4 Evaluation and initial selection of Prospective Service Providers
- 2.1.5 Announcement to all remaining Prospective Service Providers
- 2.1.6 Orals conducted with the initial selected Prospective Service Providers, *if needed. The State may not require Oral Clarifications from every vendor submitting. All clarifications will be documented and become part of the response.*
 - 2.1.6.1 Stream 1 – Infrastructure
 - 2.1.6.2 Stream 2 – Managed Network Services
- 2.1.7 Initial selected Prospective Service Providers provide written clarifications to the State
- 2.1.8 Evaluation and final selection of Qualified Contractors
- 2.1.9 Post listing of Georgia Infrastructure Transformation Qualified Contractors for Stream 1 and Stream 2 to the Georgia Procurement Registry

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2.2 All questions about this RFQC must be submitted in writing in the following format:

Company Name	
1. Citation of relevant section of the RFQC	Question
2. Citation of relevant section of the RFQC	Question

- Questions must be directed in writing to GAIT2010Procurement@gta.ga.gov

2.3 The process set forth in this RFQC will not result in any predetermination by GTA, nor shall this RFQC be construed as a determination of any kind that is binding on the State. Further this RFQC shall not be construed to mean that Prospective Service Providers are actually capable of performing the work that will be the subject of the RFP. Rather, the criteria set forth herein is intended only to identify Prospective Service Providers based on their prior experience in providing similar or related services to potentially undertake a project of this size.

2.4 This RFQC is intended solely to pre-qualify Prospective Service Providers that meet the criteria set forth herein as Prospective Service Provider and who are thus the only parties eligible to receive an award pursuant to the RFP. GTA's ultimate determination regarding the capability of any pre-qualified Prospective Service Provider to perform the work shall be reserved solely and exclusively to GTA's evaluation of the responses to the RFP, in which the State may reject any and all Prospective Service Providers.

2.5 Prospective Service Providers that are qualified under this RFQC shall be pre-qualified to submit a proposal as the prime Service Provider in response to the RFP. Prospective Service Providers, who receive a contract award pursuant to the RFP, may subcontract to third party companies' portions of the work to be performed pursuant to the RFP. **Failure or inability to obtain prequalification under this RFQC does not disqualify any provider from offering its services as a subcontractor to qualified Prospective Service Providers.**

2.6 Prospective Service Providers are invited to submit a Prospective Service Provider Response in accordance with these instructions. Prospective Service Provider Responses will be evaluated in accordance with the procedures and criteria set forth herein.

2.7 The deadlines and submission requirements regarding the preparation of your Prospective Service Provider Responses and related events are as listed in the Appendices.

2.8 No other information in any form, other than that posted on the Georgia Procurement Registry, shall be deemed part of this RFQC. Each Prospective Service Provider; by filing a Prospective Service Provider Response, acknowledges and agrees to the foregoing and certifies that in responding to this RFQC or preparing its Prospective Service Provider Responses it has not relied upon any information other than that which is contained in this Request For Qualified Contractors, Appendices hereto and any written addendum to this RFQC as issued.

2.9 This RFQC does not obligate the State to establish a list of pre-qualified Prospective Service Providers, issue any RFP, or award a contract to anyone, including any Prospective Service Provider. The State reserves the right to, amend, modify or cancel this RFQC without prior notice, at any time, at its sole discretion.

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- 2.10 The State shall not be liable for any expenses incurred by any party other than the State in connection with this RFQC.
- 2.11 Notwithstanding 2.1.7, no oral conversations or agreements with any officer, agent, or employee of the State regarding this RFQC are authorized, and if the same shall occur, they shall not affect or modify any terms of this RFQC. No written statements of any persons other than Brian Wirpsa, DOAS Issuing Officer are authorized, and if the same shall occur, they shall not affect or modify any terms of this RFQC.
- 2.12 The State of Georgia may, in its sole discretion, waive any irregularities or defects in a Prospective Service Provider Response. GTA reserves the right to seek clarification of a Prospective Service Provider Response from the Prospective Service Provider or verification of information contained in a Prospective Service Provider Response from any other source. The inability of GTA, using the information provided in the Prospective Service Provider Response, to be able to verify a Prospective Service Provider's prior experience in relation to the qualification criteria set forth herein shall be grounds to reject such Prospective Service Provider Response as unacceptable.
- 2.13 The dates, times, and sequence of events related to this RFQC shall ultimately be determined by GTA. The schedule shown in Appendix A is subject to change.
- 2.14 Prospective Service Providers may not discuss the State's requirements, in preparation of the Prospective Service Provider Responses to the RFQC, or technical questions with any State personnel other than Brian Wirpsa, DOAS Issuing Officer. Violation of the foregoing may result in the disqualification of your organization from participation in the RFQC.
- 2.15 This RFQC and any activity pursuant to this RFQC by any party are governed by all applicable laws including, without limitation, State and Federal antitrust laws.

3.0 Prospective Service Provider Response Instructions

- 3.1 Each Prospective Service Provider Response shall be prepared simply and economically, providing straightforward, concise delineation of Prospective Service Provider's capabilities to satisfy the requirements of this RFQC. Fancy bindings, colored displays, and promotional materials are not required. Emphasis on each Prospective Service Provider Response must be on completeness and clarity of content. To expedite the evaluation of Prospective Service Provider Responses, it is essential that Prospective Service Provider follow the format and instructions contained herein.
- 3.2 Responses are due by the due date listed in Appendix A. See Appendix C for Prospective Service Provider Response Instructions. Any Prospective Service Provider Response received after the due date and time may be rejected.

4.0 RFQC Evaluation

- 4.1 Each Prospective Service Provider response will be evaluated based on the process defined above in Section 2.0 RFQC Process. Appendix C contains the instructions that should be followed by those Prospective Service Providers seeking to be pre-qualified.

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- 4.2 An initial evaluation of Prospective Service Providers will be conducted using the questions in Appendix D. Prospective Service Providers completing the questions set forth in Appendix D, will be scored for the stream submitted using the following categories:

Category
Service Delivery Capability
Business Relationship
Human Capital Management

- 4.3 Once Prospective Service Providers have been evaluated based on the written responses, Prospective Service Providers that GTA determines not to have the necessary experience to provide the State with best-valued services will be notified.
- 4.4 GTA reserves the right to invite selected Prospective Service Providers to participate in Orals as deemed necessary by the State.
- 4.5 At the end of Oral clarification, the Prospective Service Providers will be required to submit Clarification as defined in Appendix F.

**Appendix A
 Schedule of Events**

Event	Date
Release of RFQC to the Georgia Procurement Registry via www.procurement.state.ga.us	February 29, 2008
Questions will be accepted and answers provided from March 3 through deadlines listed below	March 3 – March 12
Questions due to GAI2010Procurement@gta.ga.gov	March 10, 2008
Answers posted to Georgia Procurement Registry at www.procurement.state.ga.us	March 12, 2008
Prospective Service Provider Written Response Due	March 14, 2008
Notification to Unsuccessful Prospective Service Providers	March 21, 2008
Invitation to Oral Clarifications – If needed	March 21, 2008
Oral Clarifications for Stream 1	March 25-27, 2008
Oral Clarifications for Stream 2	April 1-3, 2008
Written Clarifications Due Stream 1	March 25-27, 2008
Written Clarifications Due Stream 2	April 1-3, 2008
Selection of Qualified Contractors	April 7, 2008

Appendix B
(Reserved)

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Appendix C
Prospective Service Provider Response Instructions

Prospective Service Providers seeking to be a qualified Stream-1 Prospective Service Provider should answer each question in Appendix D with a “Y” or “N” response in the Stream-1 column.

Prospective Service Providers seeking to be a qualified Stream-2 Prospective Service Provider should answer each question in Appendix D with a “Y” or “N” response in the Stream-2 column.

Prospective Service Providers seeking to qualify for both Stream-1 and Stream-2 should respond to each question in Appendix D with a “Y” or “N” response in both the Stream-1 and Stream-2 columns.

Separate Questionnaire Supporting Documentation **must** be submitted for each “Y” response in the Stream-1 and Stream-2 columns of an Appendix D question. The Questionnaire Supporting Document for each question must be no more than 2 pages in length.

The State prefers that Potential Service Providers provide examples across three client references in response to Appendix D questions.

Supporting Documentation should, as appropriate, **provide summary information** regarding type of services provided, geographic scale, complexity and diversity of the operating and business environment, references to specific technologies involved, approach and methods employed, timeframes to achieve results, implementation of or compliance with published standards (e.g., ITIL, FISMA), operational and management models deployed (e.g., leveraged/matrix operating models, dedicated resources/teams, etc.), processes utilized, and other representative data and information demonstrating the Prospective Service Provider’s qualifications.

Prospective Service Providers are encouraged to review Appendix G and Appendix H to obtain an understanding of the issues and challenges that would face a Prospective Service Provider in delivering services to the State.

**Appendix D
Prospective Service Provider Statement Questionnaire**

	Category	Question	Stream-1 (Y/N)	Stream-2 (Y/N)
1.	Service Delivery Capability	Has the Prospective Service Provider functioned as the prime Service Provider, for a single client, involving services similar to the technology environment as described in Appendix H?		
2.	Service Delivery Capability	Has the Prospective Service Provider implemented comprehensive Disaster Recovery for a client where services are delivered from a Client facility?		
3.	Service Delivery Capability	Has the Prospective Service Provider fully and successfully implemented operational processes aligned with ITIL/ITSM disciplines?		
4.	Service Delivery Capability	Has the Prospective Service Provider implemented comprehensive Security to a measureable result?		
5.	Service Delivery Capability	Has the Prospective Service Provider provided services utilizing multiple technology platforms as part of the operational environment?		
6.	Service Delivery Capability	Has the Prospective Service Provider provided services that include facilitating the compliance and auditing of asset, technology, and security standards?		
7.	Service Delivery Capability	Has the Prospective Service Provider, as part of their service responsibilities, provided an integrated single point of contact service desk that consolidates tracks and routes, service requests across multiple external and internal service providers?		
8.	Service Delivery Capability	Has the Prospective Service Provider, as part of their service responsibilities, interfaced to an integrated single point of contact service desk that consolidates tracks, and routes, service requests across multiple external and internal service providers?		
9.	Service Delivery Capability	Has the Prospective Service Provider, as part of their service delivery responsibilities, functioned as an end-to-end services integrator across multiple service providers?		
10.	Service Delivery Capability	Has the Prospective Service Provider delivered services under an incentive based Service Level Agreement framework?		

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	Category	Question	Stream-1 (Y/N)	Stream-2 (Y/N)
11.	Service Delivery Capability	Has Prospective Service Provider automated SLA measurement data capture as part of operational processes which integrate into performance reporting processes?		
12.	Business Relationship	Has the Prospective Service Provider provided services addressing the reach and range of service delivery requirements similar to the diverse geography of Georgia?		
13.	Business Relationship	Does the Prospective Service Provider have the experience of delivering simultaneously into an organization that consists of multiple independent priorities such as state government agencies?		
14.	Business Relationship	Has the Prospective Service Provider provided services to enterprises requiring alignment with varying maturity levels associated with technology, processes and services?		
15.	Business Relationship	Has the Prospective Service Provider provided services to enterprises requiring alignment with constantly changing service priority requirements?		
16.	Business Relationship	Has the Prospective Service Provider been successful in aligning client retained IT services to their operational processes and requirements?		
17.	Business Relationship	Has the Prospective Service Provider implemented a management model that empowers the onsite service delivery management team to effectively and efficiently allocate resources to meet changing Client requirements?		
18.	Business Relationship	Has the Prospective Service Provider effectively utilized continuous refinement of operating policy and procedure and service manuals to improve upon service delivery and client/provider relationship quality?		
19.	Human Capital Management	Has the Prospective Service Provider transitioned 500 or more client employees in conjunction with starting up a new client relationship?		
20.	Human Capital Management	Has the Prospective Service Provider employed repeatable processes and tools to capture client operational and process knowledge as part of their transition activities?		
21.	Human Capital Management	Has the Prospective Service Provider been successful in attracting and retaining a high percentage of targeted client employees in conjunction with implementing a new client		

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	Category	Question	Stream-1 (Y/N)	Stream-2 (Y/N)
		service relationship?		

Appendix D
Questionnaire Supporting Document

QUESTION # _____ Stream-1 Stream-2
Two Page Limit

Client Reference Information

Name and address of the client

Contact of the client:
▪ Telephone number
▪ E-mail (if available)

Contract Information:
▪ Dollars per year
▪ Term of contract
▪ Contract Date

Scope of services provided:
▪ Number of client employees transitioned to Service Provider
▪ Service Towers
▪ Approximate number of service delivery locations

Provide summary information (as described in Appendix C):

Appendix E
Prospective Service Provider Response Instructions

Content and Format for Prospective Service Provider Statements for each stream to be submitted by the Prospective Service Provider.

- **Prospective Service Providers responses are comprised of the following:**
 - **Prospective Service Providers Questionnaire – Appendix D – [*this document must be included with the Potential Service Providers Response not later than March 14, 2008*]**
 - **Questionnaire Supporting Document- Appendix D – [*must be submitted for each stream as defined in Appendix C not later than March 14, 2008*]**
 - All responses must be organized in a binder, page numbered, and each page should contain the Prospective Service Provider's name. Each section of the Prospective Service Provider Statement must be clearly identified by title. For the CD submission, each section of the Prospective Service Provider Statement must be clearly identified by title.
 - All response packages should be marked "**Response to Georgia Infrastructure Transformation (GAIT) 2010 Project, RFQC No. 980-280068**" and include all requested information.
 - Prospective Service Providers should submit fifteen (15) original paper copies. With each paper copy include an electronic copy of the response on CD or USB drive. All responses should be submitted to the Contracting Officer on or before the closing date and time.
 - Submit all Prospective Service Provider Statements to:
Mr. Brian Wirpsa
State Purchasing Division
Department of Administrative Services
200 Piedmont Ave
Suite 1308 – West Tower
State Bid Room
Atlanta, GA 30334

Appendix F
Terms and Definitions

"Affiliate" means an entity in which the Parent of the Prospective Service Provider owns more than fifty percent of the voting stock, or an entity in which a group of principal owners which own more than fifty percent of the Prospective Service Provider also own more than fifty percent of the voting stock.

"Clarification" related to the oral review means further information and verification of statements in the submitted written responses to the RFQC as requested by the State during an invitation only meeting. This may include the need for the PSP to submit additional information or further verify in writing components of previously submitted written responses as discussed during this oral review.

"Contract" means any agreement between two unrelated legal entities under which Prospective Service Provider, acting as a Prime Contractor, provided data center relocation services of the type and nature described in the relevant Question.

"GTA" means the Georgia Technology Authority.

"Georgia Infrastructure Transformation" means transforming the IT infrastructure is in the state's long-term best interest. Efficient IT enterprise management and the innovative use of technology are integral to a state government that is accessible to its citizens and serves them well.

A thorough assessment of GTA and 12 participating state agencies which represent the majority of the state's IT spend indicated the need for immediate change. The state is unable to meet industry standards and ensure appropriate levels of security and disaster recovery.

Consolidating the IT infrastructure and contracting with providers for service delivery offers a self-funding, sustainable solution, one that will allow the state to continually invest in information technology.

"Incentive Based" in reference to Service Levels refers to the ability of a Potential Service Provider to work in an incentive or credit environment where payment/billing is directly related to performance of services to stated service levels.

"Open Records Act" means O.C.G.A. § 50-18-70 *et seq.*

"Orals" refers to an invitation only meeting between GTA and a PSP to review submitted written responses to the RFQC. This additional review will seek further information and verification of responses. This process will be used to further down select to final set of PSP.

"Parent" means the entity which owns more than fifty percent of the voting stock of Prospective Service Provider. In the case of an acquisition, "Parent" means the legal entity that acquired the Prospective Service Provider.

"Prime Contractor" means the single legal entity of a group of legal entities that are legally

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associated for the purpose of delivering Services under a contract that executes the contract with GTA and that is the single point of contact with GTA with respect to the Services being delivered.

“Principal Owner” means the entity which holds a ten percent or greater ownership interest in another entity.

“Prospective Service Provider” means the contractor / firm seeking Prequalification under this RFQC.

“Qualified Contractor” means the Prospective Service Provider(s) that has proved and is selected to be qualified to perform the work set forth in this RFQC. Only “Qualified Contractors” will receive and be able to submit proposals to the Georgia Infrastructure Transformation RFP.

“Request for Proposals” or RFP means the Request for Proposals to be developed and issued for the project subsequent to this Request.

“The State” means the State of Georgia.

“Stream 1” means the consolidation and upgrade of the state technology infrastructure - seeking a service provider to address the mainframe and server environments - to invest on behalf of the state in people, tools and processes and build necessary facilities.

“Stream 2” means the Managed backbone connectivity - seeking a service provider to provide a managed service for telecommunications that will “plug and play” with the remaining infrastructure.

“Stream 3” means the Local Telephone and Technology Services - seeking service providers to provide a platform for local service providers to interconnect with GTA’s other sourcing partners with multiple small service providers serving regional and local needs.

“IT Infrastructure Outsourcing” or “IT Infrastructure Services” in this context includes data center services and telecommunications services but does not include application sourcing or business process sourcing.

“Data Center Services” means all services that are industry accepted data center infrastructure services including operating systems and environment provisioning and hosting of multi-platforms (i.e., IBM, UNIX, Unisys, Linux, and Windows), data management and storage, tape and backup services, integration services, etc.

“Telecommunications Services” means all services that are industry accepted telecommunications infrastructure services including network communications services, voice services, video services and wireless services.

**Appendix G
Business Case**

PROVIDED AS A SEPARATE DOCUMENT

**Appendix H
Environment Summary**

PROVIDED AS A SEPARATE DOCUMENT

**Appendix I
Preliminary Stream Schematic**

