State of North Carolina

Office of Information Technology Services

AWARDED VENDOR: SUNGARD RECOVERY SERVICES, INC.
6/18/2001

Scope Statement for Business Recovery Services

BCRS Contract Attachment #1 #ITS-000317

October 20, 2000

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Department/Agency:	Office of Information Technology Services
Issue Date:	October 20, 2000
Short Description:	ITS Business Recovery Services
Due Date for Scope Statement Responses:	November 17, 2000, 2:00 p.m.
BCRS Umbrella Contract Manager:	Sherri Garte
Project Sponsor:	Ann Garrett, Chief Security Officer
Project Manager:	Julean Self (919) 981-2688 Julean.Self@NCMail.Net
Deadline for Vendor Questions:	November 2, 2000
Submit Questions to:	Julean.Self@NCMail.Net
Non-Mandatory Vendor Conference:	November 1, 2000 10:00 a.m. 3900 Wake Forest Rd. Raleigh, NC

Submit all vendor questions to the e-mail address indicated above. All questions will be answered and submitted to vendors by November 6, 2000.

A. Scope Statement Purpose

The purpose of this scope statement is to procure recovery services for the ITS Data Center. ITS and its customer agencies have recently completed a project to assess and document their recovery requirements. These requirements have been consolidated and are represented in this scope statement.

B. Description of Business Functions

ITS serves as the data center for many of the agencies in the state. ITS operates mainframe, mid-range, and server class machines, as well as a statewide network (TCP/IP and SNA) to support hundreds of applications.

C. Scope/Objectives

The recovery time objective is 48-72 hours and the recovery point objective is 24 hours. Monthly full-volume back-ups are performed for the mainframe production environment, which establishes a baseline for applications and production data. Incremental backups are performed by the customer agencies, with tape back-ups being transported off-site nightly. In the UNIX environment, a full back-up is performed weekly with tapes taken offsite. Incremental backups are performed nightly. The recovery plan includes transport of the tape back-ups to the recovery facility by ITS personnel, restoration of all applications and production data, and network connection to the statewide WAN and SNA network.

D. Recovery Requirements

A detailed description of the equipment is described below.

Mainframe Environment

The following **minimum** requirements are necessary to support mainframe operations at the recovery site immediately after declaration of a disaster. All proposed equipment must be specified for each category including model numbers and where appropriate, rated speeds.

CPU Requirements

LPAR	MIPS	Central Storage	Expanded Storage
A	530	2048 MB	1600 MB
B	480	2048 MB	2624 MB
N	122	1216 MB	0192 MB
E	268	1744 MB	0480 MB
S	135	1504 MB	0304 MB
Totals:	**1535**	**8560 MB**	**5200 MB**

A minimum of 100 MIPS uni processors for the A, B, and N LPARs are required while E and S LPARs require a minimum of 60 MIPS uni processors. Note that the S LPAR is a secure LPAR. The LPARs run OS/390 2.8 with associated support software such as CICS, IMS DB-DC, DB2, etc.

Channel to Channel (CTC) connections are included in Appendix A. SCTC connections should be configured using the addresses in this table for communications between LPARs.

Two (2) OSA/2 adapters are required for each of the N and S LPARs (4 total).

Disk Storage Requirements

All disk storage for the recovery site must be EMC. The reason for this is that ITS uses the Time Finder and BCV features of EMC DASD. In addition, future plans call for the use of EMC's SRDF for remote copy. ITS requires the following EMC **usable** Raid 1 capacity:

1,600 volumes (2838 MB each) for the Shared LPARs (A, B, N, E)
384 volumes (2838 MB each) for the Secure LPAR (S). S LPAR DASD can access all DASD. However, the shared LPARs (A,B,N, and E) cannot access S LPAR DASD.

Connectivity for the Disk Storage depends upon the solution proposed. However, connectivity must be provided to ensure adequate I/O response. Expectations for response are 6-8 MS per I/O across a 24-hour day.

ESCON connections from the OS/390 mainframe systems noted above must also be provided to an EMC 5930 (or equivalent) DASD subsystem with approximately 748 GB of UNIX Storage that will also be connected to a SUN E10000. Data will be moved from the MVS system to the SUN E10000 Unix system using EMC's Infomover and Open Enabler software. See the UNIX requirements for the Sun E10000 for more specific details.

Magnetic Tape Requirements

One of the following will be chosen as the tape recovery solution. Please provide individual pricing for each solution as described in Section I:

SOLUTION #1:

112 IBM type 3490 E drives (or equivalent) with autoloaders
2 IBM type 3420 drives (or equivalent) with 1600/6250 BPI
4 IBM type 3480 drives (or equivalent)

SOLUTION #2

Shared LPARs (A, B, E, N)
Robotic Tape Support with 64 high speed 3490 E type drives and storage for 25,000 cartridges (ITS currently uses STK Silos for robotic tape support)
32 IBM type 3490 E drives (or equivalent) with autoloaders
2 IBM type 3420 drives (or equivalent) with 1600/6250 BPI
4 IBM type 3480 drives (or equivalent)

Secure LPAR (S)
Robotic Tape Support with 16 high speed 3490 E type drives and storage for 5,000 cartridges (ITS currently uses STK Silos for robotic tape support).

SOLUTION #3

ITS currently utilizes robotic tape support similar to what is described in solution #2. Vendors are asked to respond with their recommendation for the most cost effective robotic solution. This should be consistent with industry trends, best practices, and common among other customers' requirements. This must also include support for legacy tape systems, including the following:

32 IBM type 3490 E drives (or equivalent) with autoloaders
2 IBM type 3420 drives (or equivalent) with 1600/6250 BPI
4 IBM type 3480 drives (or equivalent)

Optical Storage requirements

1 IBM 3995 C38(8X) unit with 258 slots, 4 inside drives, and 6 outside drives.

Printer Requirements

1 IBM 4248-002 Line Printer at 4000 LPM (or equivalent).

1 IBM 3900-001 Printing subsystem (229 PPM) with AFP(or equivalent). Roll-feed desirable but not required.

Note: Vendor must also provide as a separate cost quotation, the cost of MICR encoding capability on the 3900-001 noted above, as well as the cost for an additional 3900-001 printer (or equivalent), in order to provide duplex printing.

Consoles and TSO Terminals

Minimum of two 2 consoles for each LPAR with one in the control room and one in the tape library. Minimum of 10 additional TSO terminals.

Sysplex Timers

2 IBM 9037-001 Sysplex Timers.

Coupling Facilities

2 9674 C04s with 512 MB of Storage Each
Coupling Facility Links on the CPU(s) must be provided to connect each Shared LPAR (A,B, E, and N) to each coupler twice each (S LPAR is not included).
Coupling Facility Links must be provided on each C04 to support the connectivity specified above.

Network Environment

Response must address how network communication will be established between the recovery center and the users in North Carolina. The statewide network has points of presence in Charlotte, Greensboro, and Raleigh. ITS intends to establish 2 DS3 lines between one of these points of presence and the vendor's presence in the same vicinity.

In the event of a declared disaster, the capacity requirements would be as follows:

- 20 T1 circuits, or channelized equivalent for SNA, WAN, and channel extenders
- 20 MB capacity to support WAN traffic

Note: 2 T1 circuits are required within the first 12 hours after a declaration. The remaining capacity is required within 48-72 hours of a declaration. All network capacity may be on active reserve.

During a test, the capacity requirements are as follows:

- 2 T1 circuits, or channelized equivalent for SNA, WAN, and channel extenders

Below is a detailed inventory of the required network equipment:

NETWORK HARDWARE	
3745 61 w/900 frame Communications Controller 16MB storage, tokenring TIC	2
3745 61Communications Controller 16MB storage, tokenring TIC	2
5822 010 Lease Line CSU/DSU	317
ATTM24 DPC Adtran OCU-DP Card or compatible	317
ATTM24D4 000 ATT Compatible D4 Channel Bank	14
ATTLX2000 LCU ATT 8820 Channel Extender/Local	1
ATT3611B3 003 ATT 2.4-64K R3 DSU w/6Prt TDM	1
ATT3611B3 005 ATT 14.4 DBM-V Multpt DBU R/M	1
CI7000 Base Cisco 5-Slot 7000 Router	4
CI7000-CX CIP2 w/Single ESCON Interface	1
CI7000-CX EIP6 6-Port Ethernet I/F Card	2
CI7000-CX MIP2 Multichannel Dual I/F Proc.	2
CI7000-CX SIP8 8-Port Fast Serial Card	2
CI7000-CX TRP4 4-Port Token Ring I/F Card	5
CI7513 Base Cisco 11-Slot 7513 Router	1
CNT5110 PTP CNT Channel Extender Configuration	1
NETWORK LINES	
ISDN/GBG BRI ISDN BRI 56-62KB Channel	1
Line 000 Analog Dial Line	40
Line/GBG T3 AT&T Accunet Reserve Line	2

UNIX Environment

RS/6000 R30

CPUs: 8 x 604
Memory: 1.5gb
Disk: 4 x 2gb, 2.2gb disk internal; 102gb disk with RAID configuration external
Tape: 2 x 8mm 5gb tape units

E10000 (includes SSP)

CPUs: 24 (2 domains of 8 CPUs and 8gb each, 2 domains of 4 CPUs and 4gb each)
Memory: 24gb total
Disk: EMC 5930 type (or equivalent) disk access with configuration capacity on first domain of 640gb, second domain of 90gb, third domain of 18gb, and fourth domain of 18gb. Operating system 18gb disks for each of the 4 domains. Each domain needs networking.

The Sun E10000 is to be connected to the EMC 5930 type DASD as follows:
The 2 small domains are to be connected to the DASD via Ultra Fast Wide Differential SCSI. The two large domains are to be connected the same way. A separate cost quotation is requested for connecting the two large domains to the EMC DASD using JCOR Cards(4) from JNI Corporation as an alternative.

Note: Disk storage must be EMC 5930 type (or equivalent) that will be connected via ESCON channels to the OS/390 mainframe(s) in addition to the connection to the SUN E10000. These connections will permit transfer of data from the OS/390 mainframe systems to the E10000 system using EMC's Infomover and Open Enabler software.

E4500

CPUs: 2
Memory: 1gb
Disk: 6 x 9gb disk in a D1000 Array

E450

CPUs: 2
Memory: 2gb
Disk: 7 x 4.5gb disk

E450

CPUs: 2
Memory: 2gb
Disk: 9 x 4.5gb disk
Tape: DLT 4700 Jukebox, 1 x 8mm 20gb (Mammoth) tape drive

Ultra 1 (Quantity 2)

CPUs: 1 x 200mh
Memory: 256mb
Disk: 1 x 4.5gb disk internal, 4 x 4.2 gb disk external
Tape: DLT 4000 tape drive

E. Security Requirements

Vendor must be, and remain, compliant with all state and federal regulations for processing information, including but not limited to IRS 1075, HIPAA (Health Information Portability and Accountability Act), and any future regulations imposed upon ITS, or by ITS pursuant to future statutory or regulatory requirements. U.S. Department of Defense level C2 security is preferred. Response must specify all security and facility protection (e.g. back-up power supply) measures that are in place in each proposed recovery site. Compliance with federal or state statutory and regulatory requirements shall be determined by the State in its sole discretion.

Preference will be given to vendors who are able to provide data encryption between the in-state point of presence and the recovery center. Encryption standards may be subject to federal or state statutory and regulatory requirements, and shall be determined by the State in its sole discretion.

Preference will be given to vendors who are able to provide separate physical partitions of DASD and separate processors (to be used for LPAR S).

F. Testing Requirements

Due to audit findings recommending that tests be scheduled outside of hurricane season, preference will be given to vendors who can provide testing dates in May and November each year, avoiding holidays such as Mother's Day weekend and Memorial Day weekend in May and Veteran's Day and Thanksgiving week in November. May tests will require 60 hours to start on a Thursday evening and conclude on a Sunday morning. November tests will require 84 hours to start on a Monday evening and conclude on a Friday morning. The weekend test in May is necessary in order to test the SNA network outside of normal business hours. Response must include the total test time associated with the subscription as well as the cost and availability of additional test time.

Additionally, response must state the test dates for the next 3 years, starting in May 2001. Acceptable test start dates for May 2001 include May 3rd, May 17th, and May 31st. Acceptable test start dates for November 2001 include October 29th, November 5th, November 26th, and December 3rd. If these dates are unavailable due to schedule conflicts, suggest reasonable alternatives for consideration.

Within 45 days of contract award, the successful Vendor must develop a test plan. During the month of March 2001, or such other time as determined by the State, a mini-test and structured walkthrough must be conducted to confirm procedures and evaluate the test plan. Response should describe both processes.

Additionally, on occasion ITS plans to have vendor personnel perform the test procedures with only limited participation on the part of ITS personnel. This first test of this type could happen as early as November 2001. The response should describe this process and include the associated cost.

G. Length of Contract

Responses must be submitted for a contract term of three (3) years, with the option of extending for a fourth year and a fifth year.

This contract will begin when an award is made. The anticipated beginning date is on or about January 1, 2001.

H. Response Requirements

Response must address the following points:

- A detailed description of your proposed solution
- The location of your proposed primary and secondary recovery sites, both of which must meet all equipment and capacity requirements
- Any networking capability for interconnection of recovery sites
- Number of technical staff, by function, supporting each relevant platform and telecommunications at primary and secondary site
- Support provided during testing and a declared disaster
- Testing dates as described in Section G, scheduled for 2001-2003
- Security measures in place at each proposed recovery center; any security ratings such as C2

- Facility protection measures in place at each proposed recovery center
- Description of the declaration process, including a step-by-step description of actions and a timeline for access to the recovery center
- Policy and ability to handle multiple declarations
- Contract management process
- Description and proposed location of coldsite facility (20,000 sq. feet), preferably within 50 miles of Raleigh, NC
- Any applicable Service Level Agreements

I. Offeror Proposal Costs

Each piece of equipment or service must be priced independently. Costs must cover all requirements set forth in this document, unless otherwise noted.

All costs for items listed in Section D must be presented using the following table format:

Item	Quantity Requested by ITS	Quantity Available @ Primary Site	# of Current Subscriptions for Item	Max # of Subscriptions Allowed for Item	Total Cost

Additionally, a separate table must also be presented in the above format for the following (use N/A for any columns that are not applicable):

- Declaration fee schedule and all costs associated with occupancy of the recovery center during a disaster
- Additional testing time by the hour
- Vendor operated test, as described in Section F
- Cold Site Facility
- UNIX servers with the following specifications:

RS/6000 H50

CPUs:	4
Memory:	2gb
Disk:	2 x 9gb, 5 banks of SSA DASD with 8 x 9gb disk per bank
Tape:	2 x 3570-B12 tape units (4 drives, 40 slots)

RS/6000 F50

CPUs:	2
Memory:	512 mb
Disk:	2 x 9gb internal, 3 banks of SSA DASD with 8 x 9gb disk per bank
Tape:	1 x 3570-B12 tape unit

RS/6000 F40

CPUs:	1
Memory:	128 mb
Disk:	4 x 9gb internal
Tape:	8mm 5gb tape unit

E450

CPUs:	1
Memory:	256mb
Disk:	4 x 9gb disks
Tape:	1 x 8mm 5gb DX

- NT servers with the following specifications:

Compaq Proliant 5500R (Quantity 3)

CPUs:	(1) Pentium III Xeon 550mhz
Memory:	512mb EDO
Disk:	(3) 9gb Ultra SCSI2 with 3200 Smart Array Controller
Tape:	(1) 35/70 DLT tape drive

Compaq Proliant 5500R

CPUs:	(2) Pentium III Xeon 550mhz
Memory:	768mb EDO
Disk:	(7) 9gb Ultra SCSI2 with 3200 Smart Array Controller
Tape:	(1) 35/70 DLT tape drive

J. Political or Business Environment

ITS is a receipts supported agency and provides its services to other governmental entities. For this reason, ITS is subject to the same stringent federal and state statutes and regulations as the agencies for which it provides services. This includes IRS 1075, HIPAA, etc. The relationship between ITS and its customer agencies allows agencies to participate in business recovery tests. Such tests must be scheduled and conducted in such a way as to encourage agency participation. Vendors are encouraged to propose services, business recovery models, incentives or other measures designed to achieve and maximize agency participation.

K. Additional Vendor Qualifications

Mandatory Qualifications include:

- Ability to meet all mainframe, network, and UNIX requirements included in Section D of this document, excluding those specifically stated as optional or preferable.
- Compliance with all security requirements as described in Section E of this document, excluding those specifically stated as optional or preferable.

Failure to meet these qualifications in the judgment of the evaluators will disqualify the vendor.

L. Additional Contractual Terms

If data communication is established between North Carolina and the primary hotsite facility, and during a declaration ITS is directed to the secondary hotsite facility, the vendor will bear the cost of re-routing communications. Additionally, the ITS team must be physically located in the same location for both testing and in the case of a declaration.

All equipment and services must be priced independently, allowing ITS the ability to modify individually by line item as needed. The response should specifically state the contract change management process.

Due to the constantly changing technical environment at ITS, it is expected that the detailed technical requirements contained in this document will change between the issue date and when the contract is awarded. The changes are not expected to be material, however the awarded vendor is expected to include the changes when the initial contract is established.

M. Evaluation Criteria

The selection criteria will not be based on lowest cost but on the "best value" concept. Source selection will be in accordance with the trade off method as described in the North Carolina Administrative Code, Title 4, Chapter 21B.0302. For this scope statement, the evaluation criteria shall be:

Criteria #	Criteria Description	Percentage Weight
1	Equipment brand and model proposed	20
2	Ability to meet testing dates and requirements as described in Section F	20
3	Total cost of ownership (contract costs plus costs associated with conducting tests)	20
4	Ability to provide separate physical partitions of DASD and separate processors	10
5	Ability to provide data encryption between the vendor's in-state PoP and the recovery center	10
6	Capacity from the vendor's in-state PoP to the recovery center	10
7	Availability and cost of items outlined in Section I	5
8	Business processes and approach, including declaration policy and process, contract management process, etc.	5

The evaluation committee may request written clarifications of any offer received. However, the State may, at its sole discretion, refuse to accept in full or partially the response to a clarification request given by any vendor. Vendor is cautioned that the evaluators are not required to request clarification; nor is the State required to conduct negotiations, therefore, all offers should be complete and reflect the most favorable terms.

The State may, in its sole discretion, conduct negotiations with one or more offerors after the bid opening. Any aspect of a vendor's bid, including price, may be subject to negotiation. The State may request Vendors to revise either or both their technical and price responses for resubmission during negotiations. This request, if made, may be made in the form of requesting a Best and Final Offer setting forth the result of the negotiations. Final ranking of responses and award of the contract will be made after the State reviews all bids and completes its evaluation, or if negotiations are conducted, after all rounds of Best and Final Offers have concluded. Award will be made to the vendor with the most advantageous overall score.

The State reserves the right to reject any bid failing to meet the required evaluation criteria.

Note: Those vendors who do not satisfy the Vendor Qualifications specified in Section K will not be considered in the evaluation process.

N. Administrative Items

A non-mandatory vendor conference will be held on Wednesday, November 1st at 10:00 am at the IT Procurement facility at 3900 Wake Forest Rd. Raleigh, NC.

Important: One (1) hardcopy original and four (4) copies of your response, signed by an authorized officer of the corporation shall be submitted. In addition, an electronic PDF version of your response is required either on diskette or CD-ROM.

Response should be clearly labeled as a Response to the ITS Business Recovery Services Scope Statement #ITS-000317

All responses are due on Friday, November 17, 2000 by 2:00 pm to the following address:

NC Office of Information Technology Services
IT Procurement
3900 Wake Forest Rd.
Raleigh, NC 27609
Attention: Sherri Garte

Any responses not received by that time will not be considered.

O. Execution of Scope Statement

Responding vendors must include the signed Execution of Scope Statement form provided on the following page:

EXECUTION OF SCOPE STATEMENT

By signing below, the Offeror certifies that:

- This scope statement response was signed by an authorized representative of the Offeror
- This scope statement response was not derived through any acts of collusion as stated in NCGS 143B-472.61
- The Offeror agrees to all the mandatory terms and conditions and agrees to pay the 2% administrative fee to ITS per Section I, Paragraph B of the ITS Business Continuity and Recovery Services Contract

Therefore in compliance with the foregoing Scope Statement and subject to all terms and conditions of the ITS Business Continuity and Recovery Services Contract, including all exhibits, the undersigned offers and agrees to furnish the services set forth in the Scope Statement if the Scope Statement Response is accepted by the State.

Failure to execute/sign scope statement prior to submittal shall render it invalid. Late bids are not acceptable.

BIDDER:	FEDERAL ID OR SOCIAL SECURITY NO.:
STREET ADDRESS:	CITY, STATE, AND ZIP:
TELEPHONE (TOLL-FREE IF AVAILABLE):	FAX NUMBER:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING	EMAIL ADDRESS:
AUTHORIZED SIGNATURE:	DATE:

Acceptance by Agency is contingent upon ITS approval of the Agency's recommendation of award. This contract award was approved by ITS on _____, 20__, as indicated by attached certification letter from ITS.

ACCEPTANCE OF SCOPE STATEMENT RESPONSE

If any or all parts of this scope are accepted, an authorized representative of Using Agency shall affix their signature hereto and this document along with the provision of the Umbrella Contract shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful offeror(s).

FOR CONTRACTING AGENCY USE ONLY

Offer accepted this _____ day of _____, 20__, as indicated on attached certification or purchase order, by _____ (Authorized representative of Contracting Agency)

Appendix A - Channel to Channel Connections for the Mainframe

SCTC X3X 6420 016 --4-- SYSE TO SYSB "OK F320
SCTC X3X D240 016 --4-- SYSE TO SYSB "OK F820
SCTC X3X 7440 016 --4-- SYSE TO SYSA "OK 2430
SCTC X3X D360 016 --4-- SYSE TO SYSA "OK C250
SCTC X3X 5420 016 --4-- SYSE TO SYSS "OK 5500
SCTC X3X D320 016 --4-- SYSE TO SYSS "OK D200
SCTC X3X 6430 016 --4-- SYSE TO SYSN "OK F320
SCTC X3X D350 016 --4-- SYSE TO SYSN "OK F720
SCTC X3X 5500 016 -- 2- SYSS TO SYSE "OK 5420
SCTC X3X D200 016 ---2- SYSS TO SYSE "OK D320
SCTC X3X 7420 016 ---2- SYSS TO SYSB "OK F440
SCTC X3X D340 016 ---2- SYSS TO SYSB "OK F740
SCTC X3X 7440 016 ---2- SYSS TO SYSA "OK 2450
SCTC X3X D360 016 ---2- SYSS TO SYSA "OK C270
SCTC X3X 6430 016 ---2- SYSS TO SYSN "OK F340
SCTC X3X 7430 016 ---2- SYSS TO SYSN "OK F440
SCTC X3X F320 016 -3--- SYSB TO SYSE "OK 6420
SCTC X3X F820 016 -3--- SYSB TO SYSE "OK D240
SCTC X3X F410 016 -3--- SYSB TO SYSA "OK 3420
SCTC X3X F810 016 -3--- SYSB TO SYSA "OK C240
SCTC X3X F440 016 -3--- SYSB TO SYSS "OK 7420
SCTC X3X F740 016 -3--- SYSB TO SYSS "OK D340
SCTC X3X F130 016 -3--- SYSB TO SYSN "OK F140
SCTC X3X F220 016 -3--- SYSB TO SYSN "OK F150
SCTC X3X 2430 016 1---- SYSA TO SYSE "OK 7440
SCTC X3X C250 016 1---- SYSA TO SYSE "OK D360
SCTC X3X 3420 016 1---- SYSA TO SYSB "OK F410
SCTC X3X C240 016 1---- SYSA TO SYSB "OK F810
SCTC X3X 2450 016 1---- SYSA TO SYSS "OK 7440
SCTC X3X C270 016 1---- SYSA TO SYSS "OK D360
SCTC X3X 2440 016 1---- SYSA TO SYSN "OK F310
SCTC X3X C260 016 1---- SYSA TO SYSN "OK F810
SCTC X3X F310 016 ----5 SYSN TO SYSA "OK 2440
SCTC X3X F810 016 ----5 SYSN TO SYSA "OK C260
SCTC X3X F140 016 ----5 SYSN TO SYSB "OK F130
SCTC X3X F150 016 ----5 SYSN TO SYSB "OK F220
SCTC X3X F320 016 ----5 SYSN TO SYSE "OK 6430
SCTC X3X F720 016 ----5 SYSN TO SYSE "OK D350
SCTC X3X F340 016 ----5 SYSN TO SYSS "OK 6430
SCTC X3X F440 016 ----5 SYSN TO SYSS "OK 7430