

Administrative Services Division
Information Technology Section

AUTHORIZATION TO AWARD – 3/23/01
VENDOR: IBM BUSINESS CONTINUITY AND RECOVERY SERVICES

**Scope Statement for
DST IT
Disaster Recovery Services**

**BCRS Contract
Attachment #1
#ITS-000444**

December 21, 2000

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Department/Agency:	Department of State Treasurer (DST)
Issue Date:	December 21, 2000
Short Description:	DST IT Recovery Services
Due Date for Scope Statement Response:	February 2, 2001, 2:00 p.m.
BCRS Umbrella Contract Manager	Sherri Garte (919) 981-2681
Project Manager:	Bob Sickler (919) 715-7530 Bob.Sickler@treasurer.state.nc.us
Deadline for Vendor Questions:	January 12, 2001, 5:00 p.m.
Submit Questions to:	Bob.Sickler@treasurer.state.nc.us
Mandatory Vendor Conference:	January 11, 2001, 10:00 a.m. Room 100, 325 N. Salisbury St, Raleigh, NC

Submit all vendor questions to the e-mail address indicated above. All questions will be answered and submitted to vendors January 16, 2000 or soon after.

A. Scope Statement Purpose

The purpose of this scope statement is to procure disaster recovery services for the DST Operations Center which is located at 325 North Salisbury Street, Raleigh, NC 27603.

B. Description of Business Functions

The DST Operations Center serves as the data center for all four Divisions within the Department of State Treasurer and supports approximately thirty six applications. DST operates an enterprise server as well as many other server class machines, connected to the DST's LAN and the statewide network.

C. Scope/Objectives

The recovery time objective is forty eight (48) hours. Weekly full-volume back-ups are performed for the enterprise server production environment, which establishes a baseline for applications and production data. Application specific backups are performed daily, with tape back-ups being transported off-site weekly. In the client/server environment, full backups are performed daily for most systems and weekly with daily incremental backups for one system. Backup tapes are rotated offsite weekly. The recovery plan includes transport of the tape back-ups to the recovery facility by DST personnel, restoration of all applications and production data, and network connection to the Departmental LAN and the statewide network.

D. Recovery Requirements

A detailed description of the equipment is described below.

1. Enterprise Server Environment

The following **minimum** requirements are necessary to support the Enterprise Server environment 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

- One (1) IBM Model - 2003-205 (13 MIPS) or equivalent
- 512 MB memory
- Four (4) ESCON connections

Disk Storage Requirements

All disk storage for the recovery site must be EMC. The reason for this is that DST 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.

- One (1) EMC Model - 5430 - (40GB)

Magnetic Tape Requirements

- One (1) IBM type 3490 Model F (two (2) independent drives) with autoloaders
- One (1) IBM type 2440 drives with 1600/6250 BPI

Printer Requirements

- One (1) IBM 6262 Line Printer

Consoles and TSO Terminals

- Two (2) operator consoles.

PC Workstations and Printer

- Eight (8) 800 MHz Pentium III with Windows 2000 Professional
- One (1) HP Laser Printer

Adapter

- Two (2) OSA-2 adapters

Controller

- One (1) IBM 2216 or equivalent
- One (1) ESCON Connection

2. Network Environment

Response must address how network communication will be established between the recovery center and: 1). Our PoP at 325 North Salisbury Street, Raleigh, NC and 2). A PoP at our ITS Statewide Data Center on Wake Forest Road, Raleigh, NC.

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

- One (1) T1 circuit to support WAN traffic – to 325 N Salisbury St
- One (1) dedicated 56Kbps circuit – on Wake Forest Road

Router

- One (1) Cisco 2600, Fast Ethernet and T1 Module

Modem

- One (1) 56 Kbps modem (SNA to ITS)

Servers

- Four (4) NT Servers – 500 MHZ, (1)MB L2 Cache, fast Ethernet connection, (1) GB memory
 - Server # 1 - (2) processors, EMC-(24) GB storage with (2) drives
 - Server # 2 - (4) processors, EMC-(124) GB storage with (4) drives
 - Server # 3 - (2) processors, EMC-(9) GB storage with (1) drive
 - Server # 4 - (2) processors, EMC-(9) GB storage with (1) drive

Software

- Windows NT 4.0 with service pack 4.

Magnetic Tape Requirements

- One (1) Exabyte Model 690 tape library or equivalent
 - Must be compatible with Veritas Backup Software
 - Six (6) drives
 - Ninety (90) cartridge capacity

3. Client/Server Application Environment – NT Platforms

Servers

- Four (4) servers – (1) GB memory, 500 MHZ processor, (1) MB Cache, fast Ethernet connection
 - Server # 1 – (2) processors, EMC-(9) GB storage with (1) drive and must be compatible with Novell 4.12
 - Server # 2 – (4) processors, EMC-(40) GB storage with (4) drives
 - Server # 3 – (4) processors, EMC- (40) GB storage with (4) drives

- Server # 4 – (4) processors, EMC- (40) GB storage with (3) drives
- Software
 - Windows NT 4.0 with service pack 4

4. Integrated Document Management (IDM) Environment - NT Platform

Servers

- Five (5) servers – (4) processors, 500 MHZ processors, (1) MB L2 Cache, fast Ethernet connection, (1) GB Ethernet connection, Adaptec 2944 UW Differential SCSI Adapter, (4) GB hard drive with RAID I configuration
 - Server # 1 – (2) additional 2944UW adapters
 - Server # 2 – (1) GB additional memory
 - Server # 3 – (1) GB additional memory, DLT7000 tape drive or equivalent
 - Server # 4 – (2) additional 2944UW adapters
 - Server # 5 – Adaptec 2940UW single-ended connector

Disk Storage

- 270 GB of useable storage using EMC Disk Storage for NT
 - Two (2) ESCON connections
 - Six (6) SCSI connections

Optical Storage

- Two (2) HP 1200 EX Optical Jukeboxes with ten (10) drives
- One (1) HP80 EX Optical Jukebox with two (2) drives

5. Integrated Document Management System - Unix Platform

All equipment for this system, except for disk storage, will be provided by the DST. This equipment would reside at the primary disaster recovery site in a ready state. This system is being replaced and this system will not be required at the disaster recovery center after October 30, 2002.

- One (1) Unisys Server - ES2043
- One (1) Unisys 144 Jukebox – Model 0140-0150-OSAR-GTL-Filenet
- (54) GB disk storage on EMC

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 DST, or by DST 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.

Data encryption between the point of presence, at 325 North Salisbury Street, Raleigh, NC 27603 (as stated in our requirements, Section D) and the recovery center is required. Encryption standards may be subject to federal or state statutory and regulatory requirements, and shall be determined by the State in its sole discretion.

F. Testing Requirements

Due to audit findings recommending that tests be scheduled outside of hurricane season, testing dates are required in the time frame between November and May each year.

Two (2) 24 hour test periods will be required each year.

Two (2) additional 16 hour test periods will be required on a one-time basis, during the first year of the contract.

Response must include the cost and availability of additional test time.

G. Length of Contract

Responses must be submitted for a contract term of three (3) years with the option to renew for two (2) additional one (1) year periods. This contract will begin when an award is made. The anticipated beginning date is on or about March 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
 - Operating systems preloaded (mainframe and servers)
 - Incorporate our configuration/naming convention within your IOCDS to make restoring quicker.
 - EMC configuration preloaded
- Testing dates and times as described in Section F
- 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

- Policy, procedures and fees associated with storing and maintaining additional imaging equipment, as stated in Section D.5, in a ready state.
- Policy, procedures and fees for storing Optical disks and tapes at the recovery site
- Contract management process
- Description and proposed location of coldsite facility (5,000 sq. feet), preferably within 50 miles of Raleigh, NC

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 DST	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
- Cold Site Facility

J. Additional Vendor Qualifications

Mandatory Qualifications include:

- Ability to meet all recovery 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.

K. Additional Contractual Terms

If data communication is established between North Carolina and the primary hotsite facility, and during a declaration DST is directed to the secondary hotsite facility, the vendor will bear the cost of re-routing communications. Additionally, the DST 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 DST the ability to modify individually by line item as needed.

Due to the constantly changing technical environment at DST, it is expected that the detailed technical requirements contained in this document may 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.

L. 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 9, Chapter 06B.0302. For this scope statement, the evaluation criteria shall be:

Criteria #	Criteria Description	Percentage Weight
1	Ability to provide equipment brand and model proposed	30
2	Ability to provide appropriate testing time as described in Section F	20
3	Total contract cost over three (3) years	20
4	Ability to meet security requirements as stated in Section E.	15
5	Ability to house and maintain DST-owned Imaging hardware, magnetic tapes and optical disks	10
6	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 J will not be considered in the evaluation process.

M. Administrative Items

A mandatory vendor conference will be held on Thursday, January 11, 2001 at 10:00 a.m. in Room # 100 at the Department of State Treasurer, 325 North Salisbury Street, Raleigh, NC 27603

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 version of your response is required.

Response should be clearly labeled as a Response to the DST IT Disaster Recovery Services Scope Statement # **ITS-000444**

All responses are due on **Friday, February 2, 2001 by 2:00 p.m.** to the following address:

NC Department of State Treasurer
Information Technology Section
Room # 367
325 North Salisbury Street
Raleigh, NC 27603
Attention: Bob Sickler

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

N. 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 143-33.100
- 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)