

# STATE of HAWAII

## Office of Enterprise Technology Services

### Introduction:

The State of Hawaii Office of Enterprise Technology Services (ETS) is seeking vendors to provide support for four projects: RedHat Satellite, RedHat Ansible Tower, VMware VRealize Automation, and VMware Orchestrator. For several years now, ETS has been using these programs in efforts to patch systems and automate operations where possible in a virtual VMware environment. The team managing this virtual environment seeks upgrade assistance with these systems, reconfigure them to be more efficient, develop new Ansible/Orchestrator code, and assist in cleaning up old configuration. ETS is seeking offerors to provide up to 200 hours of consulting assistance for ongoing projects listed below:

### Scope of Solicitation:

- Up to 200 hours of Consulting Assistance for four projects: 1) RedHat Satellite, 2) RedHat Ansible Tower, 3) VMware VRealize Automation, and 4) VMware Orchestrator

#### 1) Satellite:

- Build new Satellite server to latest version (can't upgrade existing cause it's using community version)
- Rebuild configs from existing server to new server
- Migrate VMs to be patched under new server
- Upgrade vRA & Ansible playbook(s) to point to new Satellite server
- Provide some training on some general best practices, also looking how to deploy individual erratta

#### 2) Ansible Tower:

- Upgrade to latest version
- Help clean out old/stale hosts, templates (playbooks), projects, inventories, credentials, orgs, stale/old variables (if necessary)
- Build smart inventories based on facts pulled from vCenter
- Update vRA so when registering VMs it's done so in lowercase. May not be necessary if pulling inventory from vCenter and could instead disable vRA registration.
- Integrate with AD for authentication
- Help build instance for multitenancy for other groups to use instance
- Change service account used to manage endpoints
- Assistance creating new playbooks to finish VM provisioning
- Assistance creating new playbooks for 2<sup>nd</sup> day operations, baseline management
- Provide some training on general best practices

#### 3 and 4) vRealize Automation/Orchestration:

Update configs as needed to finish VM provisioning

### Qualifications

All Offerors responding to this solicitation **are required** to:

- Provide proof of **active** certifications of the following:  
*VMware - VCP-DCV, VCP-CMA, VCAP-CMA*
- (Individual) Have 5+ years experience in installing, managing, supporting, and upgrading the products mentioned above as well as integrating them with other VMware technologies and common solutions such as Active Directory.

- (Individual) Have 5+ years experience in developing code in languages including but not limited to Java, YAML, and PowerShell. (
- Have an on-site presence when urgent needs arise, however remote assistance will probably suffice in most engagements.

**Special Terms and Conditions:**

- a. SOH General Conditions. General Conditions issued by the Department of the Attorney General of SOH, referred to as Form AG-008, as revised, are included in this HiePRO solicitation by reference. The applicable revised Form AG-008, which is included by reference, is the form dated and in effect at the date the solicitation is issued.
- b. Compliance Pursuant to Hawaii Revised Statutes (HRS) §103D-310(c). Pursuant to HRS section 103D-310(c) and HAR section 3-122-112, the successful vendor is required to provide proof of compliance and may use the Hawaii Compliance Express for all contracts awarded (see [https:// vendors.ehawaii.gov/hce/splash/ welcome.html](https://vendors.ehawaii.gov/hce/splash/welcome.html)). Please note: obtaining proof of compliance can take multiple weeks; SOH ETS cannot make an award to a non-compliant vendor.
- c. Insurance Requirements. The Contractor shall maintain insurance acceptable to the STATE in full force and effect throughout the term of the Contract. The policy or policies of insurance maintained by the Contractor shall provide the following limit(s) and coverage(s):
  - 1) Commercial General Liability {occurrence form} : Minimum bodily injury and broad form property damage combined single limits of liability of \$1,000,000 combined single limit per occurrence for bodily injury and property damage.
  - 2) Workers' Compensation: Minimum coverage of Statutory: \$250,000 each accident, Liability: \$100,000 disease per each employee, and \$500,000 disease policy limit .
  - 3) Professional Liability: Minimum coverage of \$1,000,000 for each claim/breach; \$2,000,000 in aggregate.

Each insurance policy required by this Contract shall contain the following clauses:

- a. "The Contractor will immediately provide written notice to the contracting department or agency should any of the insurance policies evidenced on its Certificate of Insurance form be canceled, limited in scope, or not renewed upon expiration."
- b. For Commercial General Liability coverage, "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
- c. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

The Contractor shall maintain the minimum insurance required in full compliance with the Hawaii Insurance Code throughout the entire term of the Contract. The policy or policies of insurance maintained by the Contractor shall provide the limits and coverages specified herein.

The Contractor shall deposit with the STATE on or before the effective date of the Contract, certificate(s) of insurance necessary to satisfy the STATE that the insurance provisions of the RFQ and this Contract have been complied with and to keep such

insurance in effect and the certificate(s) therefor on deposit with the STATE during the entire term of the Contract, and any extensions thereof. Upon request by the STATE, Contractor shall furnish a copy of the policy or policies.

Failure of the Contractor to provide and keep in force such insurance shall be regarded as material default under the Contract, entitling the STATE to exercise any or all the remedies provided in the Contract for a default of the Contractor.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor liability or to fulfill the indemnification provisions and requirements of the Contract. Notwithstanding said policy or policies of insurance, the Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with the Contract.

- d. Basis of Award. Award is based on Best Value. When the award to the lowest responsive, responsible offeror is not practicable, award shall be made to the offeror whose quote provides the best value to the State. "Best Value" means the most advantageous offer determined by evaluating and comparing all relevant criteria in addition to price so that the offer meeting the overall combination that best services ETS, is selected. Criteria may include, but not limited to, the total cost of ownership, performance history of the vendor, quality of goods, services, delivery and proposed technical performance.
- e. SOH Reserves the right, at any time and without cause, to modify, alter, amend, change, cancel, suspend or terminate this solicitation, including the right to cancel and withdraw the solicitation prior to acceptance of Offers or issuance of a purchase order.

**Invoicing Procedures:**

Contractor shall submit an invoice to the STATE, at the address below, for one month of services performed in the previous month.

Department of Accounting and General Services  
Office of Enterprise Technology Services  
P.O. Box 119  
Honolulu, HI 96810-0119  
Attention: Fiscal Office

Payment shall be made to the Contractor upon certification by the STATE that the Contractor has satisfactorily performed the required services. All invoices shall reference a contract or purchase order number.

**Offerors Worksheet:**

Please fill out the following:

Offeror Name: \_\_\_\_\_

VMware/RedHat Consulting Hourly Rate per project: \_\_\_\_\_  
*(Offeror must submit rate inclusive of Hawaii General Excise Tax)*

Quantity \_\_\_\_\_ 200 Hours \_\_\_\_\_

Extended Cost (quote must include State of Hawaii GET 4.712%) \_\_\_\_\_

**Please mark and attached the following:**

VMware Certified Professional - DataCenter Virtualization Certificate \_\_\_\_\_ Y/N

VMware Certified Professional - Cloud Mgmt & Automation Certificate \_\_\_\_\_ Y/N

VMware Certified Advanced Professional -Cloud Mgmt & Automation Certificate \_\_\_\_\_ Y/N