



Department of Administration  
 Purchasing Division  
 2018 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Info Technology

|   |                     |   |         |
|---|---------------------|---|---------|
| Proc Folder: 840904                               |                     | Reason for Modification:  |         |
| Doc Description: Tax Infrastructure RFQ (OT21093) |                     | Addendum No. 06 is being issued to address all technical questions received and extend the bid open..... See Page 2 for complete info |         |
| Proc Type: Central Master Agreement               |                     |   |         |
| Date issued                                       | Solicitation Closes | Solicitation No   | Version |
| 2021-05-11  | 2021-05-27 13:30    | CRFQ 0210 ISC2100000018   | 7       |

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2018 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

RECEIVED  
 05/26/21 10:02:29  
 WV PURCHASING DIVISION

**VENDOR**

Vendor Customer Code:  
 Vendor Name: Oracle America, Inc.  
 Address: 500  
 Street: Oracle Parkway  
 City: Redwood Shores  
 State: CA Country: USA Zip: 94065  
 Principal Contact: Erica Oliver  
 Vendor Contact Phone: 513-814-4046 Extension:

**FOR INFORMATION CONTACT THE BUYER**  
 Jessica S Chambers  
 (304) 558-0246  
 jessica.s.chambers@wv.gov

Vendor Signature:  Digitally signed by Greg Calloway  
 FEIN# 94-2805249 DATE 18-May-2021 | 1:18 PM PDT

All offers subject to all terms and conditions contained in this solicitation.  
 The above signatory is an authorized representative of Oracle America, Inc. and is signing this form on behalf of Oracle America, Inc. and not in his or her individual capacity.  
 Date Printed: Mar 4, 2021 Page: 1 FORM ID: WV-PRC-CRFQ-002 2020/05

Addendum No. 06 is being issued to address all technical questions received and extend the bid opening a week.

No other changes

**ADDITIONAL INFORMATION**

Addendum No. 5 issued to modify the following:  
 1. To extend the bid opening date to 5/20/21 at 1:30 p.m. in order to allow the Agency more time to address all of the submitted technical questions received.  
 no other changes

| INVOICE TO  | SHIP TO   |
|---|---|
| DEPARTMENT OF ADMINISTRATION<br>OFFICE OF TECHNOLOGY<br>1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR<br>CHARLESTON WV 25305<br>US | WV OFFICE OF TECHNOLOGY<br>BLDG 5, 10TH FLOOR<br>1900 KANAWHA BLVD E<br>CHARLESTON WV 25305<br>US |

| Line      | Comm Ln Desc                 | Qty           | Unit Issue | Unit Price | Total Price |
|-----------|------------------------------|---------------|------------|------------|-------------|
| 1         | 3.1.1 Production Environment | 12.00000      | MO         | \$32,974   | \$395,688   |
| Comm Code | Manufacturer                 | Specification | Model #    |            |             |
| 71151106  |                              |               |            |            |             |

**Extended Description:**  
 3.1.1 Production Environment

| INVOICE TO  | SHIP TO   |
|---|---|
| DEPARTMENT OF ADMINISTRATION<br>OFFICE OF TECHNOLOGY<br>1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR<br>CHARLESTON WV 25305<br>US | WV OFFICE OF TECHNOLOGY<br>BLDG 5, 10TH FLOOR<br>1900 KANAWHA BLVD E<br>CHARLESTON WV 25305<br>US |

| Line      | Comm Ln Desc              | Qty           | Unit Issue | Unit Price | Total Price |
|-----------|---------------------------|---------------|------------|------------|-------------|
| 2         | 3.1.2 Testing Environment | 12.00000      | MO         | \$32,918   | \$395,010   |
| Comm Code | Manufacturer              | Specification | Model #    |            |             |
| 71151106  |                           |               |            |            |             |

**Extended Description:**  
 3.1.2 Testing Environment

| Line | Comm Ln Desc             | Qty      | Unit Issue | Unit Price | Total Price |
|------|--------------------------|----------|------------|------------|-------------|
| 3    | 3.1.3 Backup Environment | 12.00000 | MO         | \$960      | \$11,517    |

| INVOICE TO  | SHIP TO   |
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| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 71151106  |              |               |         |

**Extended Description:**  
3.1.3 Backup Environment

| INVOICE TO  | SHIP TO   |
|---|---|
| DEPARTMENT OF ADMINISTRATION<br>OFFICE OF TECHNOLOGY<br>1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR<br>CHARLESTON WV 25305<br>US | WV OFFICE OF TECHNOLOGY<br>BLDG 5, 10TH FLOOR<br>1900 KANAWHA BLVD E<br>CHARLESTON WV 25305<br>US |

| Line | Comm Ln Desc              | Qty   | Unit Issue | Unit Price | Total Price |
|------|---------------------------|-------|------------|------------|-------------|
| 4    | 3.3 Professional Services | 3,525 | HOUR       | \$185      | \$652,104   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 71151106  |              |               |         |

**Extended Description:**  
3.3 Professional Services

| INVOICE TO  | SHIP TO   |
|---|---|
| DEPARTMENT OF ADMINISTRATION<br>OFFICE OF TECHNOLOGY<br>1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR<br>CHARLESTON WV 25305<br>US | WV OFFICE OF TECHNOLOGY<br>BLDG 5, 10TH FLOOR<br>1900 KANAWHA BLVD E<br>CHARLESTON WV 25305<br>US |

| Line      | Comm Ln Desc               | Qty           | Unit Issue | Unit Price | Total Price |
|-----------|----------------------------|---------------|------------|------------|-------------|
| 5         | 3.5.1 Scalability per 50GB | 100.00000     | EA         | \$167      | \$16,740    |
| Comm Code | Manufacturer               | Specification | Model #    |            |             |
| 71151106  |                            |               |            |            |             |

**Extended Description:**  
3.5.1 Scalability per 50GB

| INVOICE TO  | SHIP TO   |
|---|---|
| DEPARTMENT OF ADMINISTRATION<br>OFFICE OF TECHNOLOGY<br>1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR<br>CHARLESTON WV 25305<br>US | WV OFFICE OF TECHNOLOGY<br>BLDG 5, 10TH FLOOR<br>1900 KANAWHA BLVD E<br>CHARLESTON WV 25305<br>US |

| Line      | Comm Ln Desc                | Qty           | Unit Issue | Unit Price | Total Price |
|-----------|-----------------------------|---------------|------------|------------|-------------|
| 6         | 3.5.2 Scalability per 1 CPU | 100.00000     | EA         | \$10       | \$1,004     |
| Comm Code | Manufacturer                | Specification | Model #    |            |             |
| 71151106  |                             |               |            |            |             |

**Extended Description:**

| INVOICE TO  | SHIP TO   |
|---|---|
| DEPARTMENT OF ADMINISTRATION<br>OFFICE OF TECHNOLOGY<br>1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR<br>CHARLESTON WV 25305<br>US | WV OFFICE OF TECHNOLOGY<br>BLDG 5, 10TH FLOOR<br>1900 KANAWHA BLVD E<br>CHARLESTON WV 25305<br>US |

3.5.2 Scalability per 1 CPU

| Line      | Comm Ln Desc              | Qty           | Unit Issue | Unit Price | Total Price |
|-----------|---------------------------|---------------|------------|------------|-------------|
| 7         | 3.5.3 Scalability per 1GB | 100.00000     | EA         | \$19       | \$1,913     |
| Comm Code | Manufacturer              | Specification | Model #    |            |             |
| 71151106  |                           |               |            |            |             |

**Extended Description:**

3.5.3 Scalability per 1GB

**SCHEDULE OF EVENTS**

| Line | Event                            | Event Date |
|------|----------------------------------|------------|
| 1    | TECHNICAL QUESTION DEADLINE      | 2021-03-08 |
| 2    | REVISED TECHNICAL QUES. DEADLINE | 2021-03-15 |

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: 0210 ISC210000018**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input checked="" type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7            |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8            |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9            |
| <input checked="" type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10           |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further 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

Oracle America, Inc.

Company

Digitally signed by

*Gary Callison*

Authorized Signature

18-May-2021 | 1:18 PM PDT

Date

The above signatory is an authorized representative of Oracle America, Inc. and is signing this form on behalf of Oracle America, Inc. and not in his or her individual capacity.

**NOTE:** This addendum acknowledgment should be submitted with the bid to expedite document processing.  
Revised 6/9/2012



# State of West Virginia

CRFQ 0210 ISC21000000018 Tax Infrastructure  
OT21093

**Erica Oliver**

Advanced Customer Services Account Manager  
Oracle America, Inc.  
Tel / Mob.: 513-814-4046  
E-mail. [erica.oliver@oracle.com](mailto:erica.oliver@oracle.com)





# Response Guidelines

## Corporate Entity

This Response is being made by Oracle America, Inc., a wholly owned subsidiary of Oracle Corporation. All responses reflect information concerning Oracle Corporation (hereinafter referred to as Oracle) except where otherwise indicated as being information of Oracle America, Inc. (hereinafter Oracle America, Inc.).

## Definition

Throughout this Response, the term “solution” refers to and is interchangeable with “approach” or “system.” Solution is not intended to contractually bind Oracle to “solve” any issues or problems. It is intended to express the concept that an approach to your project has been well thought out and is the result of the use of our products, methods, and experience.

Throughout this Response, the term “partner” refers to and is interchangeable with “ally” or “collaborator.” Partner is not intended to contractually or legally bind Oracle to any third party.

## Response Validity

This Response shall remain valid until for 90 days from the date of submission, unless otherwise mutually agreed, in writing, by Oracle and State of West Virginia.

## Attachment list

The complete response includes the following documents.

| Document Name  |
|--|
| 1. CRFQ 0210 ISC2100000018 pricing Pages and acknowledgement |

## Insurance

Oracle believes that it carries adequate amounts of insurance. If awarded a contract, Oracle would be glad to discuss your specific insurance requirements, as applicable to the products and services offered.”

## Security Information

Please note that the relevant contract(s) between you and Oracle determine the scope of services provided and the related legal terms. Oracle disclaims any terms or statements contained herein that seek to impose legal or operational requirements on Oracle for the delivery of the services.





Oracle Corporation

2300 Oracle Way  
Austin, TX  
78741

phone +1 737.867.1000  
toll free 800.392.2999

April 22, 2021

State of West Virginia  
Attention: Jessica S. Chambers email: [Jessica.s.chamgers@wv.gov](mailto:Jessica.s.chamgers@wv.gov)  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

Dear Ms. Chambers:

Oracle is pleased to present this proposal to State of West Virginia for Advanced Customer Services (ACS). With millions of users worldwide, thousands of unique environments and world-class datacenter facilities, State of West Virginia can be confident in Oracle's capabilities for Oracle products and services.

Oracle delivers services across the entire portfolio of Oracle Cloud and on Premises solutions. With a choice of deployment models and a full range of services, you can rapidly and safely transition to an Oracle cloud or at your data center—and operate at peak efficiency leveraging Oracle's years of experience and end-to-end enterprise services for increased productivity, reduced risk, and a low total cost of ownership.

ACS provides better service through engineered best practices based on the Information Technology Infrastructure Library, tooling and automation. With access to Oracle Support and Oracle Product Development, issues are addressed quickly and access to the latest product innovations and capabilities is accelerated.

Oracle's business philosophy is based on a close working relationship with customers. The success for this philosophy and the quality of Oracle products and services are proven by the high satisfaction rates of our users who continue to make Oracle the world's largest enterprise Software Company.

Oracle values the relationship that our organizations have begun to establish and looks forward to working with you to enhance your offerings, for years to come. Oracle is proud of its industry-leading technologies and services and we are prepared to help you meet your information management goals. We will work closely with you to further define our engagement to maximize the value of your technology investments. We are excited about this opportunity and confident that our service will be of value. Thank you for your consideration. I can be reached at 513-814-4046 or via email at [erica.oliver@oracle.com](mailto:erica.oliver@oracle.com) to answer questions or provide further information.

Sincerely,

Erica Oliver  
Advanced Customer Services Sales Director

**Vendor Name:** Oracle America, Inc  
**Address:** 2300 Oracle Way, Austin TX 78741  
**Principal Contact:** Erica Oliver  
**Phone:** 513-814-4046  
**e-mail:** [erica.oliver@oracle.com](mailto:erica.oliver@oracle.com)  
**FEIN:** 54-2185193

# Table of Contents

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# Executive Summary

State of West Virginia will be able to harness the total power of its IT investment while taking full advantage of the benefits of Oracle technology and support through Oracle Advanced Customer Services. ACS services are available to support all deployment models and flexible enough to allow State of West Virginia to decide how to leverage ACS, all based upon its unique needs.

## The ACS Portfolio supports your Journey

Oracle's Advanced Customer Services portfolio is designed to meet State of West Virginia where it is; addressing State of West Virginia's needs, regardless of where State of West Virginia is on its technology journey. Our comprehensive portfolio can help State of West Virginia accelerate its innovation with a game plan. Our portfolio offers:

- **Transition Support Services** - Reduce IT complexity and create a path to cloud, without guesswork or unnecessary risk;
- **Expert Support Services** - Get the confidence of tailored support that's laser-focused on State of West Virginia's business needs;
- **Mission-Critical Support Services** - Speed time-to-resolution with personalized expert support;
- **Managed Applications and Help Desk Services** - Get the power and flexibility of cloud while lowering costs;
- **Managed Platform Services** - Outsource administration tasks so State of West Virginia can hone its competitive edge;
- **Security Support Services** - Solidify security and eliminate uncertainty.
- **System Optimization Services** - Full-lifecycle support at a fixed price, so State of West Virginia can mitigate risk and maximize ROI;

What makes Oracle ACS organization different — and the right partner for the journey — is that no other professional services firm can offer State of West Virginia a comparable range of experience, credentials, and proven success. State of West Virginia can expect us to be transparent about what we're doing, why we're doing it, and what it costs. We're here to help State of West Virginia meet its business needs today and tomorrow.

## State of West Virginia Objectives

The State of West Virginia Purchasing division is soliciting bids to establish and open-end contract for a hosted cloud services environment and the required professional services for a new integration Tax Assessment System for the West Virginia State Tax Department. The system will provide property tax management and tools to all 55 counties of the Sate, as well as the Property Tax Division. The System includes:

1. 3.1.1 Production Environment Qty 12
2. 3.1.2 Testing Environment Qty 12
3. 3.1.3 Backup Environment Qty 12
4. 3.3 Professional Services Qty 100 hours
5. 3.5.1 Scalability per 50GB Qty 100 each
6. 3.5.2 Scalability per 1 CPU Qty 100 each
7. 3.5.3 Scalability per 1GB Qty 100 Each



## **Oracle's Solution**

Oracle Cloud Infrastructure and ACS Managed Services provide a complete solution to support the State's objectives. ACS supports over 400 customers in Managed Services deployment models on Oracle Clouds and provides advanced support to over 6,000 customers. As the developer of the Oracle programs that State of West Virginia operates and of the Oracle Cloud Infrastructure (OCI), we are uniquely qualified to support your needs.

Oracle ACS proposes a fixed scope managed service for item 3.3 Professional Services on the Oracle Cloud Infrastructure. The system supports the requirements for availability, security, flexibility and scaling, continuity, and ongoing management based on ITIL foundations model.

With Oracle providing experienced resources to execute State of West Virginia's technology support, State of West Virginia can focus staff on activities to advance your strategic objectives.

## **Why ACS**

Oracle Advanced Customer Services (ACS) has over 20 years' experience focusing only on Oracle products and services. Running production environments for Oracle programs over this time brings exceptional depth of knowledge.

Oracle knows Oracle best, and is incomparably qualified to provide world-class implementation, hosting, maintenance, support and ongoing management. Having one point of contact for the issues reduces problem resolution time and provides that the customer always knows whom to call. Customers see tremendous value in being closely tied to Oracle's product development teams. Advanced Customer Services customers have access to the latest integration paths, newest releases and technologies. These are benefits that simply cannot be offered by a third-party but will facilitate huge financial and productivity gains for our customers.

Oracle continues to make significant investments in technologies and programs to support our customers that have chosen Oracle as their partner. Oracle understands how customers use our products and how to optimize them through infrastructure architecture, automation tools, and efficient processes that allow customers to maintain a competitive edge in their market.

The State of West Virginia is a valued customer of Oracle, and we look forward to continuing and strengthening our partnership. The State of West Virginia's ongoing adoption of Oracle's technology as a corporate standard means that Oracle is uniquely positioned to support State of West Virginia's objectives.



# Requirements





# 1. General Requirements

| 3.1 Requirements   | Solution  |
|--|-----------|
| <p><b>3.1 Contract Items and Mandatory Requirements:</b><br/>Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.</p> |           |
| <p><b>1.1.1 Production System:</b> Vendor must provide an IaaS, PaaS, SaaS, or hybrid solution – including any required licenses, maintenance, and support for the term of the contract – as Follows:</p>  | Confirmed |
| <p><b>1.1.1.1 Application Servers:</b> 7 virtual machines with the following Minimum specifications:</p>   |           |
| <p><b>1.1.1.1.1</b> Minimum of 10 CPI Cores of Intel/AMD x64 processor, Minimum clock speed of 2.5 GHz,</p>  |           |
| <p><b>1.1.1.1.2</b> Minimum of 32 Gigabytes of RAM</p>   |           |
| <p><b>1.1.1.1.3</b> Minimum of 146 Gigabytes of SSD RAID 1 storage or better</p>   |           |
| <p><b>1.1.1.1.4</b> Microsoft Windows Server 2019 Operating System.</p>  |           |
| <p><b>1.1.1.2</b> Report Servers: 2 VM</p>   |           |
| <p><b>1.1.1.3</b> Workflow Database Server: 1 VM</p>   |           |
| <p><b>1.1.1.4</b> Oracle Database Server: Cluster of 2 Oracle Hosting Oracle servers in an active-actives pair (RAC)</p>   |           |
| <p><b>1.1.1.5</b> Working Server: 1 VM</p>   |           |
| <p><b>1.1.1.6</b> Geographic Information System (GIS) Servers: The project requires an ArcGIS installation including a database server that hosts ArcGIS Server, an application server, and associated software</p>                                  |           |
| <p><b>1.1.1.7</b> Geographic Information System (GIS) Application Server: 1 VM</p>   |           |
| <p><b>1.1.1.8</b> ArcGIS Server Software: Must be included for servers listed in specifications 3.1.1.6.</p>   |           |
| <p><b>1.1.1.9</b> Active Directory: This system requires Microsoft Active Directory which will allow the State to create and AD Domain</p>   |           |



### 3.1 Requirements

### Solution

|          |   |           |
|----------|---|-----------|
|          | and associated users, groups, group policies, and machine accounts.   |           |
| 1.1.1.10 | General Networking: Vendor must provide network connections for the services listed above   |           |
| 1.1.1.11 | Firewall Service: Vendor must provide a firewall services with the following  |           |
| 1.1.1.12 | Load Balancer Service   |           |
| 1.1.1.13 | VPN Service: Vendor must provide a VPN gateway  |           |
| 1.1.1.14 | Out bound Email Service: The system requires an outbound email service which will be bound to an email domain to be provided later  |           |
| 1.1.1.15 | Bastion Host: The system requires a Bastion Host which will reside in its own secure VLAN and which will allow access to the internal services via an encrypted SSH or other similar mechanism. |           |
| 1.1.1.16 | Network Bandwidth   |           |
| 1.1.1.17 | Backup Service: Vendor will provide data backup services for the system with the following requirements.  |           |
| 1.1.1.18 | Oracle Database Server Backup   |           |
| 1.1.1.19 | Full Site Backup: Vendor must provide for a full site backup that includes all servers and data that can be managed by Vendor.  |           |
| 1.1.2    |   | Confirmed |
| 1.1.3    | Testing System  |           |
| 1.1.3.1  | Application Servers   |           |
| 1.1.3.2  | Report Servers  |           |
| 1.1.3.3  | Workflow Database Server  |           |
| 1.1.3.4  | Oracle Database Servers   |           |
| 1.1.3.5  | Working Server  |           |
| 1.1.3.6  | GIS Servers   |           |
| 1.1.3.7  | GIS Application Server  |           |
| 1.1.3.8  | ArgGIS Server Software  |           |
| 1.1.3.9  | Active Directory  |           |
| 1.1.3.10 | General Networking  |           |
| 1.1.3.11 | Firewall Service  |           |





| 3.1 Requirements |                                | Solution  |
|------------------|--------------------------------|-----------|
| 1.1.3.12         | Load Balancer Service          |           |
| 1.1.3.13         | VPN Service                    |           |
| 1.1.3.14         | Outbound Email Service         |           |
| 1.1.3.15         | Bastion Host                   |           |
| 1.1.3.16         | Network Bandwidth              |           |
| 1.1.4            | Backup Service                 | Confirmed |
| 1.1.4.1          | VM Backup                      |           |
| 1.1.4.2          | Oracle Database Server Backup  |           |
| 1.1.4.3          | Full Site Backup               |           |
| 1.1.4.4          | Legacy DR System               |           |
| 1.1.4.5          | Geographic Zone                |           |
| 1.1.4.6          | Fault Tolerance and Resilience |           |

| 1.2 Requirements  |                              | Solution  |
|---|------------------------------|---|
| 3.2 General Requirements for All Systems and Components |                              |   |
| 3.2.1   | FEDRAMP Authorized Facility: | Confirmed   |
| 3.2.2   | Encrypted at Rest            | All data in the database and storage is encrypted.              |
| 3.2.3   | Service Level Agreement      | Oracle meets the services levels as identified in this section. |

| 1.3 Requirements   |  | Solution   |
|--|--|--|
| 3.3 Professional Services: Vendor will perform professional services in both the Production and Testing environments as follows: |  | Complies (please reference Service Components below) |
| 1.3.1  | Windows Operating System: Vendor will provision all virtual machines and any subsequent scalability and/or modifications noted as running Microsoft Windows Server 2019 including: 3-3.1.1 – 3-3.1.5 | Complies (please reference Service Components below) |
| 1.3.2  | SQL Server: Vendor will provision all SQL Service 2019 systems and any subsequent scalability and/or   | Complies (please reference Service Components below) |



| 1.3 Requirements   | Solution |
|--|----------|
| <p>modifications noted above including:</p> <ul style="list-style-type: none"> <li>3.3.2.1-3.3.2.5</li> <li>3.3.2.6 Oracle Linux OS</li> <li>3.3.2.7 Oracle Database Server</li> <li>3.3.2.8 ArcGIS Servers</li> <li>3.3.2.9 Active Directory</li> <li>3.3.2.10 General Networking</li> <li>3.3.2.11 Firewall Service</li> <li>3.3.2.12 Load Balancing Service</li> <li>3.3.2.13 Backup Service</li> </ul> |          |

| 1.4 Requirements  | Solution  |
|---|---|
| <p>3.4 Security: Vendors must agree to terms and conditions provided in State of West Virginia Software as a Service Cloud Addendum, attached to this solicitation.</p> | <p>Oracle Cloud Infrastructure and services for PaaS and IaaS are secure as identified in the Oracle documentation. Oracle will provide security as offered and can provide additional services if the State of West Virginia requires and increased level of Security support.</p> |

| 1.5 Requirements   | Solution  |
|--|---|
| <p>3.5 Scalability: The Agency requires a scalable solution that will accommodate and increased growth in storage and /or compute power.</p> | <p>Oracle Cloud Infrastructure offers unlimited flexibility for growth.</p> |

| 1.6 Requirements   | Solution  |
|--|---|
| <p>3.6 Licenses: The agency will not bring any licenses from current systems to this project. Any software or license required will need to be provided by the vendor for this project as part of its bid.</p> | <p>Agreed, Oracle Cloud Infrastructure services are subscription based.</p> |



Oracle ACS is pleased to present the State of West Virginia with the enclosed pricing and overview of technical and functional product support delivered by ACS. The scope of work includes:

### Service Components

|  |   |
|--|---|
| <b>Solution Governance/Project Management</b>          | <ul style="list-style-type: none"> <li>• Oversight by an experienced Oracle Technical Account Manager (TAM). A TAM is an experienced Oracle professional equipped to deliver many Advanced Customer Services. This person works with and on behalf of the customer, serving as a key resource familiar with the customer's infrastructure and specific business needs.</li> <li>• Single-point-of-contact for the Migration to OCI (cloud operations, premier support, product development, product management, etc.)</li> <li>• The TAM also serves as the project manager. The TAM will partner with the State of West Virginia project manager to perform project management services for the life cycle of the Migration to OCI.</li> </ul> |
| <b>Pre-Transition Analysis</b>                         | <ul style="list-style-type: none"> <li>• Review service levels and critical business objectives</li> <li>• Identification of patch and release levels</li> <li>• Identification of on-premises architecture (Single Sign-On, load balancing, DMZ, etc.)</li> <li>• Identification of on-premises integration based on customer information (email integration, printer integration, etc.)</li> </ul>  |
| <b>OCI Planning &amp; Design</b>                       | <ul style="list-style-type: none"> <li>• Creation of OCI layout for all environments</li> <li>• Review OCI BOM to ensure accordance with best practices</li> <li>• Document OCI architecture diagrams</li> </ul>  |
| <b>Transition Plan</b>                                 | <ul style="list-style-type: none"> <li>• Creation of migration scope and execution plan and, if needed, tailored scripts</li> <li>• Configurable migration approach by Oracle Advanced Support Engineers</li> <li>• Build and modify run books for each iteration (up to 3 iterations)</li> </ul>   |
| <b>Build-Out of OCI &amp; Application Architecture</b> | <ul style="list-style-type: none"> <li>• Setup and configuration of OCI tenancy (VLAN, VCM, FastConnect, VMs, Gateways, Network/private subnets, etc.)</li> <li>• Create and deploy virtual machines for application tiers (IaaS) and database tiers (PaaS)</li> <li>• Establish storage configurations, network layout and backups</li> <li>• Install and configure DMZ servers</li> <li>• Install Oracle Database, and Microsoft SQL (IaaS)</li> </ul>  |
| <b>Migration Execution</b>                             | <ul style="list-style-type: none"> <li>• Migrate Tyler Technologies data in OCI</li> <li>• Adjustments of transition tooling for optimal performance (if needed)</li> </ul>   |



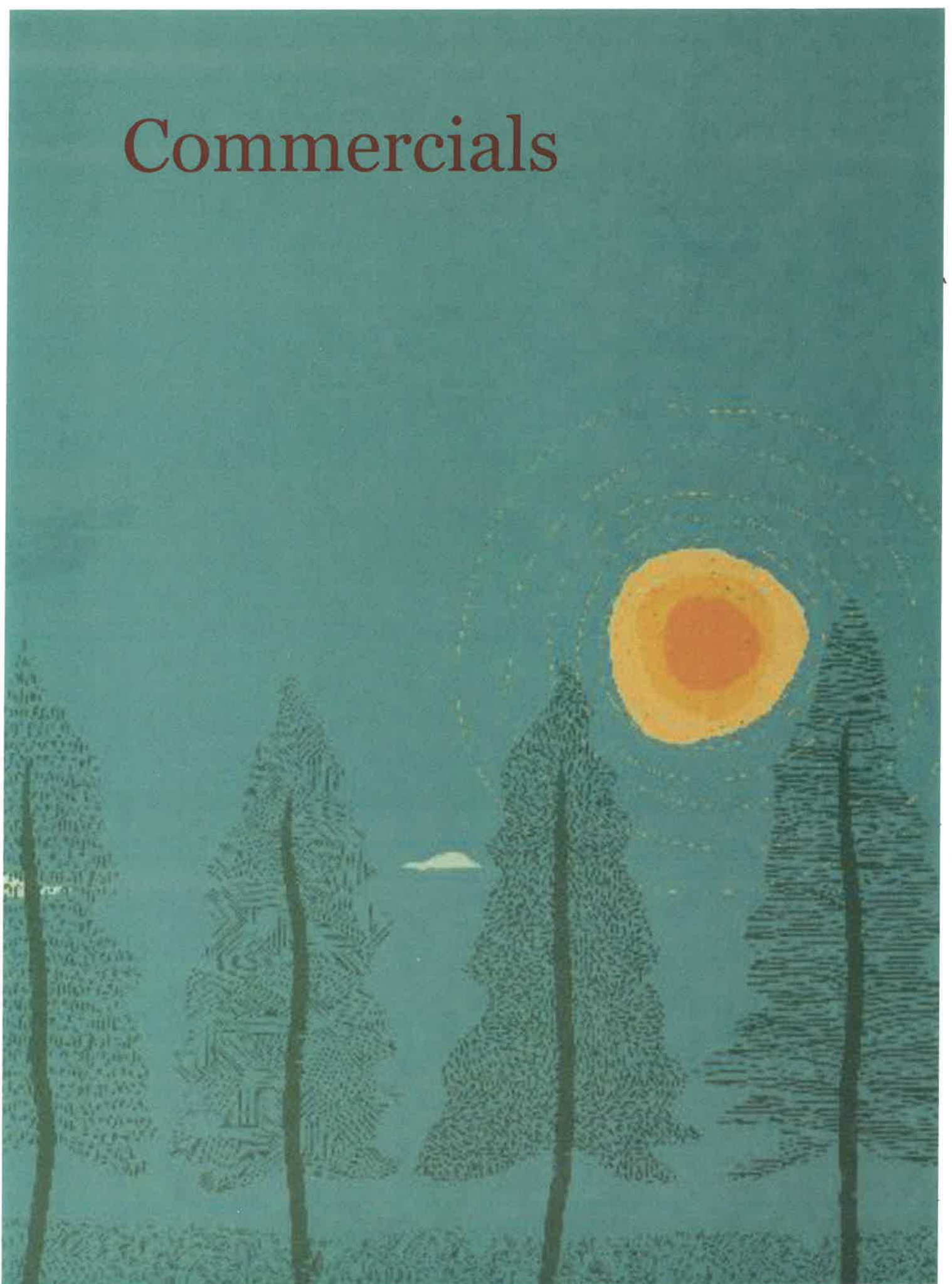
## Service Components

|  |   |
|--|---|
| <b>Validation</b>  | <ul style="list-style-type: none"><li>• Validation of transitioned software</li><li>• Technical validation of transitioned environment</li><li>• Technical validation of transitioned integrations</li><li>• Technical validation of transitioned architecture (load balancing validation, concurrent manager validation, etc.)</li></ul> |
| <b>Go-Live</b>   | <ul style="list-style-type: none"><li>• Participate in the Go-live planning</li><li>• Provide post go-live support (up to 30 days)</li></ul>  |
| <b>Run &amp; Maintain<br/>(post Go-Live<br/>Support)</b> | <ul style="list-style-type: none"><li>• Provide 24/7 secure, remote monitoring and resolution of OCI infrastructure</li><li>• Perform backups of OCI infrastructure</li><li>• Perform bi-annual patching of OCI infrastructure</li></ul>  |





# Commercials



# Commercials

## Pricing

ACS has prepared the following pricing, based on the scope section of this document. We welcome the opportunity to work with State of West Virginia to refine our proposal and pricing.

All costs quoted in US Dollars:

| Services  | Year 1    | Year 2    | Year 3    | Total              |
|---|-----------|-----------|-----------|--------------------|
| <b>Managed Services</b>                         |           |           |           |                    |
| <b>3.3 Professional Services</b>                | \$652,104 | \$652,104 | \$652,104 | <b>\$1,956,312</b> |
| <b>Oracle Cloud Infrastructure</b>              |           |           |           |                    |
| <b>3.1.1 Production Environment Qty 12</b>      | \$32,974  | \$33,963  | \$34,982  | <b>\$101,919</b>   |
| <b>3.1.2 Testing Environment Qty 12</b>         | \$32,918  | \$33,905  | \$34,922  | <b>\$101,745</b>   |
| <b>3.1.3 Backup Environment Qty 12</b>          | \$960     | \$989     | \$1,018   | <b>\$2,967</b>     |
| <b>3.5.1 Scalability per 50GB Qty 100 each</b>  | \$16,740  | \$17,242  | \$17,759  | <b>\$51,741</b>    |
| <b>3.5.2 Scalability per 1 CPU Qty 100 each</b> | \$1,004   | \$1,034   | \$1,065   | <b>\$3,103</b>     |
| <b>3.5.3 Scalability per 1GB Qty 100 Each</b>   | \$1,913   | \$1,970   | \$2,030   | <b>\$5,913</b>     |

Contract period is 1 year with 3 successive one year renewal periods.



## Scope Entitlements / Assumptions

| Service Component  | Entitlement       |
|--|-------------------|
| <b>Ticketing System</b>  | My Oracle Support |
| <b>Language</b>  | English           |
| <b>Initiation Phase</b>  | 3 Months          |
| <b>Account and Service Reviews</b>   | Quarterly         |
| <b>Operational Reporting</b>   | Monthly           |
| <b>Hours of Services</b>   | 24x7x365          |
| <ul style="list-style-type: none"> <li>• <b>All Severity 1 issues</b></li> </ul> |                   |

## Commercial Assumptions

### Assumptions

- This document is for budgetary purposes and is non-binding. Oracle will work with State of West Virginia to conduct a detailed Discovery and prepare a final price estimate and scope of services. Oracle has assumed metric counts based on the information provided to them at this time. Any change to scope, service components or software environments, final project plan or time frame may result in a change to the fees.
- Travel Expenses have not been included and will be invoiced at actual.
- Oracle Cloud Infrastructure pricing assumes a 3% annual increase.
- **Connectivity assumptions call for standard VPN connections. After working with the City and additional VPN connections may be requested and/or alternative connectivity options can be chosen. Any changes to connectivity options may result in a change to fees.**
- Is subject to Oracle Corporation internal governance and management approval process

## Service Descriptions

The following documents will be included in your contract for the proposed solution.

### Service Descriptions for ACS Managed Cloud Services and Oracle Cloud Infrastructure

**Oracle ACS Service Descriptions are here:**

- [Oracle Advanced Customer Services - Service Descriptions](#)





**Oracle Cloud Hosting and Delivery Policies are here:**

- [Oracle Cloud Hosting and Delivery Policies](#)

**Oracle PaaS and IaaS Policies are here:**

- [Oracle PaaS/IaaS Public Cloud Services Pillar Document](#)

**Oracle PaaS and IaaS Service Descriptions are here:**

- [Oracle Platform as a Service \(PaaS\) and Infrastructure as a Service \(IaaS\) \(Tech Cloud\) - Service Descriptions](#)

**Contracts for Oracle Cloud Services are located here:**

<http://www.oracle.com/contracts>



# Appendix 1 – Terms & Conditions of Response



# Terms & Conditions of Response

Oracle America, Inc. (“Oracle”) is pleased to have the opportunity to provide West Virginia Department of Administration Purchasing Division (“you”) with a proposal for the Tax Infrastructure RFQ (OT21093) (“the proposal”).

## Evaluation

- The proposal is for your evaluation purposes only. It is not for execution or incorporation into a contract that may result between you and Oracle. Neither you nor Oracle shall be obligated in any way until we have executed a final agreement. Oracle takes exception to any provisions or requirements in the RFQ which purport to establish any other terms and conditions for the provision of the Oracle programs, hardware and/or services.
- No statement made in the proposal or any demonstration shall be construed as a representation or warranty. All representations and warranties will be as stated in the executed final agreement.

## Contract

- Oracle proposes that Oracle program licenses, hardware, technical support services, consulting services, cloud services or other services (collectively “services”) will be provided in accordance with the terms of your existing Oracle Master Agreement as may be amended by you and Oracle following award of the contract to Oracle. Any other provisions or requirements would be subject to mutual negotiation.

## Ownership

- Oracle’s proposal materials are the copyrighted property of Oracle, and no transfer of ownership is made.

## Confidentiality

- The information contained in this proposal marked “Oracle Confidential and/or Proprietary Information” is considered by Oracle to be proprietary and confidential to Oracle. This proposal is provided to you as confidential information under the terms of the confidentiality provisions of the US-OMA-226823, effective August 28, 2014.
- Your use of this information is limited to your evaluation of the proposal and the information shall not be disclosed outside the government or your organization (as the case may be). You may not disclose the confidential information in this proposal to any third party without Oracle’s prior written consent, and your internal disclosure shall be limited only to those employees or contractors having a need to know such information in connection with the evaluation of the proposal. You are responsible for ensuring that your employees, contractors and agents comply with the requirements to protect the confidential information. Other than making a reasonable number of copies of this proposal for your internal evaluation of the proposal, you may not reproduce or transmit any part of this proposal without the express written consent of Oracle.
- If there is a request to disclose Oracle’s information, including under open records laws, Oracle requests prompt notice from you so that Oracle may have the opportunity to defend its confidential information against such a request, including seeking judicial protection, if appropriate.

## Validity

- Oracle’s proposal is valid for 90 days from submission unless otherwise mutually agreed in writing by you and Oracle.

**This General Terms and Conditions document shall prevail in the event of any inconsistencies between other sections of Oracle’s proposal and this document.**

