



Associated Systems Professionals

P.O. Box 8637
419 D Street
South Charleston, WV 25303
aspwv.com

May 3, 2012

TO:
Department of Administration
WV Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

RE:
SEALED BID
Buyer: Paul Reynolds
RFQ Number: DEV1285
Bid Opening Date: 05/03/2012
Bid Opening Time: 1:30pm

RECEIVED
2012 MAY -3 PM 1:08
WV PURC DIV
DMSC-1

Associated Systems Professionals is pleased to offer the enclosed response to RFQ Number DEV1285 for materials and services in support of the WV Department of Commerce.

Please note the following considerations also found within our response package:

Associated Systems Professionals will provide at the rate of \$100 per hour work to complete a .NET Code Support and Maintenance Request until it is resolved, redirected to other client resources or otherwise considered complete or resolved by the client. As Associated Systems Professionals does not have knowledge of the code as it now exists and does not have knowledge of known or unknown defects, and as Associated Systems Professionals does not have knowledge of the scope of the support issues that may in the future come to light, we cannot estimate the hours per month for completion of .NET Code Support and Maintenance Requests. Associated Systems Professionals will provide best effort to resolve .NET Code Support and Maintenance Requests using the best human and material resources available to us.

In facilitating resolution of any issue Associated Systems Professionals will continue to work, at the rate of \$100 per hour, on an issue until it is resolved, redirected to other client resources or otherwise considered complete by Commerce. As ASP does not have knowledge of the code as it now exists and does not have knowledge of known or unknown defects, ASP will not accept being held subject to penalty for the time to resolution of any severity level issue. ASP will provide response within the

defined severity level timeframes and will provide best effort to resolve the issue using the best human and material resources available to us.

Associated Systems Professionals recognizes that noted on the Cost Sheet (page 12 of RFQ1285) is the statement "This is an estimate for evaluation purposes only." However, Associated Systems Professionals would refuse an award which includes limited "Annual Quantity" for "Monthly system administration and .Net code support." Unfortunately, Associated Systems Professionals would also refuse an award which includes a penalty for unresolved, rather than unresponded, Severity 1 & 2 issues beyond 24 hours (section 4.2.2 RFQ1285).

Thank you for your consideration of this response.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Tate', with a stylized flourish at the end.

Daniel J. Tate

Owner / Manager

Associated Systems Professionals, LLC

2345 Chesterfield Avenue, Ste 400

Charleston, WV 25304

Voice: 304-343-6337

FAX: 304-33-6339

dan@aspwv.com

www.aspwv.com



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER

DEV1285

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

PAUL REYNOLDS
304-558-0468

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WV DEVELOPMENT OFFICE
ADMINISTRATION
BUILDING 6, ROOM 645
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305-0311 304-558-0350

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/19/2012				

BID OPENING DATE:

05/03/2012

BID OPENING TIME

01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001		EA		920-19		\$133600.00
COMPUTER MANAGEMENT						
OPEN-END CONTRACT						
THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA DEVELOPMENT OFFICE ON BEHALF OF THE WEST VIRGINIA DEPARTMENT OF COMMERCE IS SEEKING A VENDOR TO PROVIDE MANAGED HOSTING SERVICES FOR THE DIVISION'S WEB PLATFORM WWW.WVCOMMERCE.ORG PER THE ATTACHED SPECIFICATIONS.						
EXHIBIT 1						
LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.						
UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT BY THE STATE OF WEST VIRGINIA, ITS AGENCIES, OR POLITICAL SUBDIVISIONS, THE TERMS, CONDITIONS AND PRICING SET FORTH HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.						
RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE

TELEPHONE

304-343-6337

DATE

5/3/12

TITLE

FEIN

20-1774564

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.html and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
DEV1285

PAGE
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ADDRESS CORRESPONDENCE TO ATTENTION OF:
PAUL REYNOLDS 304-558-0468

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25305-0311 304-558-0350

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/19/2012				

BID OPENING DATE: 05/03/2012 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) SUCCESSIVE ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM WITH THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK).</p> <p>INSURANCE: SUCCESSFUL VENDOR SHALL FURNISH PROOF OF COVERAGE OF COMMERCIAL GENERAL LIABILITY INSURANCE PRIOR TO ISSUANCE OF THE CONTRACT. UNLESS OTHERWISE SPECIFIED IN THE BID DOCUMENTS, THE MINIMUM AMOUNT OF INSURANCE COVERAGE REQUIRED IS \$250,000.</p> <p>WORKER'S COMPENSATION: VENDOR IS REQUIRED TO PROVIDE A CERTIFICATE FROM WORKER'S COMPENSATION IF SUCCESSFUL.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p>						
REV. 9/98						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	304-343-6337	5/3/12
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
<i>Owner / Manager</i>	20-1774564	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
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Request for Quotation

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PAUL REYNOLDS 304-558-0468

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BID OPENING DATE: 05/03/2012 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
NOTICE						
A SIGNED BID MUST BE SUBMITTED TO:						
DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130						
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:						
SEALED BID						
BUYER:		PAUL REYNOLDS		FILE 43		
RFQ. NO.:		DEV1258				
BID OPENING DATE:		05/03/2012				
BID OPENING TIME:		01:30 P.M.				
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
Daniel Tate				304-343-6339		
CONTACT PERSON (PLEASE PRINT CLEARLY):						
ANY INDIVIDUAL SIGNING THIS BID IS CERTIFYING THAT: (1) HE OR SHE IS AUTHORIZED BY THE BIDDER TO EXECUTE THE BID OR ANY DOCUMENTS RELATED THERETO ON BEHALF OF THE BIDDER, (2) THAT HE OR SHE IS AUTHORIZED TO BIND						

SIGNATURE		SEE REVERSE SIDE FOR TERMS AND CONDITIONS		TELEPHONE		DATE	
[Signature]				304-343-6337		5/3/12	
TITLE		FEIN		ADDRESS CHANGES TO BE NOTED ABOVE			
Owner/Manager		20-1774564					

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
THE BIDDER IN A CONTRACTUAL RELATIONSHIP, AND (3) THAT THE BIDDER HAS PROPERLY REGISTERED WITH ANY STATE AGENCIES THAT MAY REQUIRE REGISTRATION.						
***** THIS IS THE END OF RFQ DEV1285 ***** TOTAL:						\$ 133600 ⁰⁰

SIGNATURE <i>[Signature]</i>		SEE REVERSE SIDE FOR TERMS AND CONDITIONS		TELEPHONE 304-343-6337	DATE 5/3/12
TITLE Owner/Manager	FEIN 20-1774564	ADDRESS CHANGES TO BE NOTED ABOVE			

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



Marketing & Communications | West Virginia Department of Commerce

WVCOMMERCE.ORG WEB PLATFORM HOSTING RFQ

INTRODUCTION:

The West Virginia Department of Commerce's Web Platform (www.wvcommerce.org) is the State's primary marketing tool for promoting tourism and development in West Virginia.

The application hosts a set of mission-critical applications for Commerce agencies – including the West Virginia Division of Tourism's extensive travel planner database containing thousands of accommodations and attractions, with separate interfaces to the consumer and the 1-800 Call Center. Supporting the West Virginia Development Office, the application allows the agency to maintain detailed commercial real estate information and statistics keyed to geospatial mapping. www.wvcommerce.org receives approximately 600,000 pageviews each month, with seasonal volume fluctuations in traffic driven by travel seasons and marketing investments. The application hosts dozens of targeted landing pages and minisites supporting Commerce's advertising on TV, print, online, search engines, social media and mobile devices.

The Vendor must provide 24-7 Uptime and "high availability" of this mission-critical application – with professional support of both hardware/bandwidth of the hosting environment and with application or .Net code maintenance support, as requested.

BACKGROUND:

The purpose of this RFQ is to identify a managed hosting Vendor who will lease and maintain the equipment, services and software listed below for a set monthly fee. Commerce is seeking a one-year contract with the option to renew at the same terms and price for two (2) more years.

The application has been hosted at Rackspace in Austin, Texas, for the past two-and-a-half years, receiving on average a 600,000 pageviews each month and growing. Commerce seeks to increase its traffic volume and add new clients onto our platform in the coming years, so the specifications are robust, with some spare capacity built in as contingency.

Commerce's Web Platform is a full-featured Web content management system, custom-built in .Net. Technologies in use include:

- Microsoft .NET Framework 3.5, C3, ASP.NET
- Microsoft SQL Server 2008
- Web Technologies, including XHTML, CSS, JavaScript, JQuery, AJAX
- GIS technologies, such as Sharp Map, BING, SQL Server 2008 Spatial Tools
- Microsoft Windows Server 2008 with IIS 7
- Telerik Rad Developer Tools

Commerce foresees deploying our application and databases to the new hosting environment and testing for at least four to six weeks prior to redirecting the URL of our current live servers to the new servers. Commerce maintains a development server and code archive on site – therefore, this equipment is not included in this RFQ. Commerce's development server will be available to the winning Vendor as a test bed for code fixes, if needed. The development server is located at our offices in South Charleston, West Virginia.

DESCRIPTION OF CURRENT HOSTING ENVIRONMENT:

One (1) Webserver:

- Dell PowerEdge 2950 Win2k3 x64 Enterprise with 8GB RAM, Dual Quad Core 2.5 running RAID 5 on six (6) 300GB SAS hard drives. It is a dedicated resource
- Running Win2k3 x64 Enterprise with IIS and fully patched to the current level with no third party applications running.
- Using approximately 500GB of storage

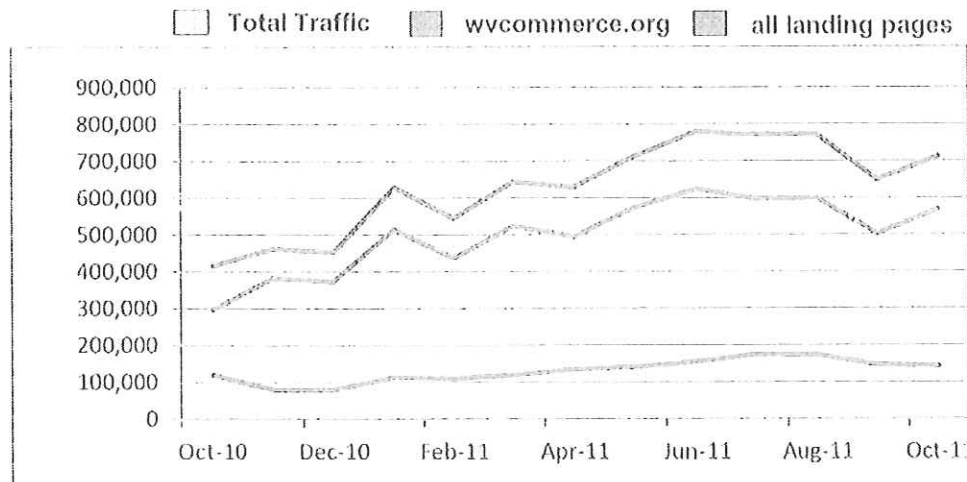
One (1) SQLServer:

- Dell PowerEdge 2950 Win2k3 x64 Enterprise with 16GB RAM, Dual Quad Core Xeon 2.5 running RAID 5 on three (3) 300GB SAS hard drives and a mirror on two (2) 146GB SAS hard drives. It is a dedicated resource
- Running Win2k3 x64 Enterprise running SQL. 2k8 fully patched to the current level with no third party applications running.
- Using approximately 400GB of storage

There is a Cisco ASA firewall in place, as well as a Cisco Load Balancer.

Commerce's current configuration of hardware has our analysis services sharing the SQL server. There are times when we run reports that it slows down the database – and therefore the user experience of the application is negatively impacted. The specifications, below, strive to separate the analysis services onto a separate area; so, running reports does not impact site performance.

For calendar year 2011, the average bandwidth usage has been within 4TB data transfer per month for out-bound traffic. The following chart represents the growth in our application's pageviews over the past year. Commerce expects the volume of traffic to increase in the future.



SCOPE OF WORK:

The Vendor must provide Commerce with one (1) monthly hosting cost that covers the following services, licenses and hardware (See Cost Sheet on Page 9).

The successful managed hosting provider must be a Gartner tier leader or challenger. Set up and installation of the application must be in the Vendor's bid as a separate item.

1.0 Managed Hosting Services (Must meet or exceed)

- 24x7x365 Support
- 1 Hour Hardware Replacement Guarantee
- Port Monitoring Service
- Monthly Server Patching and Vulnerability Analysis
- New Hardware Provisioned in 15 Business Days

Bandwidth

- Up to 4 TB Outbound Transfer
- Unlimited Inbound Transfer
- 100 Mbps Connectivity to the Internet, 300 Mbps Aggregate or greater
- Redundancy of four or more Diverse Path Backbone Internet Connections

HOSTING STRATEGY:

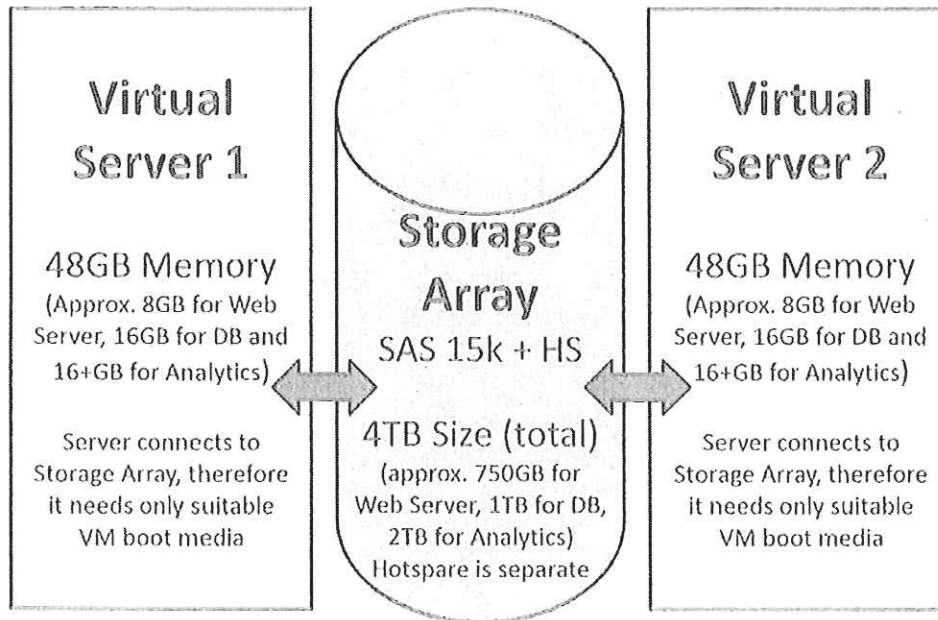
Commerce is seeking a "Private Cloud" solution. We wish to virtualize 3 servers, using VMware (virtual machines) or the equivalent technology. Please specify VMware with High Availability. The VMs will sit on physical gear. The following server specifications are provided with this strategy in mind.

Vendor costs must be based on Commerce leasing this equipment from a Gartner tier leader. Commerce must be identified as the having full access to our production servers and code. Commerce must have full authorization and be recognized by the hosting Vendor as the owner of the application.

The equipment provided by the managed hosting facility must meet or exceed the equipment specified in this RFQ; however, a local firm may subcontract hosting if they meet the expected system administration and code maintenance requirements.

2.0 Hardware

Private Cloud Strategy: Virtualize Web, DB and Analytics Servers with High Availability, accessing External Storage Array



2.1 Two (2) Virtual Servers (Private Cloud) with High Availability

Currently, reporting is taxing on our database server and our log files become too large. Commerce requires a separate virtual server to run our analysis services, apart from our SQL DB using virtual machines or VMware.

Therefore the successful vendor must upgrade Commerce's existing operating system and software to a Dell PowerEdge R710 (Intel® Xeon® E5645), or equivalent servers as the virtual servers. Commerce estimates it needs at a minimum 48GB of memory on two (2) servers to accommodate the following: 8GB of memory to the Web Server, 16GB to the DB server and the rest to the Analytics Server.

Vendor pricing must accommodate the correct licenses for:

- Operating System & Software
- Microsoft Windows Server 2008 Enterprise Edition – 64-bit and IIS
- Microsoft SQL Server 2008 Standard Edition
- Managed Backup Agent for Microsoft SQL Server (see Managed Backup below)

Hardware

- Dell PowerEdge R710, or equivalent
- Dual Processor, Quad Core 2.5 GHz Processor or greater
- 48GB Memory, Optimized
- Suitable VMware boot media
- Redundant Power
- 100 Mbps Connectivity

Standard Drive Partitioning

CA - single partition

External Storage Connection(s)

- Private Backup Network Connection
- Dell PowerVault Unit (See: 2.2)

2.2 One (1) Storage Array

- Hardware such as Dell PowerVault MD3200 Dedicated Storage Unit, or equivalent
- RAID 5 + HS Configuration, or equivalent
- 4TB total capacity, SAS 15k (approximately 750GB for Web Server, 1TB for the SQL database, 2+TB for Analytics Server)
- Separate Hotspare

3.0 Other Services to be provided by the Managed Hosting Facility**3.1 One (1) Firewall, Shared**

- Hardware
- Cisco ASA 5510 Firewall
- 100 Mbps Throughput
- 130,000 Concurrent Connections
- Stateful packet inspection
- Fully Managed Device, includes 24x7 Monitoring, Rule Changes and 1 Hour Replacement Guarantee

3.2 Dual Active/Active Storage Controllers

- 512MB Battery-backed Cache (per controller)
- Redundant Power

3.3 Server & Application Monitoring

- Port Monitoring
- Ping and TCP Port 80
- Additional Ports Monitored (e.g. FTP, SSH, DNS, POP3, MS SQL)
- 10-Minute Polling with Automated Ticket Creation and Response

3.4 Advanced Availability Monitoring

- URL, FTP and Mail Service Monitoring
- 10-Minute Polling, Automatic Alert Escalation

3.5 Synthetic Transaction Monitoring

- Scripted Site Walkthrough to Simulate a Typical User Interaction
- 10-Minute Polling with Automatic Alert Escalation

3.6 Managed Backup

- Setup, Configuration and Monitoring
- Weekly Full, Daily Differential Backup Schedule
- Automatic Tape Rotation, 2-Week On-site Retention

Application Set-up and Support**4.1 Application Set-up**

The successful vendor will provide Commerce technical assistance in establishing our application in its new environment.

As noted in this specification, currently the analytics services and SQL database are on the same server and the virtual solution we're seeking will separate them. Configuration changes will need to be made to our applications/databases and tested.

Commerce will allow up to 40 hours to be billed for server set-up and configuration. Among the tasks the successful vendor will perform are the following:

- Analysis Server set up of 10-12 hours is estimated.
- Develop a data storage plan and automated service to purge the application of old log files on a monthly basis. Commerce wishes to keep 13-months of traffic history at all times. Commerce estimates 4-8 hours of work.
- Configuration changes to the Web application will be needed, because the analysis currently is done on the database server. Budget, 6-8 hours for this work.

Commerce will not pay for more than 40 hours of application set-up work, unless there is specific justification given in advance by the Vendor and approved by Commerce before the work is initiated.

4.2 Monthly System Administration Support and .Net Code Maintenance

Commerce will require approximately 20 hours of monthly support, on an as-needed basis. The Vendor must provide an hourly cost for system administration support and .Net code fixes (See the Cost Sheet on Page 9).

Examples of Support:

- Resolving errors on the site caused by coding issues (researching, editing code, testing) and assisting Commerce with deploying changes to code.
- Responding to emergency calls 24-7 if the application is down and helping Commerce determine if it's a coding or hosting issue. Identifying and then fixing coding or database issues.
- Reestablishing Google Analytics Reports on the new system.
- Assisting Commerce in launching new code or making updates to the current code, such as with any coding updates required by third-party licenses or fixes resulting from compatibility testing with new browsers that may come online in the future.
- Following step-by-step instructions to restart our application if it goes down.
- Clearing out the old log files and restarting analytics server if it gets backed up.
- This is not an exhaustive list of support items.

4.2.1 Issue Prioritization and Response:

The successful Vendor must meet or exceed the following issue prioritization and response levels.

- Severity 1 Issue** – System is down (Initial Vendor response within 1 hour after report of issue)
- Severity 2 Issue** -- High-impact bug or error preventing use of CMS features, including the inability to update user-facing content or the inability to run reports or conduct business, such as handle Call Center activities or fulfill Travel Guides using the system. (Initial Vendor response within 2 hours after report of issue)
- Severity 3 Issue** – System is not as responsive as expected, such as database issues or slow CMS response times. (Initial Vendor response within 4 hours after report of issue)
- Severity 4 Issue** -- Bug or error that can be duplicated, low impact, not widespread, such as a browser compatibility issue. (Initial response within 8 hours after report of issue)

4.2.2 Response Time and Process:

In its response to the RFQ, the Vendor must provide Commerce a detailed description of the issue tracking and resolution it will provide for code fixes, database maintenance or other system maintenance issues. The response must meet or exceed the following expectations:

1. Initial response – Investigation begins according to severity level, listed above.
2. Issue resolution – The Vendor will continue to work on the problem according to above schedule until the problem is resolved or client agrees on solution. Severity 1 & 2 issues must be resolved within 24 hours. Severity 3 & 4 issues must be resolved within 48 hours.

3. Notification of progress and resolution – Commerce expects the Vendor to be in contact during the bug fixing or maintenance process. After an initial investigation, the Vendor must communicate the status of the issue and estimate the time to fix it, and get authorization to fix the issue. The Vendor must see prior approval from Commerce if the fix will take longer than the original estimate.
 - Severity 1 & 2 – status updates provided by phone.
 - Severity 3 & 4 – status updates by email.

Severity 1 & 2 Response Penalty: If a Severity 1 & 2 Issue goes unresolved beyond the 24 Hours after the stated response times listed above, the Vendor will be subject to a penalty of one thirtieth of the vendor's hosting cost for each day Commerce is unable to use the site or conduct business with wvcommerce.org.

4.2.3 Team Qualifications:

The Vendor must identify two key technicians or developers (one primary and one back up) who will be assigned to the Commerce project as well as provide copies of their resumes.

The Vendor must detail the technician's experience with:

- Server setup and management
- Database setup and management
- Microsoft .NET Framework 3.5, C3, ASP.NET
- Microsoft SQL Server 2008
- Web Technologies, including XHTML, CSS, JavaScript, JQuery, AJAX
- GIS technologies, such as SharpMap, BING, SQL, Server 2008 Spatial Tools
- Microsoft Windows Server 2008 with IIS 7
- Telerik Rad Developer Tools

Please note any unique qualification these developers have related to managing this type of application.

Commerce Access and Ownership:

As noted, above, the Vendor shall not restrict or limit Commerce's access to its code or databases on the production environment.

Commerce reserves the right to hire additional third-party developers or use State resources to develop and launch new features to the application or new code. This RFQ in no way limits Commerce's ability to use whatever coding or system administration resources necessary beyond this contract to maintain the wvcommerce.org application.

Commerce will work with the winning Vendor to agree upon a notification process and coordination of code updates. The winning Vendor will not be held responsible for issues caused by these efforts.

All coding work the Vendor may perform and the code associated with wvcommerce.org remains the property of the West Virginia Department of Commerce. Information in our databases and systems (example: email or mailing lists) must be kept confidential and remain Commerce's sole property.



Marketing & Communications | West Virginia Department of Commerce

COST SHEET

Description	Cost		Annual Quantity		Amount
Monthly Managed Hosting Fee	\$ <u>8800⁰⁰</u> Per/Month	X	12 Months	=	\$ <u>105600⁰⁰</u>
Application set up, configuration and testing	\$ <u>100⁰⁰</u> Per/Hour	X	40 Hours	=	\$ <u>4000⁰⁰</u>
Monthly system administration and .Net code support	\$ <u>100⁰⁰</u> Per/Hour	X	240 Hours	=	\$ <u>24000⁰⁰</u>
TOTAL YEAR ONE COST					\$ <u>133600⁰⁰</u>

Note: This is an estimate for evaluation purposes only.

In its response, the Vendor must provide its service level agreement terms that specifically address the items in Section 4.2 (issue prioritization and response times), along with the above pricing for Commerce's review.

The selected Vendor must comply with West Virginia's general terms and conditions for RFQs.

Commerce is seeking a one-year managed hosting contract, renewable at the same price and terms for two (2) subsequent years.

This contract will be awarded to the vendor who provided the lowest cost for a one year period who is able to provide the necessary equipment as well as provide the technical assistance required.

Associated Systems Professionals
P.O. Box 8637
419 D. Street.
South Charleston, WV 25303
Fax: 304-343-6339
Voice: 304-343-6337
Contact: Daniel Tate

RFQ No. DEV 1285STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT**

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

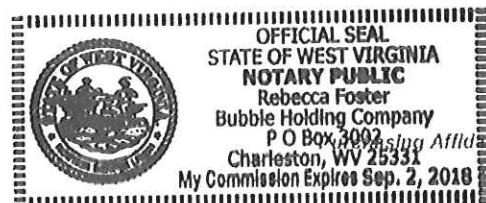
"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATUREVendor's Name: Associated Systems ProfessionalsAuthorized Signature: [Signature] Date: 5/3/12State of West VirginiaCounty of Kanawha, to-wit:Taken, subscribed, and sworn to before me this 3rd day of May, 2012.My Commission expires September 2, 2018.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

OFFICIAL SEAL
STATE OF WEST VIRGINIA
NOTARY PUBLIC
Rebecca Foster
Bubble Holding Company
P O Box 3002
Charleston, WV 25331
My Commission Expires Sep. 2, 2018
(Revised 12/15/09)

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

certification and application* is hereby made for Preference in accordance with **West Virginia Code, §5A-3-37**. (Does not apply to construction contracts) **West Virginia Code, §5A-3-37**, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

Application is made for **2.5% resident vendor preference for the reason checked:**
Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

Application is made for **2.5% resident vendor preference for the reason checked:**
Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

Application is made for **2.5% resident vendor preference for the reason checked:**
Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

Application is made for **5% resident vendor preference for the reason checked:**
Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

Application is made for **3.5% resident vendor preference who is a veteran for the reason checked:**
Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

Application is made for **3.5% resident vendor preference who is a veteran for the reason checked:**
Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty not such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency deducted from any unpaid balance on the contract or purchase order.

Submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information required by the Tax Commissioner to be confidential.

Bidder penalty of law for false swearing (**West Virginia Code, §61-5-3**), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

for: Associated Systems Professionals Signed: [Signature]
Date: 5/3/12 Title: Owner / Manager

* Any combination of preference consideration(s) indicated above, which you are entitled to receive.

Supporting Documentation

RFQ Number: **DEV1285**

Submitted by **Associated Systems Professionals, llc**

May 3, 2012

1. Scope of Work RFQ DEV1285 as addressed by Associated Systems Professionals, llc
2. Service Level Agreement (SLA) provided in response to WV DEV1285
3. Team Qualifications
4. RackSpace Proposal for Hosting Services
5. RackSpace Infrastructure Illustration

SCOPE OF WORK RFQ DEV1285 as addressed by Associated Systems Professionals, llc

The following addresses RFQ DEV1285 Sections 1.0 and 1.1

Hosting Provider is RackSpace, a Gartner Tier Leader.

Managed Hosting Services

- 24x7x365 Support
- 1 Hour hardware Replacement Guarantee
- Port Monitoring Service
- Monthly Server Patching and vulnerability Analysis
- New Hardware Provisioned in 15 Business Days

Bandwidth

- Up to 4 TB Outbound Transfer
- Unlimited Inbound Transfer
- 100 Mbps Connectivity to the Internet, 300 Mbps Aggregate or greater
- Redundancy of four or more Diverse Path Backbone Internet Connections

Server Hardware and VM Hosting Solution:

The following addresses RFQ DEV1285 Sections 2.0, 2.1, 2.2, 3.1 and 3.3

Creation of a Private Cloud where three Microsoft Windows servers are virtualized on two VMWare Host Systems using VMware with High Availability (HA).

Hardware – Servers (2) running VMWare with HA

- Dell PowerEdge R710 or comparable
- Dual Processor, HEX Core Intel Xeon E5645 Processor
- 48 GB of RAM
- Redundant power supply
- 1000 Mbps Connectivity
- VMWare with HA

Hardware - External Storage Array

- Dell PowerVault MD3200 Dedicated Storage Unit
- 9 x 600GB 15k SAS Drives, RAID 5 + Hotspare (4.2TB accessible)
- Redundant power supply
- Dual Active/Active Storage Controllers with 512MB battery-backed cache per controller

Virtual Server - One of Three: Web

- 750GB storage allocated
- 8GB RAM allocated
- Microsoft Windows 2008 Enterprise Edition with IIS 64-bit

Virtual Server - Two of Three: Database

- 1TB storage allocated
- 16GB RAM allocated
- Microsoft Windows 2008 Enterprise Edition 64-bit
- Microsoft SQL Server 2008 Standard Edition
- Managed Backup Agent for Microsoft SQL Server

SCOPE OF WORK RFQ DEV1285 as addressed by Associated Systems Professionals, llc**Virtual Server - Three of Three: Analysis**

- 2TB storage allocated
- 16GB plus all remaining available RAM
- Microsoft Windows 2008 Enterprise Edition 64-bit
- Microsoft SQL Server 2008 Standard Edition
- Microsoft SQL Analysis Services
- Managed Backup Agent for Microsoft SQL Server

Other Services – addresses RFQ DEV1285 sections 3.1, 3.4, 3.6 and 3.7

Cisco firewall hardware, hosting vendor monitoring and backup services

Firewall –

- Cisco ASA 5510
- 100Mbps Throughput
- 130,000 Concurrent Connections
- Stateful packet inspection
- Fully Managed Device, includes 24x7 Monitoring, Rule Changes and 1 hour replacement guarantee

Monitoring - Server & Application Monitoring

- Port Monitoring
- Ping and TCP Port 80
- Additional Ports Monitored (e.g. FTP, SSH, DNS, POP3, MSSQL)
- 5 Minute Polling with Automated Ticket Creation and Response

Monitoring - Advanced Availability Monitoring

- URL, FTP and mail Service Monitoring
- 10 Minute Polling, Automatic Alert Escalation

Monitoring - Synthetic Transaction Monitoring

- Scripted Site Walkthrough to Simulate a Typical User Interaction
- 10 Minute Polling with Automatic Alert Escalation

Managed Backup - addresses RFQ DEV1285 sections 3.8

- Setup Configuration and Monitoring
- Weekly Full, Daily Differential Backup Schedule
- Automatic Tape Rotation, 2-Week On-site retention

SCOPE OF WORK RFQ DEV1285 as addressed by Associated Systems Professionals, LLC**Application Setup and Support – addresses RFQ DEV1285 sections 4.1 and 4.2**

Services and Support provided by Associated Systems Professionals, LLC

Application Setup – services to implement configuration changes separating the analytics services and SQL database.

- Analysis Server Setup
- Develop a data storage plan and automated service to purge the old log files on a monthly basis keeping 13 months of traffic history at all times.
- Configuration changes necessary to redirect analysis from the Web server to the new dedicated analysis server.

Monthly System Administration Support –

- Respond to emergency call 24x7 from Commerce personnel when the application is down and assisting Commerce personnel in determining if an outage is a coding or hosting issue
- Follow step-by-step instructions to restart the Commerce application if it is reported down by Commerce personnel after hours or on weekends.
- Clearing log files and restarting the analytics server if it is reported by Commerce personnel as getting “backed up”

.NET Code Maintenance –

- At the direction of Commerce, Associated Systems Professionals will provide .NET Code Maintenance and Support at the rate of \$100 per hour in effort to:
 - Resolve errors on the site caused by coding issues (researching, editing, testing) and assisting Commerce with deploying changes to code
 - Identifying and fixing coding or database issues
 - Reestablishing Google Analytics Reports on the system
 - Assisting Commerce in launching new code or making updates to the current code, such as coding updates
 - Other code support as requested by Commerce.
- Resolution of .NET Code Support and Maintenance Requests – Associated Systems Professionals will provide at the rate of \$100 per hour work to complete a .NET Code Support and Maintenance Request until it is resolved, redirected to other client resources or otherwise considered complete or resolved by the client. As Associated Systems Professionals does not have knowledge of the code as it now exists and does not have knowledge of known or unknown defects, and as Associated Systems Professionals does not have knowledge of the scope of the support issues that may in the future come to light, we cannot estimate the hours per month for completion of .NET Code Support and Maintenance Requests.
- Associated Systems Professionals will provide best effort to resolve .NET Code Support and Maintenance Requests using the best human and material resources available to us.

Commerce Access and Ownership –

Associated Systems Professionals shall not restrict or limit Commerce’s access to its code or databases on the production environment. All code associated with wvcommerce.org and systems shall be kept confidential and remain the property of Commerce.

Associated Systems Professional, LLC (updated 03 May 2012)
Service Level Agreement (SLA) provided in response to WV DEV1285

Contacts designated by the WV Department of Commerce (Commerce) Web Platform Program Manager/Director shall have access via email and telephone to Associated Systems Professionals (ASP) Helpdesk and After Hours Support Professionals. All requests will be documented and tracked in ASP's call tracking and ticketing systems for reporting and request management.

Contacting Support:

Telephone access will be via the ASP helpdesk phone during business hours (8am-5pm eastern time). After-hours telephone support will be provided via a call out schedule with after-hours phone numbers distributed to the designated client contacts. The client may wish to provide their email address during creation of a request. If an email address is provided, ASP may respond and/or correspond via email, otherwise client contact will be via return telephone call.

Customer Responsibilities

Submitting Issues - The Commerce will provide a list of designated customer contacts that are permitted to submit requests. Designated contacts will call the helpdesk or after-hours telephone numbers. The contact will provide a description of the issue, return call telephone numbers and email addresses, other pertinent contact names and perceived Severity as defined below.

Definition of Severities for Issue Prioritization and Response: (RFQ DEV1285 4.2.1)

- Severity 1 – System is Down (time for ASP initial response within 1 hour of report of issue)
- Severity 2 - High impact bug or error is preventing use of core software features including the inability to update user-facing content or the inability to run reports or conduct business, such as handle Call Center activities or fulfill Travel Guides using the system (time for ASP initial response within 2 hours of report of issue)
- Severity 3 – Systems is not as responsive as typically expected, such as database issues or slow user experience response times (time for initial ASP response within 4 hours of report of issue)
- Severity 4 – Bug or error that can be duplicated, but is low impact and not widespread (time for ASP initial response within 8 hours of report of issue)

When requesting ticket status, please refer to the ticket number provided at the time the issue was submitted.

ASP Responsibilities (RFQ DEV1285 4.2.2)

Initial Response - Upon receipt, the issue will be logged in our ticket tracking system and a response that includes the ticket number will be given to the client. Investigation of the request and resolution of issues will begin within the severity response times above.

Notification – For high severity issues (levels 1 – 2), status updates will be provided to the primary contacts by phone. Lower level severity issues (levels 3-4) will receive email and/or phone updates.

Resolution –We will continue to work on the issue until the problem is resolved, redirected to other client resources or otherwise considered complete by the client. As ASP does not have knowledge of the code as it now exists and does not have knowledge of known or unknown defects, ASP will not accept being held subject to penalty for the time to resolution of any severity level issue. ASP will provide response within the above defined severity level timeframes and will provide best effort to resolve the issue using the best human and material resources available to us.

Team Qualifications - Associated Systems Professionals, llc

The following addresses RFQ DEV1285 Section 4.2.3

Upon award of DEV1285 to Associated Systems Professionals, we will assign the following professionals to the project team:

- Carlos Ramirez Primary Developer (15yrs experience Application Developer)
- Eric Brumfield Backup Developer (9yrs experience Application Developer)
- Warren Patterson, Application Development Manager (9yrs experience Application Developer, 4yrs Management Experience, 4yrs Partner Associated Systems Professionals, llc)
- Dan Tate, Infrastructure Manager (26yrs experience Systems Engineer, 12yrs Management Experience, 8yrs Partner Associated Systems Professionals, llc)
- Ryan Spaulding, Help Desk Coordinator

As the Primary and Backup Developers on the project, both Carlos and Eric are familiar with all the technologies involved with the system including:

- Microsoft .NET Framework 3.5, C3, ASP.NET
- Microsoft SQL Server 2008
- Web Technologies including XHTML, CSS, JavaScript, JQuery, AJAX
- GIS Technologies such as SharpMap, BING, SQL Server 2008 Spatial Tools
- Microsoft Windows Server 2008 with IIS 7
- Telerik Rad Developer Tools

Carlos Ramirez and Eric Brumfield are uniquely qualified as our developers on this project as they were on the original development team that successfully created and rolled out WV State Commerce web portal application currently in use (wvcommerce.org).

Carlos and Eric will be available for application setup, configuration, testing, monthly system administration support as well as handling application issues. Both Eric and Carlos were involved in designing the database architecture, implementing a large portion of the web application code, reports and related windows services. Since Carlos and Eric were both on the original development team of the existing web portal application, they each have extensive knowledge of the current architectural layers and code base, which is one of their strongest qualifications when working with this type of application.

As original lead developer of the Commerce platform Carlos fully understands the internal workings of the application. Carlos has 15 years of database design experience with intimately familiar with all the technologies involved with the Commerce system. Carlos was primarily involved with implementing a large portion of the administrative areas of the current web portal, reports, travel planner, site selector, multilingual module, web controls, GIS components, statistical reporting, and security.

As one of the original developers of the Commerce platform, Eric was primarily involved with implementing a large portion of the administrative areas of the current web portal, web statistics data warehouse and reports, travel planner, call center application, e-newsletter service, portal search engine and data collector module. Eric has 9 years of database design experience and is also experienced with all the technologies involved with the Commerce system.

Team Qualifications - Associated Systems Professionals, LLC

ASP's Application Development Team coordinator, Warren Patterson works with and assists the developers in prioritizing and troubleshooting application development and maintenance issues. Warren is a partner with Associated System Professionals, LLC and also an application developer. Warren has worked in database design and application development for more than nine years and is also experienced with the technologies involved with the Commerce system. Since becoming a partner with ASP four years ago Warren has also become a project manager on large scale database design and delivery application development projects. Warren also brings to the team personnel and client management skills.

Coordination of the setup, test and management of the servers and networking infrastructure will be completed by the project Infrastructure Manager Dan Tate. Dan will work with Rackspace, Commerce and the Developers to ensure an optimum hardware platform for the application hosting. Dan brings 26 years of experience as an Infrastructure Systems Engineer, 12 years of management experience and is a partner with Associated System Professionals, LLC.

Ryan Spaulding, Help Desk Coordinator, will ensure that telephone requests from Commerce representatives are documented and distributed to the team. Ryan has been with Associated System Professionals for four years and is highly regarded with our clients for his ability to find them the assistance they need.

PROPOSAL FOR HOSTING SERVICES

Solution Details:

Data Center: **Elk Grove Village (ORD1)**
 Service Level: **Managed**
 Term: **12 months**
 Special Notes:

Default

Data Center: Elk Grove Village (ORD1)

1.0 Managed Hosting Services - 24x7x365 Support Managed Windows Support Segment

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • 24x7x365 Fanatical Support™ • 1 Hour Hardware Replacement Guarantee • The Rackspace Zero-Downtime Network™ • Dedicated Account Management and Business Development Team • Rackwatch Port Monitoring Service • Included Access to My.Rackspace Portal (Ticket Manager, DNS Manager, Bandwidth and Backup Reports, Doc Center, Knowledgebase, Billing Options) • Automated Server Patching via Microsoft Automatic Update 				

1.0 Microsoft SQL Support.

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • Database Services: <ul style="list-style-type: none"> ◦ Basic Best Practices Installation ◦ Configuration for Monitoring, Patching and Backups (if subscribed) ◦ Configuration for Standard Maintenance Plans ◦ Automated Escalation of Monitoring Alerts ◦ Troubleshooting for Connectivity Issues ◦ Troubleshooting for Service Issues 				

1.0 Managed Hosting Services - Bandwidth 4 TB Outbound Transfer, Unlimited Inbound Included Bandwidth - Monthly Data Transfer

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
4000	Included	Included	Included	Included
<ul style="list-style-type: none"> • Metered Outbound Transfer • Unlimited Inbound Transfer • Quantity is in GB 				

Dedicated Additional IP Addresses

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
8	Included	Included	Included	Included
<ul style="list-style-type: none"> • Includes Initial Provisioning and Configuration • Conditional Upon Acceptance of Justification Form submitted to relevant Agency (ARIN for US-hosted servers) • Included IPs (Up to 8) - Qty: 1 				

PROPOSAL FOR HOSTING SERVICES

**3.1
Cisco VPN Access - Client to Site**

Quantity	Setup Per Unit	Total Setup	One Time Per Unit	Total One Time
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • 3DES Encryption • Fully Managed, Software Updates and Management Included • Block of 5 Clients 				

**3.1
Cisco VPN Access - Site to Site**

Quantity	Setup Per Unit	Total Setup	One Time Per Unit	Total One Time
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • 3DES Encryption • Fully Managed, Software Updates and Management Included • 1 Per Site 				

**LOAD BALANCER (Brocade - 200,000 connections)
Brocade ADX 1000 Load Balancer**

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • Service Level: Performance Plus - 200,000 connections per second, 9Gb throughput, 16x 1GbE ports 				

**2.1 and 3.8 - HARDWARE (Server 1) - VMWare with HA, Dual Hex Core CPU's 2.4 GHz to 2.67 GHz, 48 GB RAM, Suitable Boot Device (2 x 300 GB 15k rpm SAS HDD's , RAID 1)
Performance One - Silver**

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • Server Platform:Performance One - Silver (PowerEdge R710) [SKU: 106298] • Operating System:ESX • Processor:Dual Processor, Hex Core Intel Xeon E5645 [SKU: 106301] • Memory:48 GB [SKU: 105040] • Drive and RAID Configuration: <ul style="list-style-type: none"> ◦ RAID 1 [SKU: 102000] ◦ 300 GB (15K SAS 3.5") - Qty: 2 [SKU: 106206, 103930] • Drive Partitioning:Custom Partitioning [SKU: 105751] • Network:1000 Mbps • Managed Backup: <ul style="list-style-type: none"> ◦ Unmetered Managed Backup (Requires Unmetered MBU Terms) [SKU: 105753] ◦ Weekly Full, Daily Differential [SKU: 102026] ◦ 2 Week On-site Retention (Per GB) [SKU: 105496] • Backup Agent:Base Backup Agent [SKU: 103485] • Bandwidth:2000 GB [SKU: 105549] 				

PROPOSAL FOR HOSTING SERVICES

**2.1 & 3.8 - HARDWARE (SERVER 2) - VMWare with High Availability, Dual Hex Core CPU's 2.4 GHz to 2.67 GHz, 48 GB RAM, Suitable Boot Device (2 x 300 GB 15k rpm SAS HDD's, RAID 1)
Performance One - Silver**

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • Server Platform:Performance One - Silver (PowerEdge R710) [SKU: 106298] • Operating System:ESX • Processor:Dual Processor, Hex Core Intel Xeon E5645 [SKU: 106301] • Memory:48 GB [SKU: 105040] • Drive and RAID Configuration: <ul style="list-style-type: none"> ◦ RAID 1 [SKU: 102000] ◦ 300 GB (15K SAS 3.5") - Qty: 2 [SKU: 106206, 103930] • Drive Partitioning:Rackspace Suggested Partitioning • Network:1000 Mbps • Managed Backup: <ul style="list-style-type: none"> ◦ Unmetered Managed Backup (Requires Unmetered MBU Terms) [SKU: 105753] ◦ Weekly Full, Daily Incremental ◦ 2 Week On-site Retention (Per GB) [SKU: 105496] • Backup Agent:Base Backup Agent [SKU: 103485] • Bandwidth:2000 GB [SKU: 105549] 				

2.1 (Virtual Server - 1 of 3) Web Server - 4 vCPU's, 8GB RAM, 750 GB virtual disk, Windows Server 2008 Enterprise Edition - 64-bit & IIS 7
Private Cloud VM (Windows on Dual Proc Hypervisor)

Quantity	Setup Per Unit	Total Setup	Utility Per Unit	Total Utility
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • VM OS:Windows Server 2008 Enterprise Edition 64-Bit (Licensed for 2 Processors) (Min disk space: 60 GB) • Drive Partitioning:Rackspace Suggested Partitioning • Virtual Machine Resource Allocation: <ul style="list-style-type: none"> ◦ Amount of virtual memory (MB) - Qty: 8192 ◦ Number of virtual CPUs - Qty: 4 ◦ Amount of virtual disk space (vDisk1 GB) - Qty: 750 • VM Backup Agent:Base Backup Agent 				

2.1 (Virtual Server - 2 of 3) One Database - 4 vCPU's, 16GB RAM, 1 TB virtual disk, Windows Server 2008 Enterprise Edition - 64-bit
Private Cloud VM (Windows on Dual Proc Hypervisor)

Quantity	Setup Per Unit	Total Setup	Utility Per Unit	Total Utility
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • VM OS:Windows Server 2008 Enterprise Edition 64-Bit (Licensed for 2 Processors) (Min disk space: 60 GB) • Drive Partitioning:Rackspace Suggested Partitioning • Virtual Machine Resource Allocation: <ul style="list-style-type: none"> ◦ Amount of virtual memory (MB) - Qty: 16384 ◦ Number of virtual CPUs - Qty: 4 ◦ Amount of virtual disk space (vDisk1 GB) - Qty: 1000 • VM Backup Agent:Base + SQL Server Backup Agent (Windows Only) 				

PROPOSAL FOR HOSTING SERVICES

2.1 (Virtual Server 3 of 3) Analytics Server - 4 vCPU's, 22GB RAM, 2 TB virtual disk, Windows Server 2008 Enterprise Edition - 64-bit**Private Cloud VM (Windows on Dual Proc Hypervisor)**

Quantity	Setup Per Unit	Total Setup	Utility Per Unit	Total Utility
1	Included	Included	Included	Included

- **VM OS:** Windows Server 2008 Enterprise Edition 64-Bit (Licensed for 2 Processors) (Min disk space: 60 GB)
- **Drive Partitioning:** Rackspace Suggested Partitioning
- **Virtual Machine Resource Allocation:**
 - Amount of virtual memory (MB) - Qty: 22528
 - Number of virtual CPUs - Qty: 4
 - Amount of virtual disk space (vDisk1 GB) - Qty: 2000
- **VM Backup Agent:** Base Backup Agent

2.2 LICENSE - MICROSOFT SQL SERVER 2008 STANDARD EDITION**Database License**

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
2	Included	Included	Included	Included

- **Database Licenses:** SQL Standard 2008

2.2 AND 3.3 - EXTERNAL STORAGE - 9 x 600GB 15k SAS Harddrives, RAID 5 + 1 Hot Spare, Dual Active/Active Storage Controllers [SKU: 106201]**[Non-Standard] Dell MD3200u - SAS [SKU: 106201]**

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included

- **Entry Dedicated Storage:**
 - This device has a 10 business day lead time which may impact the delivery date of your solution. For more information please contact your account manager. - Qty: 1
 - Dell MD3200 (3.5") chassis [SKU: 106202]
 - Servers being connected to SAS MD device - Qty: 2
 - The MD3200 / MD3200 iSCSI can have a Maximum of 12 drives
 - The MD3220 / MD3220 iSCSI can have a Maximum of 24 drives
 - HBAs are required on the connected servers for the MD3200/3220 [SKU: 106232]
 - The total quantity amount will supersede the total LUN configuration details should they differ
- **Entry Dedicated Storage Drives:**
 - [Non-Standard] 600GB SAS 15K RPM (6Gb/s) 3.5" - Qty: 9 [SKU: 106242]
 - RAID 5
 - [Non-Standard] 600GB SAS 15K RPM (6Gb/s) 3.5" - Qty: 1 [SKU: 106242]
 - Hotspare
 - **LUN Configuration Details**
 - **LUN Size - Purpose (ie. 500GB-Data, 100GB-Fileshare):** 750GB - WEB SERVER
 - **LUN Configuration Details**
 - **LUN Size - Purpose (ie. 500GB-Data, 100GB-Fileshare):** 1TB - SQL DATABASE
 - **LUN Configuration Details**
 - **LUN Size - Purpose (ie. 500GB-Data, 100GB-Fileshare):** 2 TB - ANALYTICS SERVER
- This is a Non-Standard service which is not subject to the Deployment Commitment. Please check with your Sales Representative for additional information.

PROPOSAL FOR HOSTING SERVICES

3.1 Cisco ASA 5510 Firewall				
Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • 100 Mbps Connectivity • 300 Mbps Aggregate and 130,000 Concurrent Connections • Stateful packet inspection • Fully Managed Device, includes 24x7 Monitoring, Rule Changes and 1 Hour Replacement Guarantee 				

AmbironTrustWave Vulnerability Assessment				
Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
12	Included	Included	Included	Included
<ul style="list-style-type: none"> • Automated Testing Profile • Single Point-in-time Assessment • 3rd Party Vulnerability Scan and Report 				

3.4 Rackwatch Platinum Port Monitoring				
Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • Ping and TCP Port 80 • Choice of 6 Additional Ports to be Monitored (eg. FTP, SSH, DNS, POP3, MS SQL) • 5 Minute Polling • Automated Ticket Creation and Response in Accordance with Support Policy 				

3.6 Advanced Availability Monitoring				
Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • 1 Monitor • Choice of URL, FTP or Mail Service Monitoring • 10 Minute Polling • Automatic Alert Escalation 				

3.7 Synthetic Transaction Monitoring				
Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • 5 Steps • Scripted Site Walkthrough to Simulate a Typical User Interaction • 10 Minute Polling • Automatic Alert Escalation 				

2.1 Backup Agent for Microsoft SQL Server Database Backup Agent				
Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> • Microsoft SQL • Fully Configured and Managed by Dedicated Storage Engineers • Support for Agent-based Backups of MS SQL Databases 				

PROPOSAL FOR HOSTING SERVICES

3.8 Managed Backup, Unmetered				
Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included
<ul style="list-style-type: none"> Initial Setup, Configuration and Monitoring 				

Leverage the Rackspace Partner Program to close more business, generate more opportunities, and increase your revenue through commission payments —ask me about the program today!

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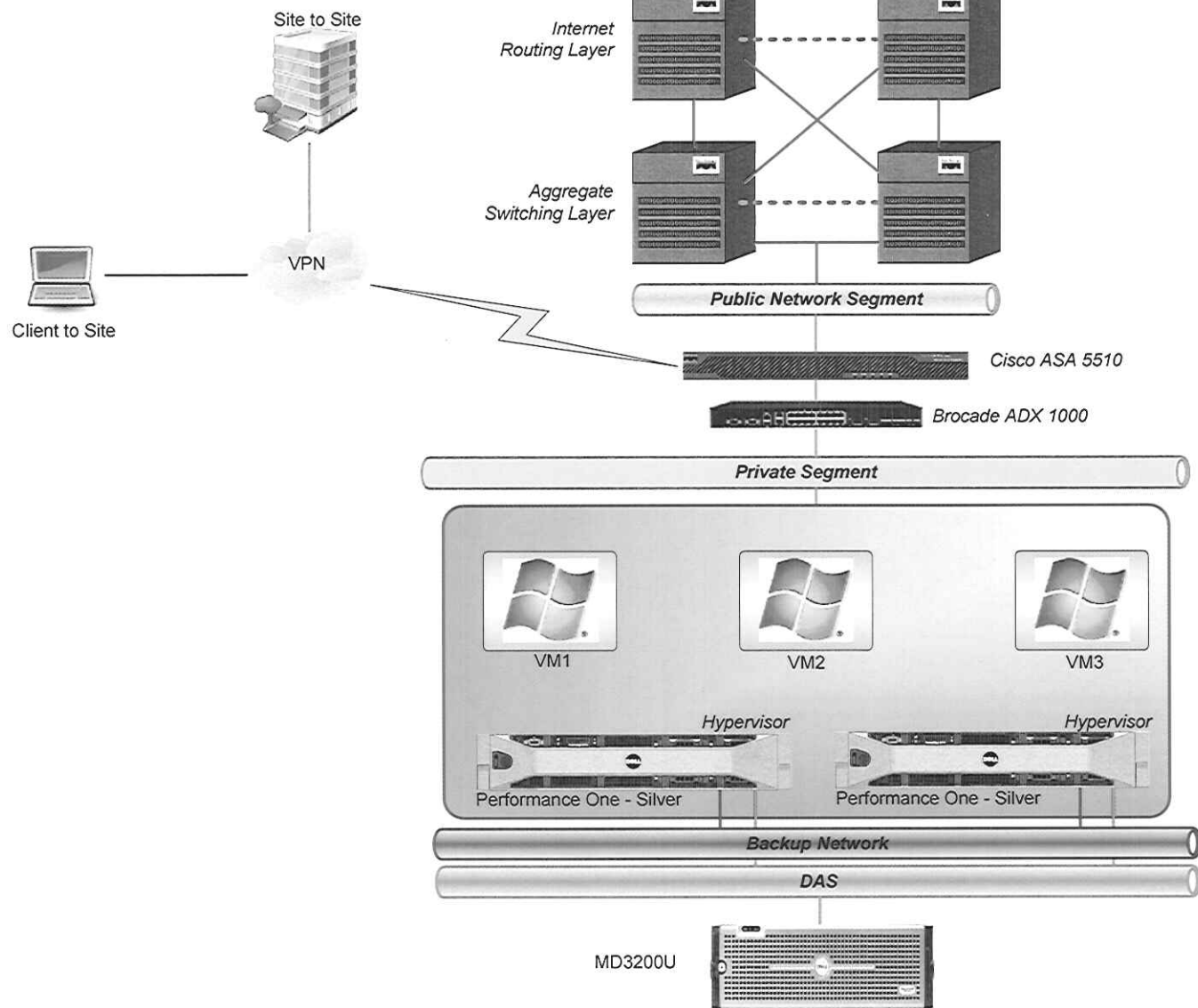
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ManagedSM

ORD1 – Elk Grove Village IL



Last updated:
March 6, 2012

Legend:

WAN Link

Fiber / Gigabit

100/1000 Mb Ethernet

Backup

SAS 6G HBA

Virtual Machine

Associated Systems Professionals

FACSIMILE TRANSMITTAL SHEET

TO:	Paul Reynolds	FROM:	Dan Tate
COMPANY:	WV Purchasing	DATE:	5/3/12
FAX NUMBER:	304-558-4115	TOTAL NO. OF PAGES INCLUDING COVER:	4
PHONE NUMBER:	304-558-2306	SENDER'S REFERENCE NUMBER:	RFQ# DEV1285
RE:	Addendum No 1	YOUR REFERENCE NUMBER:	

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

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WV PURCHASING
DIVISION

419D STREET
PO BOX 8637
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TELEPHONE: (304)343-6337 FACSIMILE: (304)343-6339



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER

DEV1285

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

PAUL REYNOLDS
304-558-0468

RFQ COPY

TYPE NAME/ADDRESS HERE

WV DEVELOPMENT OFFICE
ADMINISTRATION
BUILDING 6, ROOM 645
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305-0311 304-558-0350

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS		
05/01/2012						
BID OPENING DATE: 05/10/2012		BID OPENING TIME		01:30PM		
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
CHANGES TO THE SPECIFICATIONS (SCOPE OF WORK)						
REPLACE PAGE 7 OF THE ORIGINAL REQUEST FOR QUOTATION WITH THE ATTACHED PAGE 2.						
ADD EXHIBIT 10						
BID OPENING DATE CHANGED						
FROM: 05/03/12 @1:30 P.M.						
TO: 05/10/12 @1:30 P.M						
NO OTHER CHANGES						
0001		EA		920-19		
COMPUTER MANAGEMENT						
***** THIS IS THE END OF RFQ					DEV1285 ***** TOTAL:	\$133,600. ⁰⁰

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE _____ TELEPHONE _____ DATE _____

TITLE _____ FEIN _____ ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

Add an additional requirement to SCOPE OF WORK:**SCOPE OF WORK:**

The Vendor must provide Commerce with one (1) monthly hosting cost that covers the following services, licenses and hardware (See Cost Sheet on Page 9).

The successful managed hosting provider must be a Gartner tier leader or challenger.
Set up and installation of the application must be in the Vendor's bid as a separate item.

1.0 Managed Hosting Services (Must meet or exceed)

- 24x7x365 Support
- 1 Hour Hardware Replacement Guarantee
- Port Monitoring Service
- Monthly Server Patching and Vulnerability Analysis
- New Hardware Provisioned in 15 Business Days

Bandwidth

- Up to 4 TB Outbound Transfer
- Unlimited Inbound Transfer
- 100 Mbps Connectivity to the Internet, 300 Mbps Aggregate or greater
- Redundancy of four or more Diverse Path Backbone Internet Connections
- ~~A network connection of a gigabit or a 1,000 Mbps between the web and database servers in the new virtual hosting environment.~~

HOSTING STRATEGY:

Commerce is seeking a "Private Cloud" solution. We wish to virtualize 3 servers, using VMware (virtual machines) or the equivalent technology. Please specify VMware with High Availability. The VMs will sit on physical gear. The following server specifications are provided with this strategy in mind.

Vendor costs must be based on Commerce leasing this equipment from a Gartner tier leader.
Commerce must be identified as the having full access to our production servers and code.
Commerce must have full authorization and be recognized by the hosting Vendor as the owner of the application.

The equipment provided by the managed hosting facility must meet or exceed the equipment specified in this RFQ; however, a local firm may subcontract hosting if they meet the expected system administration and code maintenance requirements.

EXHIBIT 10

REQUISITION NO.: DEV1285

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ☒

NO. 2

NO. 3

NO. 4

NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR
MUST CLEARLY UNDERSTAND THAT ANY VERBAL
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE
INFORMATION ISSUED IN WRITING AND ADDED TO THE
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.


SIGNATUREAssociated Systems Professionals
COMPANY5/3/12
DATE

REV. 11/96