



**MASTER SERVICE AGREEMENT (MSA)  
CALIFORNIA PRISON HEALTH CARE SERVICES  
BUSINESS CONSULTING SERVICES**

**STATE OF CALIFORNIA  
DEPARTMENT OF CORRECTIONS AND REHABILITATION**

**REQUEST FOR OFFER**

**INFORMATION TECHNOLOGY (IT) CONSULTING SERVICES  
FEDERATED DATA CENTER – IT SERVICES  
RFO #10-017-ITS**

May 3, 2010

The California Department of Corrections and Rehabilitation (CDCR), California Prison Health Care Services (CPHCS), is requesting offers for Information Technology (IT) Consulting Services to evaluate, configure, and manage installation of all hardware, software, and related IT goods to a Tier III data center (a.k.a., Federated Data Center [FDC]). The FDC is located at the California Office of the State Chief Information Officer, Office of Technology Services (OTech), Gold Camp Data Center, Rancho Cordova, CA. Contractor will report to CPHCS' Chief Information Officer (CIO) or designee. In submitting an offer vendor must comply with the instructions found herein.

The term of the proposed Agreement is targeted for June 1, 2010 through August 15, 2011. CPHCS reserves the option to extend Agreement for two (2) additional one-year terms at the same rate of award and/or to add additional funds up to the maximum MSA threshold. The contract award is subject to availability of funds approved for this purpose.

All offers must be signed by an authorized officer of the company or firm who has legal and binding authority. By submitting an offer, Offeror agrees to the terms and conditions of this Request for Offer and in accordance with Offeror's Leveraged Procurement Agreement (i.e., Master Service Agreement [MSA]).

A walk-through of the proposed job site is required for all interested Offerors. The specific date, time, location, and CPHCS contact person will be provided by Addendum to RFO #10-017-ITS. CPHCS anticipates the ~~mandatory~~ one-day site review to occur week of May 3, 2010 through May 7, 2010.

**Offers are due by 4:00 p.m., Monday, May 17, 2010. Responses and any required copies must be submitted by electronic mail (e-mail) and clearly labeled to the following departmental contact:**

**Department Contact:**

California Department of Corrections and Rehabilitation  
Attention: CYNTHIA BASA-PINZON  
P.O. Box 4038  
Sacramento, CA 95812-4038  
(916) 324-8045  
[Cynthia.Basa-Pinzon@cdcr.ca.gov](mailto:Cynthia.Basa-Pinzon@cdcr.ca.gov)

14. Three (3) customer references for Offeror to verify engagement(s) similar in scope as requested in Exhibit A (Statement of Work);<sup>2</sup>
  - a. Include a brief narrative of customer projects and Offeror's role for each reference provided; and
  - b. Include a reference from Cisco indicating Offeror's (i.e., company or firm) "Partner" level (e.g., Gold, ~~or Platinum~~ Platinum Premiere, etc.) and performance history with similar projects.
15. Resumes of Contractor personnel must include all of the following:
  - a. All relevant work experience;
  - b. A start and end date for each job cited;
  - c. Three (3) customer references to verify engagements similar in scope to FDC; and
  - d. Consultant qualifications and experience(s) in performing network installation and configuration services.
16. Copies of pertinent IT certifications acknowledging skills and competency in project development; or network installation and configuration; or system analysis, design, and implementation.
17. Other Requirements:

Contractor will be required to complete the following documents prior to award.

**Do not submit the following with your response.**

- a. Contractor Confidentiality Statement (Attachment B):

The Political Reform Act of 1974 (Government Code Sections 81000-91015) requires consultants to file a Contractor Confidentiality Statement certifying no personal or financial interest with the UHRC Project and agreeing to keep all information concerning the project confidential.

- b. Non-Disclosure Agreement (Attachment C)
- c. Statement of Economic Interests (Form 700) - (Attachment D)

Interested vendors may submit questions and/or requests for clarification, via e-mail, to [Cynthia.Basa-Pinzon@cdcr.ca.gov](mailto:Cynthia.Basa-Pinzon@cdcr.ca.gov). CPHCS responses to Offeror questions that provide new or additional information will be provided to all Offerors.

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<sup>2</sup>Customer references will be used to verify information provided by Offeror for selection purposes.

**KEY DATES**

<b>Event</b>	<b>Date</b>	<b>Time</b>
Release of Request for Offer	04/30/2010	
Federated Data Center Site Walkthrough	<del>05/03/2010</del> 05/07/2010 <u>05/10/2010</u>	
Questions or Clarifications Submittal (latest date)	05/10/2010	4:00 p.m.
Offer Response Submission Due Date	05/17/2010	4:00 p.m.
Comparison of Offers and Interview(s), if warranted	5/19/2010 – 05/21/2010	
Best Value Determination – Selection of Vendor	05/24/2010	4:00 p.m.
Proposed Contract Start Date <sup>3</sup>	06/01/2010	

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<sup>3</sup> Dates subject to change

## SELECTION PROCESS

All offers will be reviewed for responsiveness to requirements of this RFO. If a response is missing required information, it may be deemed non-responsive. Responsive offers will be scored on the “Best Value” criteria listed below. Further review is subject to CPHCS' discretion.

<b>Best Value Criteria</b>	
<b>Technical Experience:</b>	<b>40 Points</b>
<ul style="list-style-type: none"> <li>• Certified Cisco <del>Gold</del> Partner;</li> <li>• Experience with network installation and configuration of Cisco Nexus products;</li> <li>• Experience with network installation and configuration of Tipping Point IPS products;</li> <li>• Experience with network installation and configuration of Cisco CSM and ACS products;</li> <li>• IT career certification acknowledging skills and competency in a specialized area;</li> <li>• At least five (5) years experience performing network configuration, installation, and project management consulting services; and</li> <li>• Knowledge of state IT policy and governance processes.</li> </ul>	0-5 0-5 0-5 0-5 0-5 0-10 0-5
<b>Administrative Criteria:</b>	<b>20 Points</b>
<ul style="list-style-type: none"> <li>• Completeness of response package;</li> <li>• Detailed resumes for contractor personnel describing qualifications and work experience(s) that support Statement of Work (Exhibit A) requirements;</li> <li>• Three (3) references for Offeror and/or company or firm;<sup>4</sup> and</li> <li>• Offices with engineering resources located in the greater Sacramento region.</li> </ul>	0-5 0-5 0-5 0-5
<b>Cost:</b>	<b>40 Points</b>
<ul style="list-style-type: none"> <li>• Lowest cost proposal will receive full cost points and each proposal with higher cost will receive a percentage of total points.</li> </ul>	0-40

CPHCS reserves the sole right to reject any and all offers, and reissue this RFO. In the event CPHCS determines that services would be best served by awarding multiple agreements for this RFO, CPHCS reserves the right to make this determination and negotiate with Offerors having “best value” to award more than one company and/or firm. Awarded Contractor(s) will be obligated to provide services at the cost offered in the Rate Sheet (Exhibit B-1), which under no circumstances may exceed their authorized MSA rate(s).

<sup>4</sup> Customer references must support consultative services offered.

## **EXHIBIT A STATEMENT OF WORK**

### **A) BACKGROUND AND PURPOSE**

The California Prison Health Care Receivership Corporation is a non-profit organization created to house activities of the Federal Receiver. United States District Court Judge, Thelton E. Henderson, established the Receivership as the result of a 2001 class action lawsuit (Plata v. Schwarzenegger) brought against the State of California over the quality of medical care in the State's prison system.

On June 6, 2008, federal Receiver, J. Clark Kelso, issued a plan called "Achieving a Constitutional Level of Medical Care in California's Prisons" (Plan), available at [http://www.cphcs.ca.gov/docs/court/ReceiverTurnaroundPlan\\_060608.pdf](http://www.cphcs.ca.gov/docs/court/ReceiverTurnaroundPlan_060608.pdf). This Plan calls for numerous actions to be performed over the next three-to-five years by California Prison Health Care Services (CPHCS) program to meet constitutionally acceptable and sustainable levels of patient-inmate medical care.

All activities of the Receivership have one common purpose: to create a collaborative environment where custody and health care staff improve upon the quality of medical services in California prisons to meet constitutional standards while reducing avoidable morbidity and mortality. The Receiver has also adopted organizational change strategies suggested by the Institute of Medicine (Crossing the Quality Chasm, A New Health System for the 21st Century, Washington D.C., National Academy Press, 2001). One strategy is to improve CDCR's information technologies for clinical information and decision support.

To increase government efficiency through improvements to California's IT systems, the Receiver has dedicated resources to adhere to objectives the Governor has communicated in Executive Order (EO) S-03-10, dated February 9, 2010. The EO requires a standardization of IT governance, increased transparency in spending for cost savings, and reduced energy usage from IT operations. Specific improvements include, but are not limited to: 1) a reduction of total data center square footage by 25 percent before July 2010; and 2) transition of all mission critical and public-facing applications to a Tier III data center (i.e., Federated Data Center). The FDC is intended to be the gateway or transition environment from a discreet, standalone server environment to a virtualized environment sharing storage, network, and ultimately computing resources.

To establish the FDC, CPHCS seeks a qualified Contractor with four (4) Senior Technical Leads to evaluate, configure, and manage installation of all hardware, software, and related IT equipment for back-up of all mission critical and public-facing applications to a Tier III data center.

### **B) CONSULTANT QUALIFICATIONS**

Contractor must meet the following Mandatory Qualifications to be considered for award. Offerors will be evaluated on expertise and experience stated in the resume against the Mandatory Qualifications. At discretion of CPHCS, interviews may be a part of the selection process.

#### **Mandatory Qualifications:**

1. Certified Cisco Gold Partner;
2. Experience with network installation and configuration of Cisco Nexus products;
3. Experience with network installation and configuration of Tipping Point IPS products;