



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 1

List View

General Information | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)

Procurement Folder: 840904

Procurement Type: Central Master Agreement

Vendor ID: VS0000037559

Legal Name: Coretek, Inc.

Alias/DBA: Coretek Services

Total Bid: \$7,420,788.16

Response Date: 05/27/2021

Response Time: 13:20

Responded By User ID: melanie.bousquet

First Name: Melanie

Last Name: Bousquet

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SO Doc Code: CRFQ

SO Dept: 0210

SO Doc ID: ISC2100000018

Published Date: 5/11/21

Close Date: 5/27/21

Close Time: 13:30

Status: Closed

Solicitation Description: Tax Infrastructure RFQ (OT21093)

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia
 Solicitation Response**

Proc Folder: 840904
Solicitation Description: Tax Infrastructure RFQ (OT21093)
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2021-05-27 13:30	SR 0210 ESR05272100000007879	1

VENDOR
 VS0000037559
 Coretek, Inc.

Solicitation Number: CRFQ 0210 ISC2100000018
Total Bid: 7420788.160000000149011611938 **Response Date:** 2021-05-27 **Response Time:** 13:20:48

Comments: West Virginia has engaged in an RFQ to help plan, architect, build, and execute on a comprehensive cloud infrastructure solution for the new Integrated Tax System. Coretek is recommending using Azure Commercial as the cloud platform. As part of the WV's Cloud Strategy, Coretek will assist in planning, design, implementation and on-going management of the foundational components in Microsoft Azure. These areas focus on the defining cloud strategy, cloud planning, Azure readiness, subscription, network, identity, security and governance attributes around Azure leveraging the Cloud Adoption Framework (CAF). Having those foundational components documented and in place will position WV to support their overall Cloud Direction and Strategy moving forward. Our approach helps customers undertake a simplified cloud adoption journey. This framework contains detailed information about an end-to-end cloud adoption journey, starting with targeted business outcomes, and then aligning cloud readiness and assessments with clearly defined business objectives. Those outcomes are achieved through a defined path for cloud adoption. With greenfield adoption, the defined path focuses largely on establishing best practices, governance and policy prior to deploying workloads leveraging Infrastructure as Code (IaC) where it makes sense. It is assumed that a formal Statement of Work (SOW), Master Service Agreement (MSA) and Formal Software Quotes will be executed upon being awarded the contract.

FOR INFORMATION CONTACT THE BUYER
 Jessica S Chambers

(304) 558-0246
jessica.s.chambers@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	3.1.1 Production Environment	12.00000	MO	479251.750000	5751021.00

Comm Code	Manufacturer	Specification	Model #
71151106			

Commodity Line Comments: The Azure environment is estimated at under \$19,000 (for monthly consumption only) and will be in Coretek s CSP environment. WV will own the subscription. WV will be charged for actual consumption used. Coretek will work with MM to design and build the Azure environment. The monthly payment will be \$ Date: 4/15/2021

Extended Description:

3.1.1 Production Environment

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	3.1.2 Testing Environment	12.00000	MO	100353.190000	1204238.28

Comm Code	Manufacturer	Specification	Model #
71151106			

Commodity Line Comments: The Azure Test environment is estimated at just over \$15,000 (for monthly consumption only) and will be in Coretek s CSP environment. WV will own the subscription. WV will be charged for actual consumption used. Coretek will work with MM to design and build the Azure environment. The monthly payment will be \$ Date: 4/15/2021

Extended Description:

3.1.2 Testing Environment

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	3.1.3 Backup Environment	12.00000	MO	654.740000	7856.88

Comm Code	Manufacturer	Specification	Model #
71151106			

Commodity Line Comments: Coretek will leverage Azure Site Recovery (ASR) and Azure Backup following the RFQ requirements.

Extended Description:

3.1.3 Backup Environment

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	3.3 Professional Services	100.00000	HOUR	4573.720000	457372.00

Comm Code	Manufacturer	Specification	Model #
71151106			

Commodity Line Comments: This is not a unit price, total cost of all professional services for the year are \$457,371.58. Coretek will work with WV to design and build the cloud infrastructure in Azure. This will include all items outlined in the RFP as well as Data Architecture for all environments. Coretek licenses Microsoft Cloud Adoption

Extended Description:

3.3 Professional Services

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	3.5.1 Scalability per 50GB	100.00000	EA	1.000000	100.00

Comm Code	Manufacturer	Specification	Model #
71151106			

Commodity Line Comments: All services are scalable on demand based on Azure consumption. More details can be found at: <https://azure.microsoft.com/en-us/pricing/calculator>

Extended Description:

3.5.1 Scalability per 50GB

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	3.5.2 Scalability per 1 CPU	100.00000	EA	1.000000	100.00

Comm Code	Manufacturer	Specification	Model #
71151106			

Commodity Line Comments: All services are scalable on demand based on Azure consumption. CPU s are generally in increments of 2 CPU. More details can be found at: <https://azure.microsoft.com/en-us/pricing/calculator>

Extended Description:

3.5.2 Scalability per 1 CPU

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	3.5.3 Scalability per 1GB	100.00000	EA	1.000000	100.00

Comm Code	Manufacturer	Specification	Model #
71151106			

Commodity Line Comments: All services are scalable on demand based on Azure consumption. More details can be found at: <https://azure.microsoft.com/en-us/pricing/calculator>

Extended Description:

3.5.3 Scalability per 1GB



As the #1 Microsoft Azure Partner in the U.S., we are certified technical guides. Only our Smart Managed Services, developed with years of consulting experience and sophisticated automation, enable customers to truly reap the cloud's cost, productivity, and security benefits. We deliver customer success, no exceptions!



Customer Review

Business Review

- 2021/22 IT and business objectives
- What defines 2021/22 as a success?
- Known risks and challenges
- How is IT viewed from the business?
- Projects and timelines
- Growth expectations
- Compliance and regulations

Azure & Data Center Review

- Number of apps and servers
- What is currently running in Azure?
- Azure products being used
- Current monthly consumption
- Licensing outlay (SA?)
- App modernization
- Containerization
- Data modernization
- Governance model

About Coretek



- #1 Microsoft Azure Partner in the U.S.
- Founded in 2005
- 120+ employees
- US Focused

AWARDS

- Inc5000 List Honoree
- Top 100 IT Services Companies in the U.S.
- Top 100 Michigan Companies
- Crain's 2020 Cool Places to Work in Michigan
- Best and Brightest Companies to Work For 10 Consecutive Years

STRATEGIC PARTNERS



Azure Expert MSP – Validated Success

One of the first five in the world!!



**Delivering Customer
Success**



**Demonstrated
Extensive Skilling**



**Invested in Microsoft
Premier Support**



**Validated People,
Process, and
Technology**

Expected Business Outcomes

What can you expect when working with Coretek?



Agility Outcomes

Today's fast-changing business environment places a premium on time. The ability to respond to and drive market change quickly is the fundamental measure of business agility.



IT Transformation

IT is and should be a respected driver of business outcomes. Offering stability and predictable performance to its customers.



Transparency & Cost Savings

Financial or fiscal performance is the cleanest business outcome for many business leaders, but not the only one. We help you understand your TCO and provide recommendations to optimize and save money.



Reduce Downtime

Applications and Data are some of your most valuable assets. We are committed to ensure optimal performance and stability including business continuity.



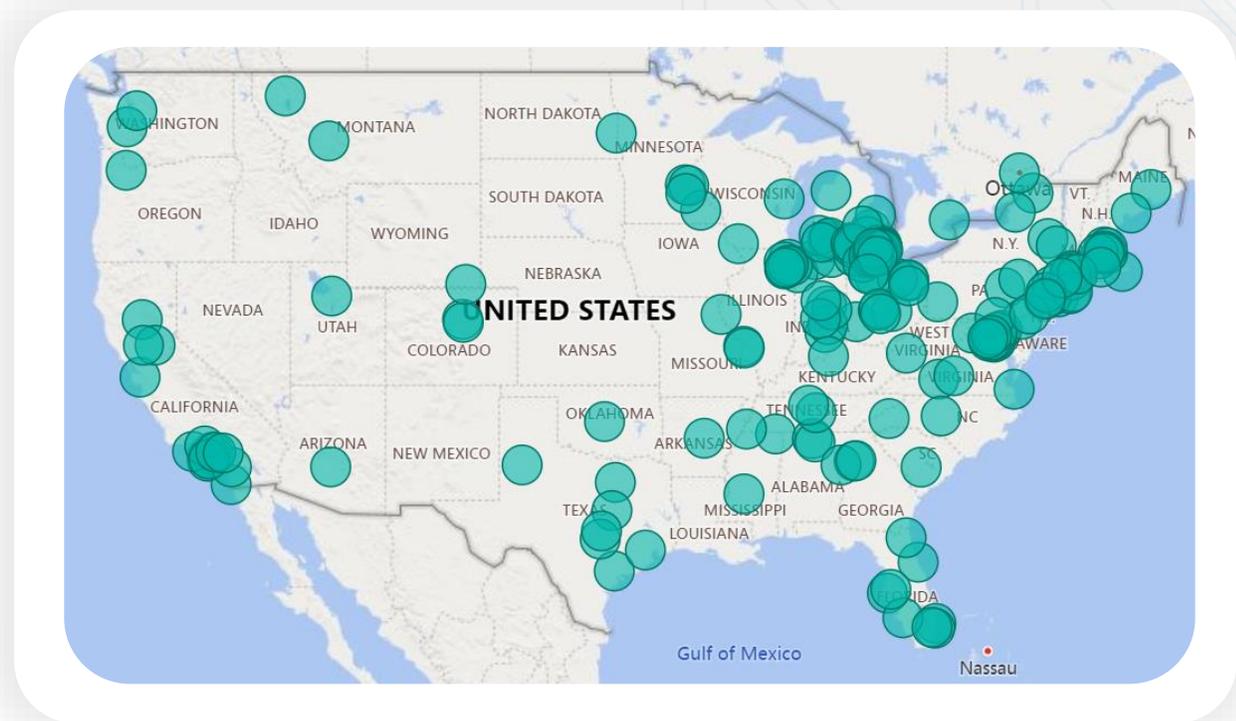
Security. Security.

Security is in everything we do at Coretek. There are millions of cyber attacks at any given time, Coretek and Microsoft focus on delivering state of the art security solutions to allow you to sleep at night.

Who We Support

KEY CLIENTS

CLIENT DISTRIBUTION

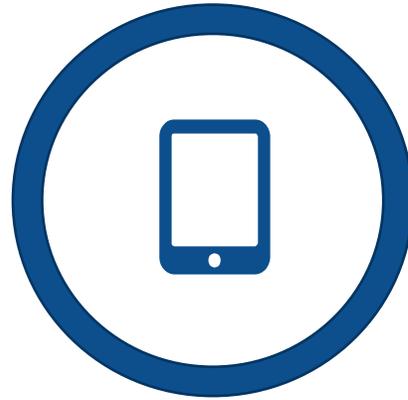


Coretek's Solutions



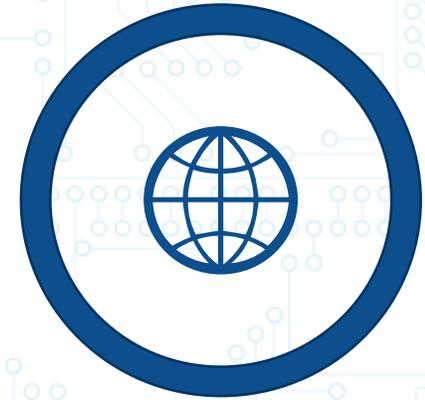
SMART CLOUD

The **Smart Cloud** transforms your organization with a modernized, cloud native approach built for next generation cutting edge agility for all your workloads, data & containerized applications



SMART WORKSPACE

A **Smart Workspace** is a flexible, agile and automated that drives user productivity for all your business use cases, where you need it most with the security and performance that you demand & expect.

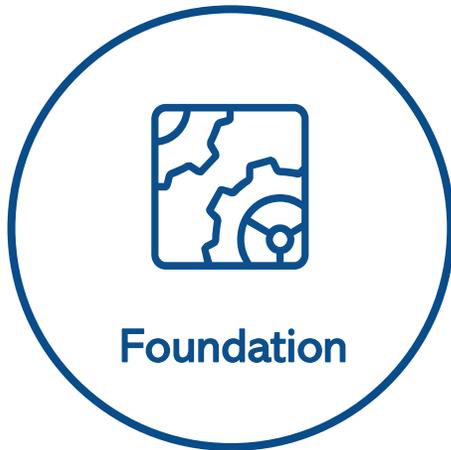


SMART ENTERPRISE

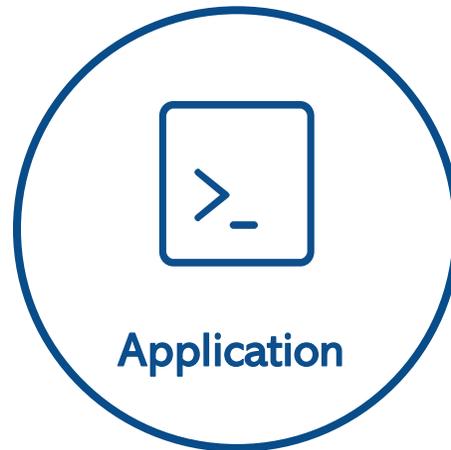
The **Smart Enterprise** is comprised in a "Cloud Right" approach by balancing workloads across the Hybrid Cloud. Some workloads to the Public Cloud and others controlled in your data center.

Smart Cloud

The Smart Cloud reimagined what the journey to a cloud-native end state looks like, helping our customers to work more efficiently as they transform their IT operations.



- Azure Quick Start (CAF)
- Cloud Migration (MS)
- Security & Compliance (MS)
- Governance & Cost Mgmt (MS)
- Azure Disaster Recovery (MS)
- Managed Azure Services (MS)



- Protect Applications (MS)
- Modernize Applications
- Managed Applications (MS)
- Cloud Native Transformation
- DevOps & Automation (MS)



- Data Platform Modernization (MS)
- SQL Modernization (MS)
- Modern Data Warehouse (MS)
- Data Protection & Governance (MS)
- Data Visualization Enablement

Smart Workspace

A Smart Workspace brings together how your users want to work with the security and control you need to protect your organization. New End User Compute (EUC) strategies, as well as Next Generation Device provisioning and Management are always being enhanced driving towards Cloud Desktops accessed closets to your user and data.



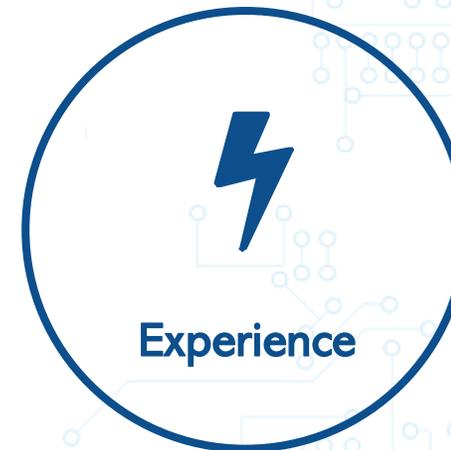
Identity

- Identity Quick Start
- Identity Execution
- Identity Management (MS)
- M365 Security
- Single Sign-On & MFA (MS)
- Governance & Compliance (MS)



Orchestration

- Application & Desktop Delivery
- Image Management (MS)
- Detection & Response (MS)
- Device Provisioning & Mgmt
- O365 / M365 Deployment
- End User Cost Optimization

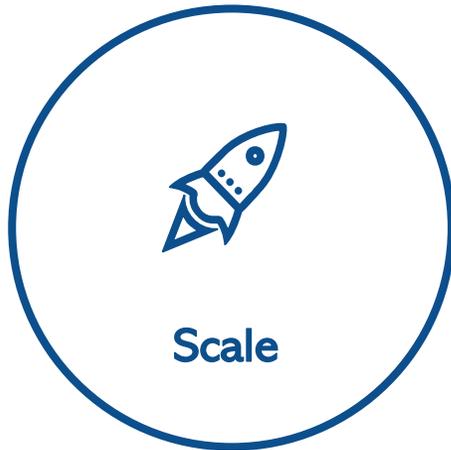


Experience

- Use Case Mapping & Assessment
- Dynamic Experience Delivery
- Graphic Acceleration & vGPU
- Teams Adoption & Governance (MS)
- Data Locality & Availability
- Out of Box Experience (MS)

Smart Enterprise

Smart Enterprise is the new operating model for IT called the Hybrid Cloud. This model creates new challenges with new applications being deployed to public cloud. While many application will reside locally in your datacenter. A smart enterprise will manage both VM and container-based applications, while being deployed across a mix of data center, public cloud and the edge?



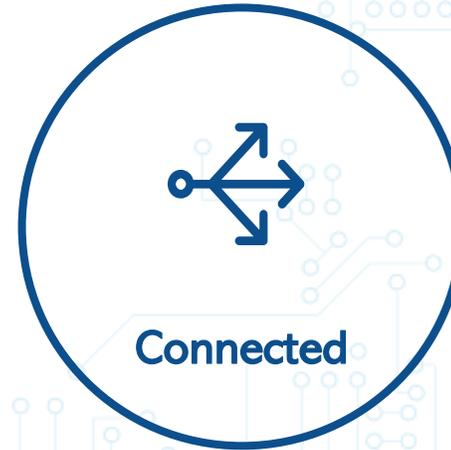
Scale

Private Cloud Foundations
Hyperconverged Infrastructure
Cloud Workload Mobility
Hybrid Containerization



Secure

Disaster Recovery
Backup & Protection
Managed Risk
Monitoring & Analytics



Connected

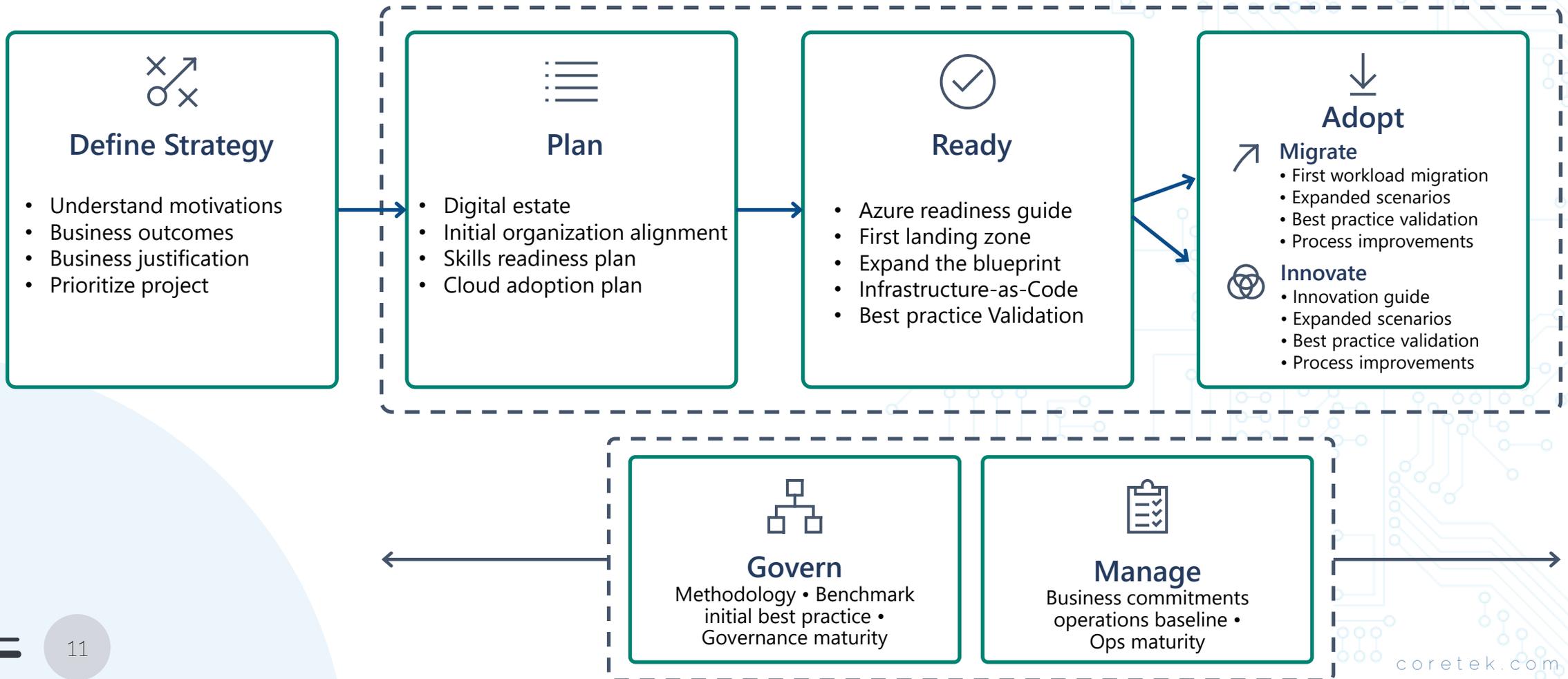
SASE / SD-WAN
Multi-Regional Orchestration
Micro segmentation
Azure VMware Solutions





Cloud Adoption Framework

Proven guidance to accelerate your cloud adoption journey



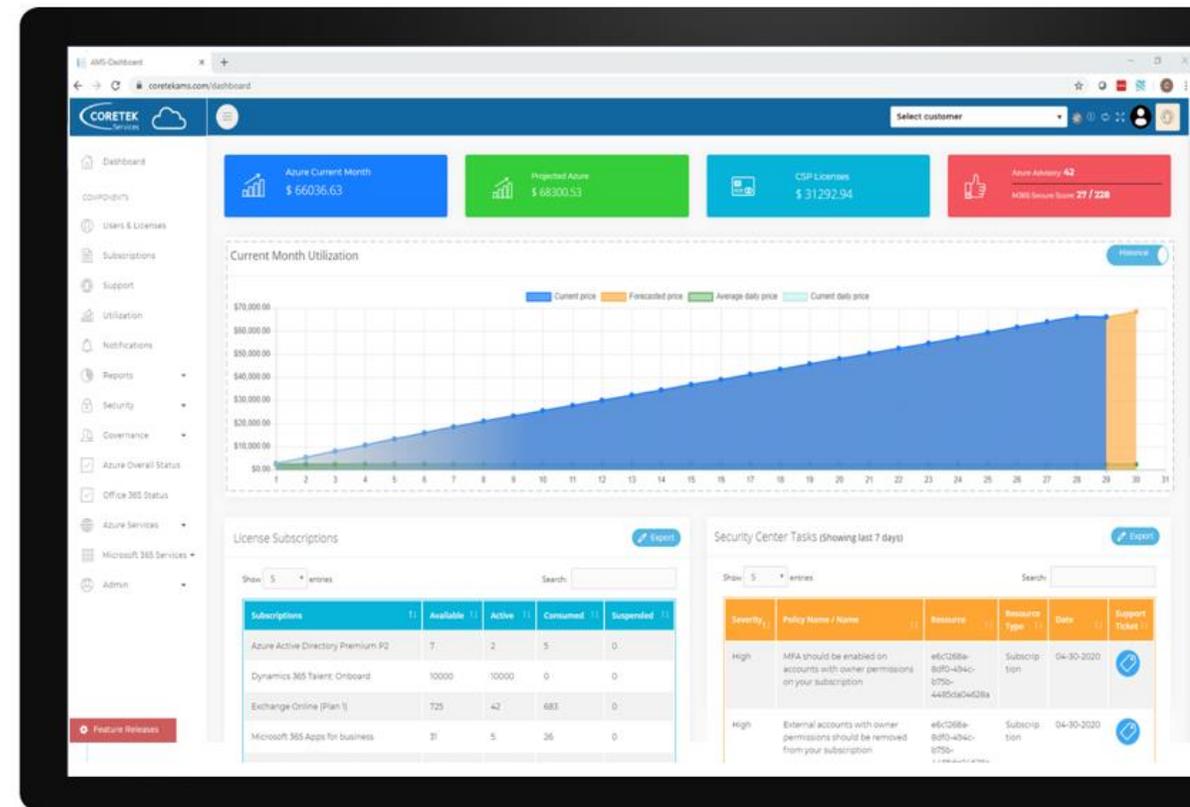
Coretek Azure Management Suite (AMS)

Azure Financial Management, Governance and Automation



AMS provides relevant financial information, best practices to help you improve availability, security, and performance, and reduce costs.

- Displays current months consumption including forecasts that can be broken down by department, projects, or other trackable tags
- Integration with your financial systems to simplify cost management with chargeback and showback costing
- Predictive analytics and forecasting
- Budget management and budget alerting
- Create and manage support tickets
- Deploy automated Azure resources
- Security Center and Azure Advisor integration
- Security, change management governance



Coretek CSP Program



AZURE & MODERN
WORKPLACE ADVISORY
SERVICES



AZURE COST
OPTIMIZATION
WORKSHOPS



BRONZE MANAGED SERVICES
(ADDITIONAL TIERS AVAILABLE)



AZURE MANAGEMENT
SUITE (AMS) SELF
SERVICE PORTAL



MICROSOFT PREMIER
SUPPORT



PAY FOR WHAT YOU
USE, NO UP-FRONT
COMMITMENT



PRIORITIZED
CONSULTING SERVICES



FULL-TIME CHIEF
INFORMATION SECURITY
OFFICER (CISO)





Azure Managed Services

Managed Support



- 24x7 Monitoring and Support
- Account Management
- Availability and Performance Management
- Patch Management
- IT Service Management (ITSM)
- Incident, Problem and Change Management
- Automation and Continuous Improvement
- DevOps Pipeline Integration
- Virus Protection Proactive Management
- Subscription and Billing Management
- Monthly Scorecards
- Proactive Health Checks
- Cloud Engagement Specialist
- Managed Palo Alto Firewall
- Load Balancing
- Backup Management
- Application Infrastructure Support
- Annual Account Cloud Strategy Session
- High Availability
- Disaster Recovery (PROD)
- Security Services



ITIL Process Driven



Security Focused



24 x 7 Monitoring and Support and AIOps



Automation and Standardization

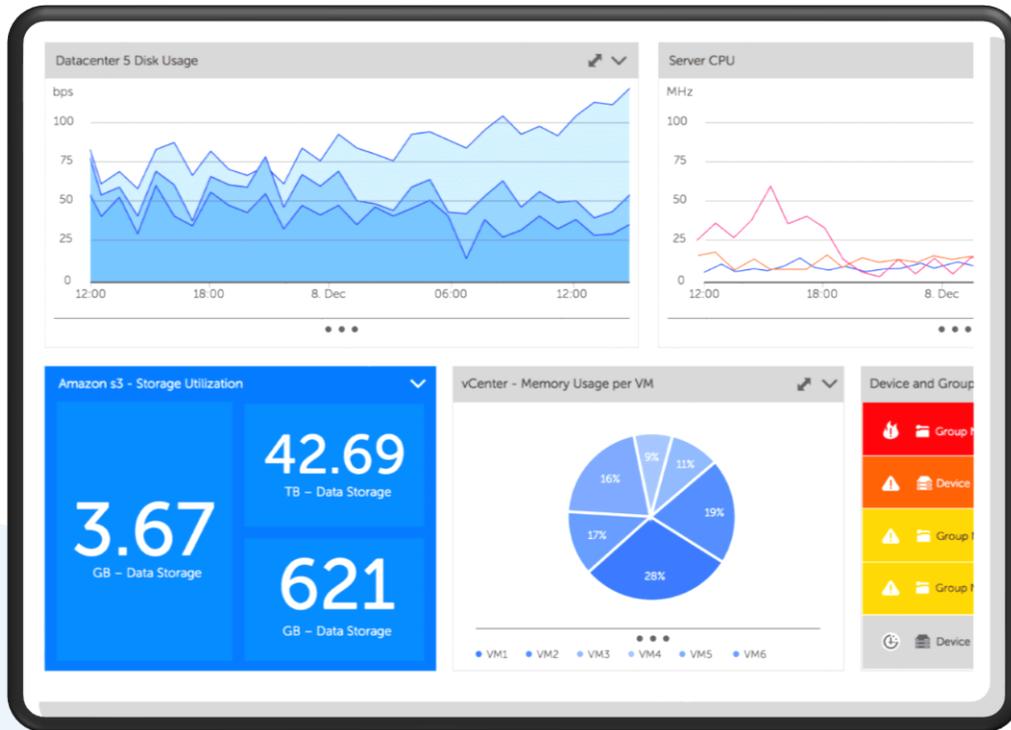


Financial Management and Governance



Coretek's Monitoring Approach

24 x 7 Monitoring and Support and AIOps



Pinpoint problems and reduce mean time to repair with root cause analysis and dynamic thresholds.

- Monitor cloud, on-premises and hybrid environments from a single pane of glass
- Fully integrated to Azure PaaS services
- Analyze logs and surface anomalies
- Full integration with Coretek's Managed Services ITSM
- Monitor and alert on applications, hardware, and OS metrics
- Monitor database health and performance in real-time
- Monitor Kubernetes pods, nodes, containers, and other components