



Release date:
January 31, 2025.

Employees' Retirement System, of the State of Hawaii.

Request for Quote, (RFQ) State of Hawai'i eProcurement, (HIePRO) RFQ # 25001554

Sealed Competitive Offers for Veritas NetBackup Appliance Software Upgrade Technical Services & Support

State of Hawai'i, 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 of such knowledge on the part of such prospective applicant.

eProcurement:

This is an electronic solicitation. Offered through HIePRO, State of Hawaii eProcurement (hiepro.ehawaii.gov). All offers are to be received in HIePRO by RFQ closing which is 2:00 PM HST on 02/13/2025. Offers are required to be received in HIePRO prior to RFQ closing, 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 closing in HIePRO to be considered.

Communication:

The State's Point of Contact for this RFQ is: Steven J. Melendrez, PMO, (email: steven.melendrez@hawaii.gov), Procurement & Inventory Management Section, with email cc to: Kona Mann, kona.mann@hawaii.gov, Compliance Chief. Any modification to this specification shall be made by a written addendum to this RFQ in HIePRO.

**Veritas NetBackup Software Upgrade
HiePRO RFQ 25001554**

NOTICE TO OFFERORS

This RFQ # 25001554 is issued by the **State of Hawaii eProcurement, HiePRO system, (<https://hiepro.ehawaii.gov/solicitation>)** and authorized under State of Hawaii HRS 103D-302, the State Procurement Office & the ERS Procurement & Inventory Management Section. The Employees' Retirement System (ERS) of the State of Hawaii is soliciting responses to this RFQ from Information Technology Professional Service Providers. Qualified offerors are to respond to this procurement for Veritas NetBackup Appliance Software Upgrade via HiePRO, (<https://hiepro.ehawaii.gov/>) solicitation # 25001554.

Offeror is to provide a clear, concise, complete proposal in PDF format with bookmarks which corresponds to the requirements herein this specification. Including the requisite offer OF-1 thru OF-3 forms and the signed ERS confidentiality agreement to be uploaded with the offeror's price quote in HiePRO for award candidacy consideration to acquire this engagement as specified herein.

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 closing of this RFQ in HiePRO.

Software upgrades may be completed remotely or on premise. Both units are in downtown Honolulu area. Offeror is to have an office in Hawaii or to have a sub-contractor based in Hawaii to perform the requisite services for the contract holder. Services are to be provided during standard business hours of Monday thru Friday 0745 to 4:30 pm HST, 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.

Offerors shall respond to this RFQ electronically, no hardcopies shall be considered. The offeror shall upload their full proposal and ancillary documents into HiePRO in the document section of this RFQ. Offeror to provide Forms OF-1 thru OF-3 forms signed and inserted in their proposal.

The price quote section on Offer Form OF-2, block # 3 is the sum price quote and shall be firm and fixed fully encumbered, 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. This price quote value shall also be input by the Offeror in the HiePRO price quote section.

Note:

Due to the sensitive nature of this project, awardee is to turn over to ERS IT, all instructions / documentation in both electronic/Microsoft word format and hardcopy that has been generated by the awardee in the work the awardee has performed in the course of supporting this engagement done for the agency.

**Veritas NetBackup Software Upgrade
HiePRO RFQ 25001554**

OFFEROR QUALIFICATIONS

1. Offeror's personnel, including any subcontractors, to have three (3) years of professional experience providing technical services and support for Veritas NetBackup Appliances, within the past five (5) years for organizations of similar size, scale and complexity as ERS.
2. Services under this engagement may be performed remotely or on premise, on premise is preferred. Offeror to have an office in Hawaii, on the office of Oahu or have a qualified subcontractor to provide and perform the requisite services.
3. Provide three (3) client references for whom the Offeror has provided similar services as noted in this RFQ specification within the last five (5) years.

SCOPE OF WORK:

1.0 Offeror Preparation Plan:

Offeror shall research, contact the manufacturer, interrogate the appliance, record and document the following findings and provide the results to ERS IT.

- 1.1. Ensure that ERS has the required licenses, valid & current support contracts with Veritas to support this engagement
- 1.2. Document current ERS NetBackup appliance and software settings and configurations, including documenting ers current backups configured and utilized.
- 1.3. Document the process for data transfer, backup and restoration of the appliance and software configuration.
- 1.4. Document the upgrade process including initial, intermediate and final steps to be used per software versions with any and all required firmware updates or NetBackup Emergency Engineering Binaries.

2.0 Offeror Installation and Validation & Confirmation:

- 2.1. Download, verify and prepare required software versions from manufacturer's website and install to ERS 5240 units. Install, configure, test and validate installation of Veritas Netbackup Software in an incremental process per manufacturer instructions and provide system firmware updates as required.
- 2.2. Create/validate backup of the initial appliance configuration and software state.
- 2.3. Deploy and validate intermediate appliance software version.
- 2.4. Create/validate backup of the intermediate appliance configuration and software state.
- 2.5. Validate and deploy final appliance software version.
- 2.6. Apply and validate relevant NetBackup Emergency Engineering Binaries.
- 2.7. Create/validate backup of the final appliance configuration and software state.
- 2.8. Setup, test and verify production appliance is setup to backup the same data utilizing the same backup schedule. In addition, Setup, test and verify offsite backup is setup, tested and verify that it is working correctly.

**Veritas NetBackup Software Upgrade
HIEPRO RFQ 25001554**

3.0 Offeror Documentation and Presentation to ERS IT :

- 3.1. Document end state and data integrity of the NetBackup appliances and provide hardcopy thereof.
- 3.2. Review final state of appliances with ERS IT for project acceptance buy offs and provide hardcopies of work plan, work done to date and results.
- 3.3 Provide step by step documentation on how setup the production backup and schedule the same as it was before the upgrade. This should include the appropriate screen shots.
- 3.4 Provide step by step documentation on how to setup/configure the offsite backup. This should include the appropriate screen shots.
- 3.5 Provide step by step documentation on how to shutdown and startup the netbackup appliances and software. This should include the screen shots.
- 3.6 Provide step by step documentation on how to restore a file from both the production appliance and the offsite appliance. This should include the screen shots.

TIMETABLE

TIME TABLE SCHEDULE AND SIGNIFICANT DATES:

The Timetable schedule below represents the State’s best estimate of the time table that will be followed in this 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 by a written addendum posted in HIEPRO. The estimated time table is as follows:

RFQ Timetable Schedule:

Release of RFQ	01/31/2025
RFQ Closes, Due date/time	02/13/2025 @ 2:00 PM
Response Evaluations	02/13/2025-02/18/2025
Award Decision	02/21/2025
Contract Start Date	02/28/2025

LOCATION

WORK LOCATIONS

The Employees’ Retirement System (ERS) of the State of Hawaii has (2) Veritas 5240 Netbackup Appliances, one is at Employees’ Retirement System offices located at: Honolulu: City Financial Tower, 201 Merchant Street, Suite 1400, The other 5240 unit is located at State of Hawaii, Kalanimoku building at 1151 Punchbowl Street, Honolulu, HI 96813

**Veritas NetBackup Software Upgrade
HiePRO RFQ 25001554**

ERS RESPONSIBILITIES:

1. Assign a Point of Contact who is:
 - a. Responsible for all ERS aspects of this project
 - b. Recommend for approval of all 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 Vendor'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 awardee for the duration of the project.
5. ERS is responsible for scheduling test and downtime windows as needed for the project.

VENDOR'S RESPONSIBILITIES:

1. Provide and administer a Project Change Control Procedure and provide a pdf of the procedure with the Offeror's quote proposal.
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 performance of the Scope of Work.
5. Resolve deviations from the project plan with ERS Point of Contact.
6. Manage and support services stated under the Scope of Work.
7. To have an office on the island of Oahu to support this engagement or a subcontractor to represent the contract holder and provide technical support for the contract holder.

SERVICE HOURS:

Awardee upon notification of award or purchase order shall schedule with ERS IT via Helpdesk at 808-586-1745 and provide a Gantt Style Schedule which shall delineate the awardee's work schedule with flow to provide, perform and accomplish the specified requirements and explain the Gantt Chart to ERS IT and coordinate work flow.

Technical Services to support this engagement are Monday thru Friday 0745 to 4:30 pm HST.

**Veritas NetBackup Software Upgrade
HiePRO RFQ 25001554**

TERM OF SERVICES:

ERS has provided a Term of service window from 2/28/2025 to 3/30/2025. Actual processing time is estimated too be accomplished within a shorter time frame

INVOICE AND PAYMENT:

Please note that payment for services rendered will be made net 30 days after ERS receipt of an acceptable invoice per State of Hawaii, Dept of Accounting and General Services requirements. Awardee to include approved service reports & correspondence.

The invoice for services shall be emailed to the bill to as noted below and original invoice with original signatures to be mailed to the ship to below.

<u>Bill to:</u> Employees' Retirement System Attention: Accounts Payable 201 Merchant St, Suite 1400 Honolulu, Hawaii 96813 Email: dbf.ers.AccountsPayable@hawaii.gov	<u>Ship to:</u> Employees' Retirement System Attention: Information Systems 201 Merchant St, Suite 1400 Honolulu, Hawaii 96813 Email: dbf.ers.helpdesk@hawaii.gov
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PRICE PROPOSAL:

Qualified Vendors shall provide their quoted price rate for technical service and support to provide and perform per the specifications herein on Offeror Form OF-2 and attach the completed form to their proposal for upload into HiePRO (<https://hiepro.ehawaii.gov/>) of this RFQ. The same price quote value, firm and fixed the offeror shall also input in the price quote section of HiePRO.

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.

**Veritas NetBackup Software Upgrade
HIePRO RFQ 25001554**

TECHNICAL & ADMINISTRATIVE PROPOSAL:

Offeror(s) to annotate and sign the following forms and to insert the completed forms into their RFQ proposal package to upload same into State of Hawaii's website, HIePRO (hiepro.ehawaii.gov/) as part of their proposal package for award consideration.

Which includes the following:

- 1. Offer Form OF-1, Offeror Identification:**
Includes the Offeror attesting to the understanding and agreement to provide and perform under the terms and specifications herein and no violation of Chapter 84 & no collusion. Offeror includes their corporate information, traceability and accountability information with signature.
- 2. Offer Form OF-2, Price Quote, Cost of Services**
Includes, 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.
- 3. Offer Form OF-3, Professional References:**
Offeror is to annotate OF-3, providing three (3) years of professional experience providing technical services within the past five (5) years for government clients of the same type, size, scale and complexity as ERS supporting Oracle Financial Database Support Services. If subcontractor is used, sub-contractor fills in and offeror submits with their proposal.
- 4. Provide a Gantt Style Schedule and a Project Change Control Procedure to provide and perform per the specified requirements of the RFQ.**
- 5. ERS Confidentiality Agreement, (in HIePRO RFQ attachment section).**
 - a. Offeror to sign confidentiality agreement**
 - b. Subcontractor(s) (if used) to sign confidentiality agreement.**
- 6. Proposal:**
 - a. Offeror is to provide a complete detailed proposal with technical statement of work to provide and perform per the specifications herein. Proposal to provide their company background, including core competencies, certificates which pertain to performance noted in this RFQ and resumes of key personnel who will support this RFQ**
- 7. Compliance:**
 - a. Offerors are to be duly registered to do business in the State of Hawaii via DCCA registration, (vendors.ehawaii.gov/hce) and compliant in Hawaii Compliance Express, ([vendors.ehawaii.gov / hce](http://vendors.ehawaii.gov/hce)) by the date and time of the closing of this RFQ for their proposals to be considered.**

**Veritas NetBackup Software Upgrade
HiePRO RFQ 25001554**

**OFFER FORM OF-1
OFFEROR'S IDENTIFICATION**

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

Dear Procurement Officer:

The undersigned has carefully read, understands and agrees to the terms and conditions specified in the Specifications and the General Conditions and agrees to provide and perform as same. Offeror hereby submits the following 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.

Offerer is:

Limited Liability Corporation Limited Partnership Non-profit Other:

State of Incorporation: _____

Federal Employer ID No.: _____ Hawaii Tax ID 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 OF-1 document, a Notary's Notarization verification page** attesting to the authenticity of the signature placed on this document. .

**Veritas NetBackup Software Upgrade
 HIePRO RFQ 25001554
 OFFER FORM OF-2 (Price Quote, Cost of Services).**

OFFEROR TO COMPLETE ITEMS 1 THROUGH 10 BELOW & SIGN

Item:	Description:	Qty:	Rate:	Total Amount:
1	Provide a price quote for providing technical labor services & support to upgrade (2) Veritas Netbackup appliances model #5240, SN's VTAS0002811 & VTAS0002850 per manufacturer instructions. Offeror is to provide software upgrade incrementally from current software version 8.3 to latest software version as provided per manufacturer instructions. Offeror shall: 1.) Prior to starting the software upgrade procedure, to interrogate the Veritas appliance and verify the units software version, data integrity and execute a data backup of the appliance onto another device to protect the ERS data during the upgrade process. 2.) Accomplish the upgrading procedure incrementally from existing version to next higher version and test at each step. 3) Provide & document QA verification & ensure appliance upgrade is per manufacturer instructions. 3). Ensure 100% software upgrade, appliances operation, data integrity & demonstrate same to ERS IT.	2		

4 Other Hourly Rates	Description	Rate/Hour		
			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 representative of the company.

Signature: _____ **Date:** _____

Printed Name: _____ **Title:** _____

**Veritas NetBackup Software Upgrade
HiePRO RFQ 25001554**

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

Offeror to have three (3) years of professional experience providing technical services and support for Veritas NetBackup Appliances, within the past five (5) years for organizations of similar size, scale and complexity as ERS. Please list clients who can attest to this experience.

(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: _____

**Veritas NetBackup Software Upgrade
HiPro RFQ 25001554**

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

Subcontractors to have three (3) years of professional experience providing technical services and support for Veritas NetBackup Appliances, within the past five (5) years for organizations of similar size, scale and complexity as ERS. Please list clients who can attest to this experience.

_____ 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: _____