

Employees' Retirement System of the State of Hawaii.



Release Date:
05/20/2024

Request for Quote, State of Hawaii eProcurement, (HIePRO) RFQ # 24002615

Sealed Competitive Offers for Linux Azure Database 24 X 7 x 365 Technical Services, Maintenance & Support.

State of Hawaii, Department of Budget & Finance, Employees' Retirement System

Governance:

This solicitation is issued under the provisions of Hawaii Revised Statutes (HRS) Chapter 103D and its administrative rules thereof. All applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission, understanding and compliance application of such knowledge on the part of such prospective applicant.

eProcurement:

This is an electronic solicitation. Offered through HIePRO, State of Hawaii eProcurement system, (hiepro.ehawaii.gov). All offers are to be received in HIePRO by RFQ closure which is 5/29/2024 @ 2:00 pm HST. Offers are required to be received prior to RFQ closure in HIePRO in order to be considered by the State, no hardcopies will be considered.

Compliance:

Offerors are to be duly registered to do business in the State of Hawaii via DCCA registration, (cca.hawaii.gov/resources) and to be compliant in Hawaii Compliance Express (vendors.ehawaii.gov/hce) by the date and time of this RFQ closure, in order to be considered.

Communication:

The State's Point of Contact for this RFQ is ERS Procurement Office: Steven J. Melendrez, PMO, (steven.melendrez@hawaii.gov & cc to: dbf.ers.procure@hawaii.gov & larry.wolfe@hawaii.gov). Modification to this specification shall be made by a written addendum to this RFQ in HIePRO.

Mr. Thomas Williams
Executive Director

**EMPLOYEES' RETIREMENT SYSTEM
of the STATE OF HAWAII,
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TECHNICAL SERVICES & SUPPORT.

NOTICE TO OFFERORS'

This solicitation is issued under the provisions of Hawaii Revised Statutes (HRS) Chapter 103D and its administrative rules thereof. All applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

The Employees' Retirement System (ERS) of the State of Hawaii is soliciting responses to this RFQ from Information Technical Professional Service Providers. Qualified offeror's are to respond to this procurement for Linux Azure Cloud Technical Services and Support, by providing a complete proposal by RFQ closing date in HIePRO by 5/29/2024 at 4:00 PM HST with a full proposal upload and costing entered into HIePRO quote section.

This is a 1 year contract from the date of the "Notice to Proceed" or receipt of a fully executed Purchase Order issued by ERS to the awardee and the State reserves the right to offer to awardee a (3) month extension to the awardee at the same terms and conditions as original engagement. Offerors are to have an office on the island of Oahu to provide timely support for the requirements specified in this RFQ. Any sub-contracting work under this RFQ does not alleviate the responsibility of the Awardee to provide and perform under the terms and conditions of this RFQ.

In order for an Offeror to be considered for award, Offerors are to be duly registered to do business in the State of Hawaii via DCCA registration, (cca.hawaii.gov/resources/) and to be compliant in Hawaii Compliance Express (vendors.ehawaii.gov/hce) by the due date and time of the closure of this RFQ.

Support to be provided at the Employees' Retirement System of the State of Hawaii, at City Financial Tower, 201 Merchant Street, Suite 1400, Honolulu, Hawai'i 96813. Support is required during standard business hours of Monday thru Friday 0745 to 4:30 pm HST, and awardee is to make provision to provide support on a 24 x 7 x 365 basis for service calls with a 4-hour response time. Support is required physically onsite and remote, the decision for awardee to support on-site or remote is at the discretion of ERS IT.

Offerors shall respond to this RFQ electronically and shall provide a full proposal with ancillary documents which are to be uploaded in HIePRO. Offeror quote for services are to be annotated in Offer Form OF-1 and attached to the Offeror's proposal for submittal.

This total price quote shall also be placed by the Offeror in the Offer quote section of this RFQ in HIePRO which shall be the offeror's firm and fixed price, the entry in HIePRO is the rubic used for price judging. Offeror quote is to be fully encumbered, firm and fixed, lump sum inclusive of all labor, travel, taxes and fees etc including all costs in or associated with the performance of the services rendered as described by this specification.

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OFFEROR QUALIFICATIONS:

1. In business as a Qualified Information Technology Services provider for a minimum of five (5) years.
2. Offeror to have (3) years of professional experience providing technical services for Linux Microsoft Cloud and Oracle Financials Database / Applications within the past five (5) years for government agencies of the same size, scale and complexity as ERS.
3. Offeror's personnel, including any subcontractors, to have a minimum of (3) years of professional experience providing technical services for Linux Microsoft Cloud and Oracle Financials Database / Applications within the past five (5) years for government agencies of the same size, scale and complexity as ERS.
4. Provide remote and on-site technical services in downtown Honolulu, Hawaii. Offeror to have an office on the island of Oahu in Hawaii in order to provide the services and support as noted in this specification to the State.
5. Offeror Minimum Oracle Engineers professional experience to include (offeror is to provide their certifications in their proposal, uploaded into HIePRO for consideration).
 - Two (2) certified Oracle Linux Engineers, each with a minimum of (5) years experience. One (1) Azure Engineer with a minimum of (5) years' experience with Microsoft Azure Cloud.
 - Knowledge of Hawaii State security & network requirements best practices
6. References:
 - Offeror to have three (3) years of professional experience providing technical services for Linux Microsoft Cloud and Oracle Financials Database / Applications the past five (5) years for government agencies of the similiar size, scale and complexity as ERS.

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RFQ TIMETABLE

TIMETABLE SCHEDULE AND SIGNIFICANT DATES

The schedule represents the State's best estimate of the time table that will be followed in the procurement process. All times indicated are Hawaii Standard Time (HST). If a component of the schedule is delayed, the remainder of the schedule may be delayed by the same number of days. Any change to the Schedule or significant dates shall be reflected in and issued as an RFQ addendum. The estimated time table is as follows:

RFQ Notification	05/20/2024
Release of Request for Quotes	05/20/2024
Vendor's Due Date to Submit Questions	05/23/2024 / 2:00 pm
State's Response to Questions*	05/27/2024 / 2:00 pm
Offers Due date/time	05/29/2024 / 2:00 PM
Response Evaluations	05/29 – 05/31/2024
Notice to Awardee	06/10/2024
Contract Start Date	07/01/2024

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SCOPE OF WORK:

Awardee of this RFQ to provide services and support which shall include but not be limited to:

1. Awardee to support this engagement during the standard business hours of Monday thru Friday 0745 to 4:30 pm HST, and awardee is to make provision to provide support on a 24 x 7 x 365 basis for service calls with a 4-hour response time.

2. Support to be provided for up to eight (8) Linux VMs on Azure Cloud.

- a. 2 VMs per Environment (Prod/ Test/ Dev).
- b. 1 Utility VM (Internet Access).
 - i. Internet Access to be Granted on an as required basis.

3. Services to Maintain VMs are as follows:

- a. Collaborate with ERS to Expand VM Storage as needed.
- b. Update VM Resources (CPU, Memory) as needed
- c. Define & Maintain Printer Queues.
- d. Collaborate with ERS to copy VMs for EBS Non Production environment refreshes.
- e. Utilize Azure for scheduled backups.
 - i. Assumptions:
 - 1. Provide Backup Schedule and Retention per ERS IT requirements.
- f. Support ERS in case of Disaster Recovery (DR).
 - i. Assumptions:
 - 1. Based on availability of backups.

4. Manage, Monitor and Apply Oracle Linux OS Updates & Patches

a. Provide Scheduled Quarterly Review of Proposed Updates

- i. Monitor Linux OS Updates and Notifications.
 - I. Assumption:
 - a. Automated Azure Marketplace update notifications are not available.
 - b. Utilize the Yum Security Plugin (yum-plugin-security) to query available security updates.
 - i. Internet access to be requested on an as needed basis.
 - c. Subscribe to My Oracle Support Email Distribution Lists in support of installed Linux OS for product updates and notifications.

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- d. Linux OS only. Does not include application and middle tier products such as Oracle E-Business Suite Financials and Oracle Weblogic Server
- e. Awardee to instruct & advise ERS IT personnel in the process steps to be taken for continued ongoing maintenance.

b. Proposed Updates and Critical Patches:

- i. Review and recommend proposed updates with ERS.
 - 1. Updates to include pre-requisites and dependencies.
- ii. Updates may be deferred to next quarterly cycle if updates are not deemed significant or critical.
 - i. ERS will determine updates to be applied.
 - ii. Procedures:
 - 1. ERS to provide and schedule resources for testing and acceptance.
 - 2. Updates to be applied to Non-Production Environments for testing and acceptance.
 - 3. Upon ERS acceptance, updates to be scheduled & applied to the Production Environment.

c. Linux OS Hardening:

- i. Manage, monitor and apply Oracle Linux OS security updates.
- ii. Request semi-annual, twice a year, Azure Security Vulnerability scans and modify OS configurations accordingly.

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ERS IT RESPONSIBILITIES:

1. Assign a Point of Contact who is:
 - a. Responsible for ERS aspects of this project.
 - b. Recommend for approval of non-financial decisions relative to the project, including identification and assignment of ERS resources
 - c. Available to Vendor's personnel throughout the delivery of the services contracted.
 - d. To coordinate all interviews or meeting schedules.
2. Communicate and negotiate through the Awardee's project coordinator in writing all Project requests and changes.
3. Provide User ID and passwords to the vendor's staff for existing systems that need to be configured as part of this project when necessary.
4. Assign personnel as appropriate to work with vendor for the duration of the project.
5. Perform any backups required to systems affected by the project.
6. ERS is responsible for scheduling test and downtime windows as needed for the project.

AWARDEE'S RESPONSIBILITIES:

1. Provide and administer a Project Change Control Procedure and provide it with the Offeror's quote proposal submittal in HIePRO.
2. Review the Scope of Work and any associated documents.
3. Coordinate and manage the technical activities of vendor's personnel.
4. Prepare and maintain the project plan which lists the activities, tasks, assignments, timeline, milestones and estimates for the performance of this Scope of Work.
5. Resolve deviations from the project plan with ERS Point of Contact.
6. Manage and support services stated under this Scope of Work.
7. To have an office on the island of Oahu in order to support this engagement.
8. Provide monthly invoices after the last day of the service month, in an acceptable format per State of Hawaii requirements and shall include all applicable reports and correspondence. Invoices are to be emailed to dbf.ers.accountspayable@hawaii.gov with hardcopy mailed with original signatures to ERS, Accounts Payable at 201 Merchant Street, Suite 1400, Honolulu, HI 96813. Service reports are to be securely emailed to: dbf.ers.systems@hawaii.gov, attention Manager.
9. In the performance of this engagement, Awardee shall transmit to ERS IT any/all technical report data, (not related to invoicing or procurement), via a secure file transfer protocol or an encrypted email due to restricted, data confidentiality requirements.

PRICE QUOTE / SERVICE HOURS:

1. Service hours allocation available to the awardee at a monthly rate of 40 hours per month for a contract of 12-month term, offeror to provide a quote total of 480 service hours. Unused hours from any service month shall be carried over to the following month. Support is required based standard business hours of Monday thru Friday 0745 to 4:30 pm HST. Awardee is also to provide 24 x 7 x 365 for service calls with a 4-hour response time. Proactive work to be done by the awardee for a minimum of 16 hours per month including periodic monitoring (space monitoring, patches, etc.). With approved schedule as agreed upon by ERS IT.
2. Upon award the Awardee shall provide to ERS IT a Project Plan and Gantt type Project Schedule of events to meet, service and support the terms and conditions of the specifications herein and to ensure appropriate monitoring, patches and updates are installed so that cloud based VM's, and associated applications are supported in professional best practices manner to ensure integrity, security and performance requirements are achieved and maintained.

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TERM OF SERVICES:

Term of service will be for a one (1) year term at (40) work hours per month from the issuance of Notice to Proceed or a fully executed purchase order by ERS.

ERS may offer an extension option to awardee, to extend work for an additional 3 months beyond the initial 1 year term at the same terms and conditions as original term. Offeror shall annotate in offer form OF-1, item 4., the hourly rate for an optional 3 month extension (if offered by ERS) for a total of 120 man hours.

INVOICE AND PAYMENT:

Please note that payment for services rendered will be made net 30 days after ERS receipt of an acceptable invoice for services and awardee to include service reports & correspondence. The invoice for services shall be emailed to the bill to noted below with original invoice with original signatures to be mailed to the ship to below.

Bill to: Employees' Retirement System Attention: Accounts Payable 201 Merchant St, Suite 1400 Honolulu, Hawaii 96813 Email DBF.ERS.AccountsPayable@hawaii.gov	Ship to: Employees' Retirement System Attention: Information Systems 201 Merchant St, Suite 1400 Honolulu, Hawaii 96813 Email:dbf.ers.systems@hawaii.gov
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PRICE QUOTATION FOR SERVICES REQUESTED

Qualified Offeror's shall provide the rate for services and support for the term contracted, in Offeror Form OF-1 and attach the completed form to their proposal for upload into HiePRO (<https://hiepro.ehawaii.gov/>) for this RFQ.

Pricing for supporting the specifications, terms and conditions of this RFQ shall be inclusive of all applicable costs, taxes and fees. Quote is to be fully encumbered, firm and fixed, lump sum inclusive of all labor, travel, taxes and fees etc including all costs in or associated with the performance of the services rendered as described by this RFQ.

Award consideration by the State for any offeror is to be based upon best quoted price for services/best value, most responsible and responsive offeror. Offeror has the financial, technical and administrative capabilities and in house or contracted experienced and qualified staff expertise to support the terms and conditions of this specification on schedule and that the offeror's references verify the capabilities and experience offeror has stated in their proposal.

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OFFEROR SUBMITTAL:

Offeror(s) are required to provide a full proposal which shall consist of their company background, skill sets, office location, and resumes of their key personnel with certificates who will be supporting this engagement if the Offeror is awarded this contract engagement.

Offeror to annotate and sign the following forms and insert them into their proposal for award candidacy consideration at the time of their price offer submittal in HIePRO. All documents shall be uploaded into State of Hawaii's website, HIePRO (hiepro.ehawaii.gov/). (hardcopies shall not be considered).

Documents to be placed in Offeror's proposal includes:

1. Offeror Documents:

a Offer Form OF-1, OF-2 & OF-3:

Cost of Services, Offeror Information and Professional References.

b ERS Confidentiality Agreement:

Offeror to annotate and sign confidentiality agreement.

If a subcontractor(s) is used, they are to annotate & sign confidentiality agreement.

c. Excel Offeror RFQ Compliance Document, (in HIePRO RFQ attachment section).

"Offeror Compliance Response to the RFQ specifications, terms & conditions.

2. Ancillary Documents:

a. Authorizing Memo:

Letter stating the individual signing the documents has read, understands and agrees to the specifications herein and the State's General Conditions document (Form AG-008, 103D) General Conditions. To support according to the specifications herein and has the authority to commit their company to perform as specified.

b. Service Level Agreement:

Include any additional documents, service level agreements, vendor change control procedures, term and conditions which may be applicable for the Awardee to engage per the terms and conditions of this RFQ.

3. Compliance:

Offeror's to be duly registered to do business in the State of Hawaii via DCCA registration, (vendors.ehawaii.gov/hce) and to be compliant in Hawaii Compliance Express (vendors.ehawaii.gov/hce) by the date and time of the closing of this RFQ. in order to be considered for award. Offerors are to place in their proposal upload a Compliant HCE Certificate.

PROPOSAL SUBMITTAL DUE DATE/TIME:

Qualified offeror's shall submit their proposals to this RFQ through HIePRO, [https:// hiepro.ehawaii.gov](https://hiepro.ehawaii.gov/) by 5/29/2024, 2:00 PM HST in order to be considered.

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OFFER FORM OF-1 (Cost of Services).

OFFEROR TO COMPLETE ITEMS 1 THROUGH 10 BELOW & SIGN

Item:	Description:	Qty:	Hourly rate:	Total Amount:
1	<p>1.1 Offeror to quote (480) labor hours for a 1-year term, of (12) months at 40 hours per month, for technical services and support per specifications. Based upon Standard Business Hours of Monday-Friday 7:45 am to 4:30 pm & 24 x 7 x 365 service calls with a 4 hour response time.</p> <p>1.2 Offeror to annotate their hourly rate and total amount and calculate the State GET at 4.712 % and input the GET amount in block # 2 below.</p> <p>1.3 The Total Sum price noted in block 3 below, this same value is to be input by the offeror into the Offer Section as total project quote amount for the RFQ in HIePRO.</p> <p>1.4 Offeror shall annotate in table 4 below, their Hourly Rate if offered a 3 month extension at same terms and conditions as original term. Offeror shall also annotate their Holiday rates to be used if/as required.</p>	480		

4. Other hourly rates, for reference only

		Rate/Hour
4.1	HOURLY RATE OPTIONAL 3 MONTH EXT, (120 HOURS)	
4.2	HOURLY ONSITE RATE HOLIDAYS	
4.3	HOURLY REMOTE RATE HOLIDAYS	

2.	
State GET	
3	
Total Sum Price	

5. Additional attachments have been included (check here). _____

6. Quote No: _____ **7. Quote is valid for (60) calendar days.)** _____

8. Federal Tax Identification No.: _____ **9. Hawaii State Tax Identification #** _____

10. All quotes are to be signed and dated by an authorized individual of the company.

Company name: _____

Signature: _____ **Date:** _____

Printed Name: _____ **Title:** _____

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**OFFER FORM OF-2
OFFEROR'S IDENTIFICATION**

Procurement Officer
Employees' Retirement System
201 Merchant Street, Suite 1400 Honolulu,
Hawaii 96813

Dear Procurement Officer:

The undersigned has carefully read and understands and agrees to the terms and conditions specified in this Specifications and the General Conditions and agrees to same. Offeror hereby submits the following offer to perform the work as specified in this RFQ, in accordance with the true intent and meaning thereof. The undersigned further understands and agrees that by submitting this offer, 1) he/she is declaring his/her offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) he/she is certifying that the price(s) submitted was (were) independently arrived at without collusion.

* Company Name: _____

Offeror is:

Limited Liability Corporation Limited Partnership Non-profit Other: _____

State of Incorporation: _____

Federal Employer ID No.: _____ Hawaii Tax No.:

Payment Address: _____ (if different from business address):

City: _____ State: _____ Zip Code:

Business Address: _____

City: _____ State: _____ Zip Code: _____

Respectfully submitted,

Date: _____

Signature of Authorized Official

Telephone #: _____

Fax #: _____

E-mail Address: _____

Name and Title of Authorized Official

Legal Name of Offerer's Company Furnish the exact legal name of the entity under which the awarded contract will be executed. **Offeror to attach to this document, a notary's verification page attesting to the authenticity of the signature placed on this document.**

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**OFFER FORM OF-3 (Professional References)
REFERENCES TO CONFIRM THE OFFEROR QUALIFICATIONS**

Offeror to have three (3) years of professional experience providing technical services for Linux Microsoft Cloud and Oracle Financials Database / Applications within the past five (5) years for government agencies of the same size, scale and complexity as ERS.

(1) Client Name: _____

Contract Person: _____

Telephone Number: _____ Facsimile Number: _____

E-mail Address: _____

Description of Services Provided: _____

Contract Period of Service Provided: _____

(2) Client Name: _____

Contract Person: _____

Telephone Number: _____ Facsimile Number: _____

E-mail Address: _____

Description of Services Provided: _____

Contract Period of Service Provided: _____

(3) Client Name: _____

Contract Person: _____

Telephone Number: _____ Facsimile Number: _____

E-mail Address: _____

Description of Services Provided: _____

Contract Period of Service Provided: _____

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**OFFER FORM OF-3 (Professional References)
REFERENCES TO CONFIRM THE SUBCONTRACTOR QUALIFICATIONS**

Subcontractor, to have three (3) years of professional experience providing technical services for Linux Microsoft Cloud and Oracle Financials Database / Applications within the past five (5) years for government agencies of the same size, scale and complexity as ERS

_____ Mark here if not using a subcontractor.

(1) Client Name: _____

Contract Person: _____

Telephone Number: _____ Facsimile Number: _____

E-mail Address: _____

Description of Services Provided: _____

Contract Period of Service Provided: _____

(2) Client Name: _____

Contract Person: _____

Telephone Number: _____ Facsimile Number: _____

E-mail Address: _____

Description of Services Provided: _____

Contract Period of Service Provided: _____

(3) Client Name: _____

Contract Person: _____

Telephone Number: _____ Facsimile Number: _____

E-mail Address: _____

Description of Services Provided: _____

Contract Period of Service Provided: _____