

Data Center Migration Request for Proposal (RFP)



A Best Practices Template by David-Kenneth Group

About Us

The David-Kenneth Group is a privately held, veteran-owned company whose main offices are in Annapolis, Maryland. Our core competency and singular focus is data center transformations. It's what we do all day, every day.

Our data center transformation services include data center migrations, consolidations, and relocations. We help organizations determine the strategy that best meets their evolving technical requirements and business goals. A data center transformation strategy can include infrastructure optimization, colo and outsourcing selection, or application modernization services; our experts will guide you through the process without interruption to services.

We are experienced in servicing Fortune 100 and Fortune 500 companies that provide critical services in high stake industries where downtime could equate to loss of life, national headlines, or critical loss in revenue.

Whether your data center strategy requires a simple or complex mix of transformation services, all of our people, processes, and methodology are purposed to help organizations achieve the attractive business benefits of a data center transformation.



Completed over 50 Data Center Migrations from Coast to Coast in the last 12 Months

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Instructions

What follows is a best practices template of an RFP specifically created for a data center migration, relocation or consolidation project. It is intentionally designed for organizations to brand the template for their own use. While sample content is provided, the document can easily be customized to suit differing organizational requirements.

The template begins on page i. Instructions are found in blue shaded boxes.

Instructions are contained in blue shaded boxes

EXAMPLE

Sample content found here.

Place holders for corporate logos and use notes such as the note at the bottom of this page, can be found throughout the document. The attachments referenced within the template are not included in this template. Please contact David-Kenneth Group if you are interested in the attachments.

As always, we stand ready to assist you with any questions you might have.

Contact Us

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Data Center Migration Request for Proposal (RFP)

Company Name

Address, City, State Zip

Phone: 123.456.7891

URL

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ATTACHMENTS:

Attachment A-1 – Terms & Conditions

Attachment A-2 – Pricing Form

Attachment A-3 – Detailed Inventory List

Attachment A-4 – Past Performances

SECTION A: GENERAL INFORMATION

This section introduces the Vendor to the purpose of the RFP, identifying where to find information about the RFP and the associated due date.

EXAMPLE

- 1. The purpose of this Request for Proposal (RFP) is to procure data center migration, relocation, and/or consolidation services for the <Name of Organization>. The Vendor shall perform in accordance with all terms, conditions, and provisions as outlined in Attachment A-1 <Attach your Master Services Agreement>.
- 2. The services and scope of work required are defined in Section B.2 Statement of Work.
- 3. The Vendor shall fill in their proposed Time and Material (T&M) prices for the applicable Labor Categories. See Section C.5.2 for detailed instructions.
- 4. The Vendor shall provide 3 past performances based on the instructions in Section C.5.3.
- 5. The Vendor should have responses returned to <Name of Organization> by COB Day, DD, Month, and Year EST. Specific RFP milestone dates can be found in Section C.2.

SECTION B: STATEMENT OF WORK (SOW)

B.1 Introduction

As a Buyer, provide background information about your organization by including: a description of the business and a description of your objectives and expected outcomes.

EXAMPLE

The <Name of Organization> is acquiring technical services to transition systems and applications residing at <Name of Organization> legacy data centers to the <Name of Organizations> Enterprise Data Centers.

As a direct result of this contract performance, <Name of Organization> expects to achieve the following outcomes:

- 1. Improve availability, performance, and flexibility of datacenter services;
- 2. Reduce Total Cost of Ownership ("TCO") for delivering IT services;
- 3. Promote the use of Green IT by reducing the overall energy, real estate footprint, and use of toxic components of <Name of Organization> datacenters, and implementing effective recycling and reuse programs;
- 4. Eliminate physical space limitations (geographic, climate, outgrown, better power, and cooling capacity requirements);
- 5. Ensure all applicable federal, state, local, and regulatory information security and privacy regulations are maintained;
- 6. Provide tiered functions, service levels, and performance for customers;
- 7. Provide interoperable and portable IT services and solutions that enable geographic diversity across <Name of Organization>'s hybrid enterprise environments;
- 8. Enable scaling of infrastructure and application resources to meet evolving application and user demand.

B.1.1 Background and Current Environment

The Buyer is to include a brief summary of the history of the data center migration, relocation, and/ or consolidation program. Provide detailed information about the current data center environment, the target data center, and the geography involved. Additionally, the Buyer should provide specific Buyer black-out dates and the associated events plus any service level agreements or objectives (SLA/SLO). Finally, the Buyer should provide a summary level and detailed attachment of all current known assets affected by the data center relocation, consolidation and/or migration. The purpose of this information is to assist Vendors in understanding the migration, relocation, or consolidation challenges and overall size of the migration effort.



B.1.1.1 Background

This mission-critical project was initiated by <Name and Title of Executive Sponsor> to consolidate, relocate, and/or migrate data centers and improve efficiency of all information technology (IT) operations. The goal is to reduce costs, enhance IT security posture, apply best practices, and promote energy efficiencies.

In response to these goals, <Name of Organization>, through the <Name of Department>, has established a program team specific to the data center relocation, migration, and/or consolidation activities. The data center consolidation program was initiated in <Date>. The program team has been tasked to achieve savings by reducing the number of data centers, servers, and applications. They are responsible for oversight of the consolidation process and the transition from legacy data centers to the new <Name of Organization> owned facilities and the associated commercial hosting facilities (Colo Provider).

The data center consolidation effort includes stakeholders from across the <Geographic Information here>.

B.1.1.2 Current Environment

The <Name of Organization> is <describe your business>. The <Name of Organization> employs approximately <Number of Employees> people, including <Type of staff and SME>, in the <Outline your geographic diversity example: 700 offices>. See Section B.1.1.2.4 for specific datacenter and ancillary locations.

There may be some organizational changes during execution of this contract. The list identified in Section B.1.1.2.4 should not be considered definitive.

As part of the data center transformation program, the <Name of Organization> is focused on the consolidation, relocation, and migration of its data centers that will enable a unified strategy across the <Name of Organization> and gain operational efficiencies through a shared services model.

B.1.1.2.1 Current Inventory

The <Name of Organization> currently delivers data and services from more than <Number of total offices> locations. The table below identifies key infrastructure metrics to support a data center migration and costing analysis related to this SOW. A detailed inventory list is provided in Attachment A-3.

<name client="" of=""> Summary Information</name>		
Total number of physical servers	84 physical 165 Total (Mostly IBM Shop)	
Total number of virtual servers	518 Virtual	
Server Type(s)	Unix, AS400, Windows, Linux, VMWare, Citrix Farm	
Total number of other devices	IBM Storage Device (Very Heavy – Disk Array); Avaya to be lift and shifted	
SAN and/or NAS replication	SAN in use	
Mainframe	IBM z10	
Total number of databases, instances, and types	Oracle (4 Instance, 19 Databases) (4 Boxes), SQL Server (1 Instance)	
Transition methods in MG	Forklift Primarily, TBD, Unknown	
Proposed transition GO-LIVE dates?	July 2011 or TBD	

B.1.1.2.2 Date of Client (or others) Events

The following are events and dates that could potentially impact migration activities.

- 1. No moves for 2-3 Months in 1st quarter; late March is the earliest date for a move.
- 2. No moves between Thanksgiving and New Years for a retail environment.
- 3. No month end, no quarter end, no yearly end (Fiscal year is calendar year.).

B.1.1.2.3 Service Level Requirements

The following <SLA/SLO> must be maintained throughout the data center relocation, consolidation, and/or migration activities.

		Max Scheduled Downtime per week	
Service Band	<u>Description</u>	<u> Minimum (>=)</u>	<u>Maximum (<)</u>

B.1.1.2.4 Place of Performance

The place of performance shall primarily be the <Number of Locations> Enterprise Data Centers with ancillary work at the other <Number of Locations> data centers. The following list will denote which facilities are targeted to have their data centers consolidated.

<Name of Organization> Enterprise Data Centers:

- 1. **Primary Data Center:** <Data Center Name>, <Address>
- 2. Secondary Data Center: <Data Center Name>, <Address>
- 3. **DR/Fail-Over Data Center:** <Data Center Name>, <Address>
- 4. CoLo Facility: <Data Center Name>, <Address>
- <Name of Organization> Data Centers to be consolidated:

Data Center Name	Location	Expected Date	Alternative Date

<Name of Organization> Other locations:

- 1. <Name of Other Location>, <Address>
- 2. Example: Closet #1, <Address>

B.2 Scope of the Statement of Work

This section and associated sub-sections are to be completed by the Buyer and identifies the specific areas of performance your organization is expecting from the Vendor. Any particular nuances or questions are to be described within these associated section or sub-section.

<Provide a summary of the scope of work to be performed>

EXAMPLE

The Vendor shall provide services for the modernization, virtualization, and migration of the systems and applications hosted within legacy data centers into an authorized hosting facility as outlined in Section B.1.1.2.4. The Vendor shall also provide overall project management of the work stated within this SOW. Each legacy data center varies in the number of systems and applications to be transitioned and integrated and has historically shown approximately ##% x86 systems to include Windows and LINUX, and approximately ##% UNIX, predominantly Solaris.

The Vendor shall migrate legacy applications and systems by identifying required system hosting standards and parameters for targeted hosting environment, ensuring that the prospective system to be hosted is compatible with the targeted hosting site, coordinating the hosted environments' provisions, gathering all materials and data required for system installation at the targeted hosting facility, and developing and executing the <Name of Organization> approved migration plan. In addition, the Vendor shall coordinate the installation and support the system owner in the installation, checkout (testing), and closing out system migration once installation is complete.

As of now, the SOW's anticipated scope is ## legacy sites for an estimate of XXXX servers. A complete list of legacy sites is provided in Section B.1.1.2.4. The list and total count of servers is an approximation to be utilized for pricing purposes and will fluctuate throughout the data center consolidation, relocation, and/or migration program's life. It should be noted that the legacy sites will continue to operate until close out activities for the legacy site are completed and operation and management activities are resumed at the new enterprise data center.

B.2.1 Services

This section describes all services to be performed as part of the scope of work in order to meet the requirements identified throughout the RFP. The Vendor should include the solutions and approaches, including the people, processes, and technologies for each phase of the data center consolidation, relocation, and/or migration.

EXAMPLE

Within each of the five (5) phases, as outlined in Sections B.2.3.1 through B.2.3.5, the Vendor shall propose the required solutions and approaches for the scope outlined in this Statement of Work (SOW).

B.2.1.1 Initiation

The Vendor shall describe their approach to the Initiation phase of a <Data Center Relocation, Consolidation, and/or Migration> as outlined in this Statement of Work (SOW).

B.2.1.2 Discovery

The Vendor shall describe their approach to the *Discovery* phase of a <Data Center Relocation, Consolidation, and/or Migration> as outlined in this Statement of Work (SOW).

B.2.1.3 Plan

The Vendor shall describe their approach to the *Planning* phase of a <Data Center Relocation, Consolidation, and/or Migration> as outlined in this Statement of Work (SOW).

B.2.1.4 Execute

The Vendor shall describe their approach to the *Execution* phase of a <Data Center Relocation, Consolidation, and/or Migration> as outlined in this Statement of Work (SOW).

B.2.1.5 Close

The Vendor shall describe their approach to the *Closing* phase of a <Data Center Relocation, Consolidation, and/or Migration> as outlined in this Statement of Work (SOW).

B.2.2 Management Approach

This section and associated sub-sections should ask specific questions pertaining to the overall management approach for a data center consolidation, relocation and/or migration. Specific sections should address project management methodology/approach, communications, and governance integration with Buyers existing framework. Additionally, key personnel should be called out by the Vendor to help ensure that the Buyer will have continuity throughout the initiative.

EXAMPLE

B.2.2.1 Project Management

B.2.4.1.1

Describe your project management approach for data center relocations, migrations, and/or consolidations.

B.2.4.1.2

Describe how you will track and manage resources.

B.2.4.1.3

Describe your risk identification, mitigation, and management process.

B.2.4.1.4

Describe your change management process and management of deliverables.

B.2.4.1.5

Provide a project schedule with associated dates, milestones, and deliverables for the successful delivery of the data center migration as outlined in the RFP.

B.2.2.2 Communications and Governance

B.2.4.2.1

Describe your reporting and communications plan with all stakeholders.

B.2.4.2.2

Describe your governance model methodology and philosophy when it comes to managing an integrated team across all stakeholders.

B.2.2.3 Staffing Plan and Key Personnel

B.2.4.3.1

Identify the key personnel who would be on this project, their resume/background, and their experience on other data center relocation projects.

B.2.4.3.2

Identify the backup person(s) you would assign to this project if any key personnel become unavailable including their qualifications and experience.

B.2.4.3.3

Do you outsource or subcontract the work associated with this RFP? If so, please provide background information on proposed subcontractors.

B.2.3 Required Proposal Elements

In this section and the associated sub-sections, the Buyer, should ask vendor questions and any special considerations (technical, process, and procedure) questions that may be specific to the Buyers culture and/or environment. The Buyer should identify specific risk areas or technical challenges their organization faces and articulate those challenges in questions to give the Buyer insight into the capabilities and problem solving processes of the Vendor.

EXAMPLE

The Vendor's proposal shall describe solutions and approaches that include the people, processes, and technologies for achieving the following overarching program-level requirements to be performed as part of the SOW.

B.2.3.1 Vendor Information

B.2.3.1.1

Describe corporate ownership structure, size, and years of continuous business, your financial condition, and service offerings.

B.2.3.1.2

Name the office from which this move would be managed, if more than one office location.

B.2.3.1.4

Describe your demonstrated track record on complex, business-critical relocation projects?

B.2.3.1.5

Are data center migration services a dedicated line of business within your company?

B.2.3.1.6

Describe your capability to provide a comprehensive solution for the project.

B.2.3.1.7

Provide one customer reference whom with you no longer do business and the reason why (i.e., due to merger with another company, etc.).

B.2.3.1.8

Will your company guarantee in writing that all manufacturer warranty and maintenance contracts will be preserved?

B.2.3.1.9

Is the transportation carrier your company uses authorized by OEMs for high value electronics conveyance?

B.2.3.2 Other Pertinent or Special Considerations

B.2.3.2.1

Provide a listing of "Lessons Learned" regarding successful - or not so successful - projects.

B.2.3.2.2

Describe your analysis process including application and system inventory and dependency mapping.

B.2.3.2.3

Describe any test and validation methodology you use throughout the data center consolidation, relocation, and/or migration.

SECTION C: INSTRUCTIONS, CONDITIONS, AND NOTICES TO VENDORS

C.1 General Instructions

- 1. Your proposal shall become the property of the <Name of Organization> and will not be returned.
- 2. Prior to the submission of proposals, Vendors are expected to reach an understanding of the requirements of this RFP. If such a review establishes the need for correction or clarification, such information should immediately be brought to the attention of the <Name of POC> so that the matter can be resolved, and, if necessary, official dissemination of such information can be made to all Vendors.
- 3. The <Name of Organization> reserves the right to request such additional information as may be necessary to determine the Vendor's qualifications for award of a contract or to clarify any aspects of the proposal. Such information shall be furnished promptly upon the <Name of Organization>'s request.
- 4. Vendors shall not be reimbursed the costs of developing a proposal for this RFP.
- 5. <Name of Company> is issuing this RFP for the purpose of obtaining proposals for the provision of consulting services for a data center migration, consolidation, and/or relocation. <Name of Organization> expects to enter into a single contract with one vendor. However, <Name of Organization> does not guarantee the award of any contract following this solicitation.
- 6. All proposals must be received by [specify time] on [specify date] and will be labeled: "<Name of RFP> RFP for <Name of Organization> Proposal No. [specify number, if appropriate]."

C.2 RFP Timeline and Schedule

The following dates represent the RFP timeline:

- 1. RFP issue date: <insert date>
- 2. Deadline for proposer questions: <insert date>
- 3. Response to proposer questions: <insert date>
- 4. Proposals due: <insert date>
- 5. Proposer interviews: (if required) <insert date>
- 6. Contract award: <insert date>
- 7. Beginning of services: <insert date>

C.3 Inquiries and Questions

In this section, the Buyer should provide detailed information specific to communications about the RFP. This would include questions and answers, the point of contact, and the form(s) of the communication (verbal, email, fax etc.).

EXAMPLE

Vendors are instructed to contact only the RFP issuing point of contact, <Title of POC> for information about any aspect of this RFP.

- <Title of POC>
- <Name of POC>
- <Phone Number of POC>
- <Email Address of POC>
- <Address of POC>

Accordingly, all communications prior to award must be directed to the <Title of POC>. Where possible, inquires must be submitted in writing and may be sent by facsimile or e-mail.

C.4 Deadline for Submissions of Proposals

Section C.4 should contain the specific due date for the RFP response, delivery instructions, and packaging instructions.

EXAMPLE

1. Proposals must be received <<u>on or before ##:## (p.m / a.m)</u>. Eastern Time, <<u>Day of Week></u>, <u>Month DD</u>, <u>YYYY></u>. Proposals must be submitted in electronic form or hard copy (on a CD). In the event the hardcopy and electronic softcopy content conflict, the hardcopy version will take precedence over the softcopy version. Please note it is the Vendor's responsibility to ensure/verify that the <<u>Name of Organization></u> receives their submission on or before the time specified. If the proposal is not received by <<u>Name of Organization></u> on or before the date and time specified, the Vendor's submission may be considered late.

The addressed designated for receipt of proposals is:

ELECTRONIC – SOFTCOPY TO: HARDCOPY TO:

Subject: <Name of RFP> <Name of Organization>

Email Address: <POC Email Address> <Address of Organization>

Insert Company Logo Here Data Center Migration Request for Proposal

Attn: <Name of POC> Attn: <Name of POC>

Phone: ###-#### Phone: ###-####

2. Please note that <Name of Organization> is a secured building. If offers are hand delivered, please ensure that the courier is instructed to check in at the front desk and ask to call the point of contact identified above. A staff member will meet the courier to receive the submittal.

- 3. All packages containing proposal submissions shall be labeled and sealed as if for mailing, and the following information shall be marked on the outside:
 - Request for Proposal number
 - Date and time specified for receipt
 - Name and address of Vendor
 - Name of the <Name of Organization> <Name of POC>
- 4. When submissions are hand carried, delivered by courier service, or express delivery service (i.e. Federal Express, DHL, etc.), the Vendor assumes full responsibility for ensuring allocation of enough time for delivery to <Name of Organization> in accordance with these instructions and your proposal submission by the time and date specified herein.

C.5 Proposal Format and Submission Instructions

Section C.5 and the associated subsections should outline the process to ensure official authorized submission from Vendor is provided. This section should also outline the various volumes that will be submitted (e.g. RFP Response, Pricing, and Past Performances).

EXAMPLE

- 1. Proposals, signed by an official authorized to bind the Vendor, shall set forth full, accurate, and complete information as required by this RFP. Failure to furnish full and complete information requested may cause an offer to be determined unacceptable and removed from consideration.
- 2. In responding to this RFP, Vendors must prepare and submit the required information that constitutes the Vendor's complete proposal submission. Additionally, the Vendor's information and submission must be organized by Volume as indicated below. Specifically, the RFP Response must be a separate volume from the cost.

C.5.1 Volume I, RFP Response

The RFP response shall contain the following information and be broken down in the following sections:

SECTION ONE--INTRODUCTION

Cover page

Table of Contents

Introduction or Summary

SECTION TWO—SERVICES

Initiation

Discovery

Plan

Execution

Close

SECTION THREE—MANAGEMENT APPROACH

Project Management

Communications and Governance

Staffing Plan and Key Personnel

SECTION FOUR—REQUIRE PROPOSAL ELEMENTS

Vendor Information

Other Pertinent or Special Consideration

The RFP response proposal must provide sufficient information and details in order to afford the <Name of Organization> the opportunity to conduct a meaningful evaluation of the proposed solution based on the factors identified in Section D of this RFP.

C.5.2 Volume II, Cost and Price

Your pricing proposal shall be a separate volume from the RFP response (reference Attachment A-2). The Vendor shall propose a pricing structure in accordance with their proposed technical solution and in accordance with the instructions contained herein. The Vendor agrees to hold the price in its quotation firm for sixty (60) calendar days from the date specified for receipt of quotes or as requested in any subsequent amendment.

C.5.3 Volume III Past Performance

Provide three (3) references of same and/or similar efforts performed by your organization in the last three years. Include a description of the project, project title, and client identification including company name, point of contact, and associated contact information.

See Attachment A-4 for the appropriate "Past Performance Reference Information Form" to be completed.

C.6 Confidentiality

This section should contain your confidentiality agreements. Work with your legal department to create the appropriate verbiage.

EXAMPLE

All information in this RFP is confidential and will not be disclosed to anyone other than those responding to this RFP.

All information regarding the terms and conditions, financial, or technical aspects of the bidder's proposal that it considers to be of a proprietary or confidential nature shall be clearly marked "proprietary" or "confidential" on each relevant item or page, or be marked in such a way in a statement covering the entire proposal.

Proposals submitted to <Name of Organization> for consideration will be held in confidence and not made available to other bidders for review or comparison. In all cases bid responses will only be distributed to those directly involved with the bid evaluation — whether employees or contracted resources of <Name of Organization>. Proposals submitted and terms and conditions specified in each bidder's response will remain the property of <Name of Organization>.

SECTION D: EVALUATION CRITERIA

The RFP evaluation team must collaborate to determine which attributes of the solution are most important. The sample table below can be used as a reference for documenting this information and can aid the RFP team with analysis of RFP responses. It is recommended that your legal review key subsections below for compliance with your organization's standards and procedures.

EXAMPLE

D.1. General Discussions

Proposals shall be prepared in accordance with and comply with the requirements and instructions contained herein. The RFP response will be evaluated separately from the cost proposal. Each proposal will be evaluated against the factors listed below.

<Name of Organization> will review all complete proposals and will evaluate proposals in conformity with the requirements contained within the RFP. Proposals will be ranked and evaluated according to the following evaluation criteria and based upon the minimum evaluation factors in the below table.

The Vendor proposals determined to be responsive and acceptable, i.e., the proposal and the prospective vendor meet all the minimum standards of acceptability and are submitted complete, will be judged comparably with other proposals deemed acceptable. All responsive proposals will be judged against the below comparative evaluation criteria.

	Factor	Weight
1.	Responsiveness of the proposal to the RFP	10%
2.	Past Performance - Demonstrated past performance in data center consolidation, migration, and/or relocation projects of similar size, scope, and geographic diversity.	20%
3.	Technical Evaluation of the subject matter	30%
4.	Price/Cost Evaluation (inclusive of labor and ODC)	40%
5.	<tbd></tbd>	
	Total:	100%

D.2 Award with or without Discussions

<Name of Organization> reserves the right to award without discussions, so it is in the Vendor's best interest to include the most favorable terms in the initial submission. However, the <Name of Organization> reserves the right to conduct discussions and to permit Vendors to revise their submissions.

As stated above the <Name of Organization> reserves the right to make an award without discussions, except for clarifications as described herein. Any exceptions or deviations by the Vendor to the terms and conditions stated in this solicitation for inclusion in the resulting contract may make the offer unacceptable for award without discussions. If a Vendor proposes exceptions to the terms and conditions of these requirements, the <Name of Organization> may make an award, without discussions, to another Vendor that did not take exception to the terms and conditions, if such Vendor is determined to be the best overall value for the project.

D.3 Basis for Award

Contract award shall be made to the responsible Vendor whose offer, in conforming to this RFP, provides an overall best value to the <Name of the Organization>, past performance, technical evaluation, all other evaluation factors, and cost/price considerations. The <Name of the Organization> objective is to obtain the highest technical quality considered necessary to achieve the project objectives, with a realistic and reasonable cost/price. Other than price, all other evaluation factors, when combined, are significantly more important than price.

D.3.1 Technical Evaluation

A technical evaluation will consist of a determination and analysis of strengths, weaknesses, and risks of each proposal. Technical risk will be included in the final evaluation of each factor and will not be evaluated as a separate factor. The <Name of Organization> may consider all proposal information submitted when assessing risk. Furthermore, the <Name of Organization> may consider all information/documentation, within the Vendor's proposal, when conducting the evaluation and determining overall best value.

The Vendor will be evaluated based on its understanding of the work, including creativity and thoroughness shown in understanding the objectives and requirements. The <Name of Organization> will evaluate the Vendor's service delivery, management, and technical approach.

Consideration will be given to the following:

1. Demonstrated applicability and clarity of the overall service delivery, management, and technical approach for addressing the <Name of Organization> requirements;

- 2. Demonstrated understanding of any anticipated major difficulties and problem areas, along with creative and feasible solutions and approaches to the identified potential problem areas;
- 3. Demonstrated understanding of migration and coexistence strategies that support uninterrupted delivery during transition;
- 4. Demonstrated management and organizational structure of all parties delivering services including subcontractors and including the identification of management's roles and specific responsibilities for each role; description and definition of management methods and processes for all tasks; management and status reporting approaches;
- 5. Demonstrated resource planning processes and procedures to support the changing needs of the environment;

D.3.2 Past Performance

The Vendor will be evaluated based on its demonstration of corporate capabilities. Consideration will be given to the following:

- 1. Demonstrates an ability to successfully execute data center consolidation, relocation, And/or migration projects of similar size and scope;
- Demonstrated enterprise practices, processes, experiences, and understanding of the challenges of achieving a data center consolidation, relocation, and/or migration across a geographically diverse environment; innovative approaches; and lessons learned.
- 3. The organization's history of successful completion of projects; history of producing high quality reports and other deliverables; history of staying on schedule and within budget;
- 4. The quality of cooperation within your organization, and quality of cooperation and performance between your organization and its customers;
- 5. The Vendor's quality of service and improvement as represented by past performance data, the Vendor's approach to implementing performance measures, and for improving system effectiveness over time;
- 6. The Vendor's responsiveness to customers as represented by past performance data and the Vendor's success with responding to requests, both scheduled and ad-hoc, for services, data, analysis, and additional tasks in a timely and appropriate manner.

D.3.3 Price/Cost Evaluation

The cost/price will be evaluated separately from the technical and business portions. Evaluators will consider whether the cost/price adequately reflects an understanding of the project.