

COLORADO DEPARTMENT OF HUMAN SERVICES

CHATS Cloud Rollback

DQ # 2017000926

DOCUMENTED QUOTE (DQ) #	2017000xxx
QUOTE DUE DATE	
QUOTE SUBMISSION VIA EMAIL Submissions via email are preferable. Quotes submitted via fax are also acceptable.	Email: Brian.Hancock@state.co.us
QUOTE SUBMISSION VIA MAIL	Department of Human Services North/Central Procurement 1575 Sherman Street 6 th Floor Denver, CO 80203
PROCUREMENT CONTACT The procurement contact is the primary contact for this DQ. Direct all inquiries to the procurement contact.	Brian Hancock
PROCUREMENT PHONE NUMBER	303-866-5674

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SECTION I - ADMINISTRATIVE INFORMATION

Quote Submission - Quotes will be received until the date and time indicated.

Pricing - All pricing shall be FOB Destination. Vendors shall specify any minimums, special charges, restrictions, or conditions. The failure of the vendor to note any special conditions or exceptions shall be deemed a waiver of any such condition or exception.

Price Increases – Pricing shall remain firm for the term of the award, including option years, unless otherwise specified.

Quote Acceptability - The State will be the sole judge in determining the acceptability of a quote and in determining the most beneficial quote for the State. Evaluation of quotes will also take into account administrative costs, payment terms, delivery conditions (any restrictions, minimum order quantity or dollar amount), and any exceptions taken to any requirement of the DQ, volumes at individual user sites, and proximity of user sites. Administrative costs include, but are not limited to, time and costs associated with ordering, receiving, stocking and paying invoices.

Evaluation - The choice of vendor for goods and services must be based on which acceptable response is most advantageous to the state, price/cost being the primary consideration. Other factors to be considered include experience, delivery, and warranties (if applicable). The basis for the selection must be documented and will be final and conclusive unless determined to be arbitrary, capricious, or contrary to law.

Service Disabled Veteran Owned Small Businesses (SDVOSBs) - SDVOSBs, who are incorporated or organized in Colorado or maintain a place of business or have an office in Colorado and who are officially registered and verified as a SDVOSB by the Center for Veteran Enterprise within the U.S. Department of Veterans Affairs. (www.vip.vetbiz.gov), may receive a 5% preference on their bid. This preference applies only to the price, and the SDVOSBs must still meet all other qualifications required in the bid. SDVOSBs claiming this preference shall submit documentation of SDVOSB certification Issued through the U.S. Department of Veterans Affairs in their response to the solicitation. Bid submissions without this documentation will not be given a preference.

Award - Awards will be made on the basis of the quote most beneficial to the State.

Term of Award - Bid Results - After the award is made, bid tabulations or a summary can be made available.

Purchase Order or State Contract – As a result of the award, a Purchase Order may be required. The awarded vendor may not perform or deliver goods or services until such time the Purchase Order or Contract is executed.

Terms and Conditions - The State Purchase Order Terms and Conditions and Solicitation Instructions apply to this DQ. If not attached, they can be made available upon request.

Quantity of Goods/Services – At the time of award and/or during the term of the resulting award, the State reserves the right to increase or decrease the quantity of goods/services based on available funding using the rates established in the Purchase Order or State Contract.

Vendor disclosure of services identifies if the vendor or subcontractor will perform the services outside the state of Colorado or United States. If this is the case, provide a brief statement explaining why the vendor believes it is necessary or advantageous to perform the services outside the state of Colorado or United States.

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SECTION II – SPECIFICATIONS/STATEMENT OF WORK

PROJECT SCOPE OF WORK

The Office of Early Childhood (OEC) will engage a Vendor to complete the services described below.

PROJECT INITIATION

The Colorado Department of Human Services (CDHS) is migrating their Oracle Database environment from the CenturyLink Cloud back into a State of Colorado owned facility, eFort.

CDHS needs a Vendor to migrate their Oracle Identity Management (OIM) Databases back to the eFort Oracle Environment. This will be a combined effort with Deloitte and The Governor’s Office of Information Technology (OIT). The eFort environment will be prepared (i.e. the servers are cleared out of old data, the required space is allocated, the environment needs to be configured etc.) for the OIM data physical move.

This SOW covers all of the migration of Child Care Automated Tracking System (CHATS) databases including but not limited to the CHATS core system, the Provider Support System Portal, the PEAK interface, the TRAILS interface, the CBMS interface and more as they relate to CHATS.

BUSINESS PROCESS REVIEW

Level Approach / Task list for migration from DC3 (CenturyLink Cloud) to eFort

ENVIRONMENT	TASK	OWNER
DEV		
	Backup the Dev Databases in old environment for use in case there’s a problem with the move off the Cloud	State
	Make a list of all the CHATS Servers/IP/Hostname/Port for new environment	State/Vendor
	Confirm Required Access is granted for new environment	State/Vendor
	Shutdown all the servers and services old environment	State/Vendor
	Migrate DEV OIM Databases	Deloitte/State/Vendor
	Modify OIM configuration with the new Servers/IP/Hostname/Port as identified by the State	State/Vendor
	Connect OIM to relocated database	Vendor
	Start all the services and servers	Vendor
	Perform Unit Testing	Vendor
	Troubleshooting and fix	Vendor
	Support User Acceptance Testing	Vendor
UAT		
	Backup the UAT Databases in old environment for use in case there’s a problem with the move off the Cloud	Vendor
	Make list of all the Servers/IP/Hostname/Port for new environment	State/Vendor

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ENVIRONMENT	TASK	OWNER
	Confirm Required Access is granted for new environment	State/Vendor
	Shutdown all the servers and services old environment	State/Vendor
	Migrate UAT OIM Databases	Deloitte/State/Vendor
	Modify OIM configuration with the new Servers/IP/Hostname/Port as identified by the State	State/Vendor
	Connect OIM to relocated database	Vendor
	Start all the services and servers	Vendor
	Perform Unit Testing	Vendor
	Troubleshooting and fix	Vendor
	Support User Acceptance Testing	State/Vendor

REQUIREMENT CONFIRMATION

Have the technical staff test all parts of the CHATS system, Provider Self Service Portal (PSSP) and interfaces. Run batch jobs and to confirm access/firewalls are correctly opened.

Have BA's, QA, and Tech staff perform activities on CHATS that will initiate Web Service calls. Use the CHATS test Scripts to ensure everything gets tested.

TECHNICAL SPECIFICATION

- Document the Technical Specifications of this project including: security and authentication, data model and database storage, integration with other systems as required for the identified enhancements.
- All Documentation Deliverables will be provided in electronic form, unless otherwise expressly agreed by the parties in the SOW.

GENERAL ASSUMPTIONS

The following are general assumptions and exclusions that have been incorporated into your Statement of Work ("SOW") with The Vendor.

- CDHS is responsible for all aspects of migrating the physical hardware, including network and access configuration, prior to The Vendor engaging in the application migration tasks.
- Services may be provided by The Vendor or individuals or organizations employed by or under contract with The Vendor, at the discretion of The Vendor.
- Any acceptance tests conducted as part of the Services apply only to the Services detailed in the relevant SOW.
- All Documentation Deliverables will be provided in electronic form, unless otherwise expressly agreed by the parties in the SOW.
- Any additional costs incurred by The Vendor, which The Vendor is unable to mitigate, associated with: (1) Services that are outside of the scope of this SOW; (2) Customer's/Integrator's/End User's failure to meet responsibilities specified in the SOW; or (3) project schedule delays outside of The Vendor's control, will be billed to Customer/Integrator at The Vendor's then current time and material rates plus travel and other related expenses. Any additional costs incurred by Customer/Integrator/End User as a result of delays are the sole responsibility of the Customer/ Integrator/End User.

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- Customer/Integrator/End User remains responsible for their own vendors and third parties providing services related to the SOW.
- Customer/Integrator/End User is responsible for any product that fails during implementation.
- Customer/Integrator/End User must ensure that all necessary permits, authorizations and approvals have been secured in order that Services as set forth in this SOW can proceed.
- Where applicable, The Vendor Support Services as described in the SOW comprise technical advice assistance and guidance only and The Vendor shall assume no cost or schedule liability related to such Services. Customer/Integrator/End User expressly acknowledges and agrees that it is solely responsible for determination and implementation of its network, systems, design, business or other requirements.
- In the event Customer/Integrator/End User requests changes to personnel assigned by The Vendor, then The Vendor will be allowed a schedule extension of Services of up to thirty (30) Business Days to make such personnel changes.
- Customer /Integrator/End User is responsible for providing The Vendor with reasonable access to the site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace.
- The relevant SOW defines exclusively the scope of the Services that The Vendor will provide to Customer Integrator/End User.
- The Vendor is not responsible for third party products obtained by Customer/Integrator/End User. For any issues resulting from third party products, Customer/ Integrator/End User should contact their vendor directly to obtain information on releases and/or bug fixes related to such third party product.
- Unless otherwise expressly agreed in the relevant SOW, The Vendor Product training is not included within the scope of the Services under the SOW.

Unless otherwise expressly agreed in the relevant SOW Production of Customer Integrator/End User internal operators' procedures and/or documentation is not included within the scope of the Services under the SOW.

CHATS/OIT PARTICIPATION

CHATS/OIT will participate in the project as defined in the above requirements.

- CDHS is responsible for all aspects of migrating the physical hardware, including network and access configuration, prior to Vendor engaging in the application migration tasks.
- Database Transition: Vendor and the State will jointly produce the product
- Testing: Vendor will provide training and OIT Management will approve implementation/migration to effort.
- Resources to be available remotely or on- site

A Vendor resource must be available to troubleshoot any problems with CHATS rollback from CenturyLink to eFort.

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SECTION III – INFORMATION REQUIRED ON QUOTE

Please provide overarching Statements of Work with Budgets that follow a specific time line connected to deliverables.

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SIGNATURE PAGE

VENDOR INFORMATION

COMPANY NAME _____ **FEIN** _____
ADDRESS _____

Name & title of authorized officer & agent:

NAME: _____
TITLE: _____

Name & number of contact person for inquiries on your Quote response:

NAME: _____
NUMBER/EMAIL: _____

Name & number of contact person for orders if an award to your company is subsequently made:

NAME: _____
NUMBER/EMAIL: _____

IMPORTANT: *Vendor should read the entire DQ before submitting a Quote. Quotes shall be properly marked with DQ number. All Quotes shall be F.O.B. destination, unless otherwise specified.*

_____ **PHONE #** _____
Authorized Signature By Officer or Agent of Vendor

_____ **FAX #** _____
Date Signed

REMIT ADDRESS: _____
E-MAIL: _____

PAYMENT TERMS:
Terms of less than 45 calendar days will not be considered.

SIGNATURE PAGE REQUIRED - RETURN THIS PAGE