



Virginia Information Technologies Agency

# Multisupplier Service Integrator and Server/Storage Supplier

Information session for potential suppliers

**Perry Pascual**

Director, IT Sourcing Strategy

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Information session

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# Program Overview



## Why are we here?

*“Integrus Applied has found that VITA’s current delivery platform, and business and financial structures, cannot support the agency and enterprise needs identified during the program. These needs range from improvements in basic service delivery to greater transparency into delivery processes. Furthermore, the current delivery platform cannot support the changes required to include new offerings available in the marketplace. Inherent throughout the assessment was a desire among agencies and enterprise leadership to make changes to the delivery model now rather than waiting until contract expiration.”*

Final ITSSP Recommendation Report, November 2015



# Commonwealth Goals

## Agencies

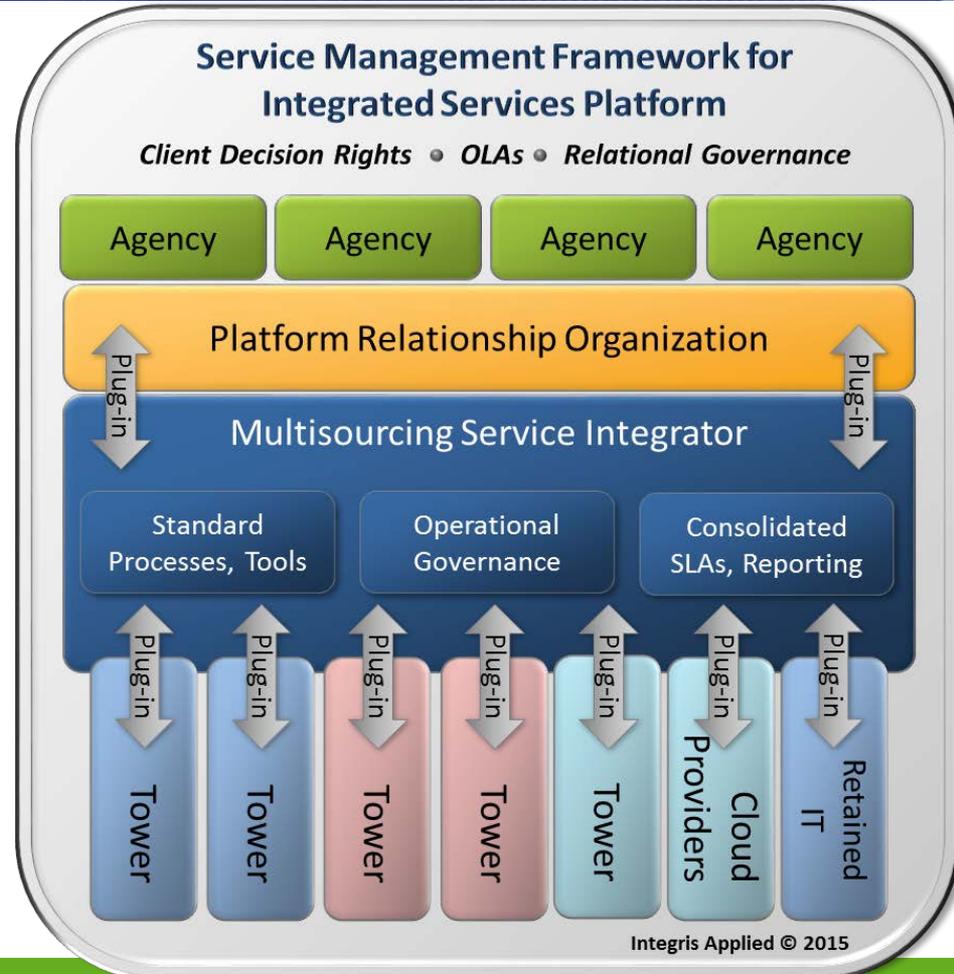
- Service delivery quality
- Ease of doing business
- Service flexibility
- Innovation and evolution
- Agency choice
- Service transparency
- Spend transparency

## Enterprise

- Maintain cost competitiveness
- Management control
- Flexibility to evolve
- Supports VITA oversight functions
- Standardization
- Security
- Procurement and Transition

# Integrated Services Platform

- Business Unit (end-user) interface is standardized
- Governance efficiencies are optimized via a consistent contract and SLA structure
- Suppliers “plug & play” into a defined set of processes and tools
- Shared SLAs and a set of OLAs govern and incent cooperation between suppliers, improving transparency and quality of service
- Replacing suppliers becomes less disruptive and creates less risk





# New Delivery Model

Designed to:

- Increase transparency into delivery activities
- Allow for the addition of new suppliers and new technologies
- Provide VITA with more management control

A dynamic platform for service integration across multiple suppliers

Focus on ITIL application, transparency and accountability

Operating level agreements (OLAs) include the client organization

Provides seamless integration of new services and new suppliers



## VITA Overview

VITA is the Commonwealth's centralized information technology organization.

VITA's responsibilities fall into four primary categories:

- Governance of the commonwealth's information security;
- Operation of the IT infrastructure (excluding agency business applications) for the executive branch agencies;
- Governance of IT investments and projects;
- Procurement of technology for VITA and on behalf of other state agencies.



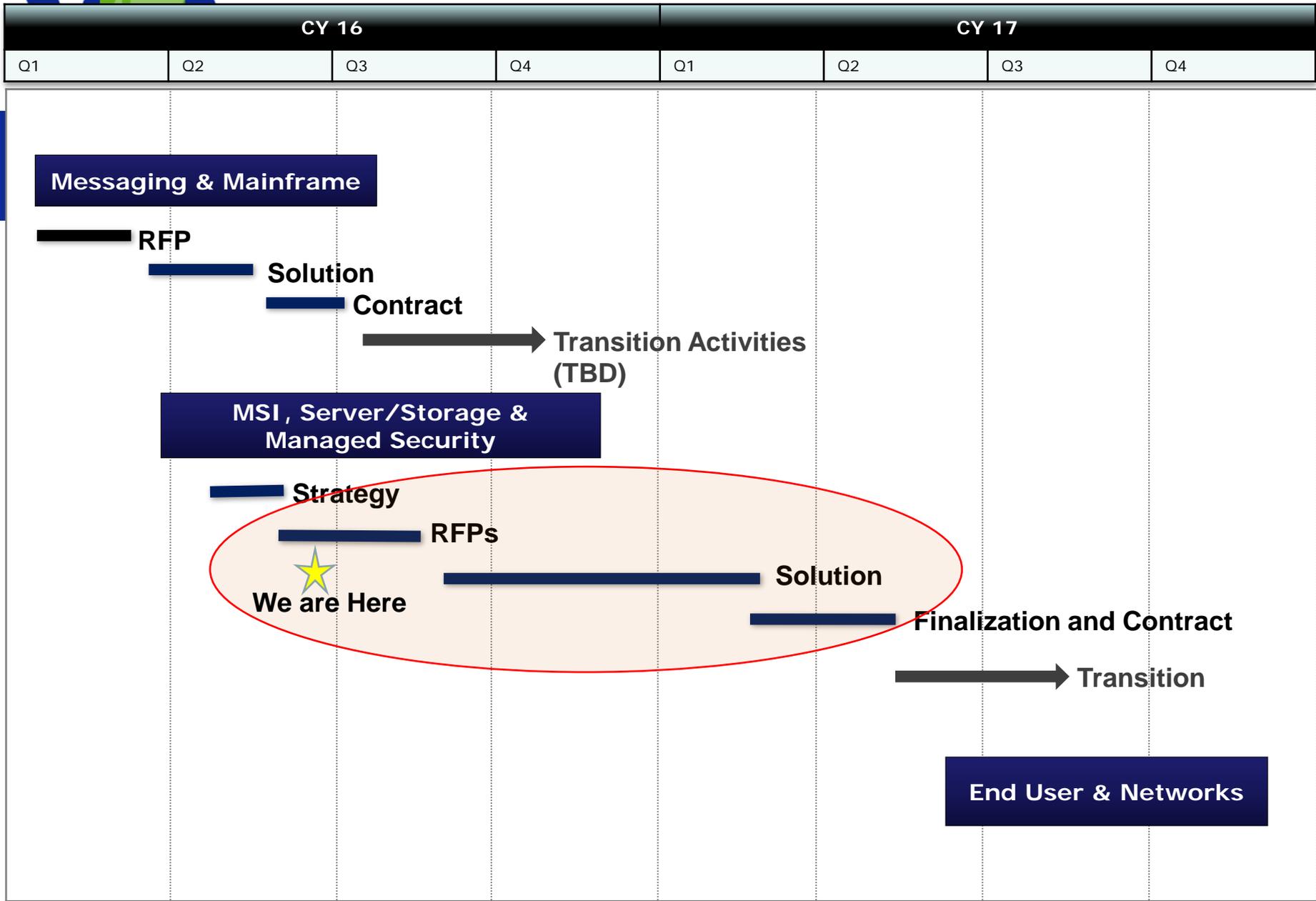


# Market Based Approach



# Acquire Replacement Services

- VITA will find successor suppliers through three procurement waves:
  - Wave 1: Messaging & Mainframe
  - Wave 2: MSI, Server/Storage & Managed Security
  - Wave 3: EUC, Data, Voice
- Wave 2 RFPs scheduled for release in late August
- VITA is seeking suppliers with solutions that meet the Commonwealth's requirements
  - VITA will not dictate how the market provides the solution
  - VITA will offer opportunities for the most qualified suppliers to clarify responses





# Scope of Procurements

# Roles of the MSI and Tower Suppliers

## MSI

### Oversight and Coordination

- Policy, Process, Tools
- Process Compliance
- Service Level Management
- Service Integration
- Planning

### Service Delivery

- Service Desk, Incident, Problem, Change
- Invoicing and Chargeback
- Web Portal
- Asset Management

**Integration, Visibility, Control**

## Tower Service Suppliers

### Day to Day Operations

- Applications
- Server
- Mainframe
- Print and Mail
- Network
- Data Center
- End User Computing
- Messaging
- Finance and Accounting
- Human Resources
- Procurement
- Other Business Processes

**Execution**



# Cross-Functional and Service Desk

- The MSI should provide:
  - The suite of cross-functional services
  - Service Desk
- Cross-functional services based on ITIL
- Services to be replaced are documented in the Comprehensive Infrastructure Services Agreement (CIA)
  - Appendix 1, Schedule 3.3 – Cross-functional Services SOW
  - Appendix 4, Schedule 3.3 – Help Desk Services SOW



## Server and Storage Services

- VITA will request on-premise, server and storage services
- Current services include:
  - Provider central facility
  - Management of approximately 50% of servers residing in remote sites.
- Services that will be replaced are documented in the CIA
  - Appendix 7, Schedule 3.3 – Mainframe and Server Services SOW



## Security

- VITA will request a managed security service
- Will be requested as a separate tower
- Services to be replaced described in Appendix 3 of Schedule 3.3 in CIA



## Other Considerations

- Public cloud services are under consideration
  - Optional services may or may not be requested
  - Optional services could include cloud brokerage and IaaS offerings
- Services will not include Mainframe
- Services will include disaster recovery services



# Capabilities of Suppliers



## Experience Requested

- References of similar scope and scale
- Multisupplier environments
- Delivery based capabilities
- Transition methodology
- Customer centric delivery approach



# Procurement Events



# The Procurement Process

- Plan to issue RFPs in late August 2016
- Plan to award contracts in June 2017
- Procurements will run in parallel
- MSI and Server/Storage suppliers must be different
- MSI and Server/Storage bidders may bid on Security



## Evaluation Process

- Criteria will be posted in RFP
- “VITA may elect to continue the evaluation of the most qualified proposal(s) and may request that such Suppliers participate in meetings for demonstration or clarification, or that such Suppliers clarify or explain certain aspects of their proposals in writing.”
- “VITA will select for negotiation those proposals deemed to be fully qualified and best suited based on the factors as stated in the RFP. Negotiations will be conducted with these Suppliers.”



# Integration Sessions Overview

## What are they?

- Voluntary, strategic interactions to improve client & supplier understanding, reduce risk & reduce cost
- Managed dialogue between suppliers bidding on separate towers
- Facilitated by the client using a script
- Designed to clarify roles, responsibilities and accountabilities for all parties

## Why hold them?

- Connect the dots between solution and contractual elements (SOW, SMM, MSA, SLAs, Pricing)
- Remove overlapping scope from provider responses (clear lines of demarcation)
- Provide forum for delivery teams to describe proposed solution
- Provide forum for supplier education on client environment and potential partners
- Provide forum for client education on potential risks, and provider team dynamic



# Integration Sessions – Response to Challenges

## Challenge

- Provider responses prepared independently of one another
- Provider assumed risk is high
- Provider knowledge of environment is low
- Provider knowledge of client needs is imperfect
- Client knowledge of supplier team(s) is imperfect
- Client knowledge of integration dynamic is imperfect
- Client knowledge of key supplier positions is imperfect

## Response

- Sessions allow dialogue between parties
- Sessions allow suppliers to sharpen clarified response
- Sessions allow suppliers to reduce risk profile
- Sessions allow client to observe culture, attitude & personality
- Sessions allow client to gauge sales vs. delivery capabilities
- Sessions provide insight into future “hot buttons” for clients and suppliers
- Sessions help define lines of responsibility and scope
- Sessions create dialogue and transparency, setting a tone for implementation



# Interaction Guidelines

## The Commonwealth Will

- Establish agenda and topics
- Provide equal participation opportunities for those proposals deemed best suited
- Introduce topics and ask suppliers to discuss their approaches
- Facilitate discussion referencing RFP requirements and use case examples

## The Commonwealth Will Not

- Arbitrate solutions or express preferences
- Ask a supplier to share any information they do not want to share
- Share details of specific proposals



# Connecting Dots to Build a Solution

## Where are the dots?

- Statements of Work
- Service Management Manual
- Service Levels
- Master Services Agreements
- Pricing & Payments

## When are the dots connected?

- While framing the requirements
- While evaluating responses
- While negotiating an agreement
- While training for Governance

## How are the dots connected?

- Direct cross references (Scope, Key Personnel, At Risk Amount)
- Indirect references (Excuse, Equitable Adjustment, Service Management Manual)
- Inference (New Services, Commercially Reasonable, Continuous Improvement)

MSI Procurement	Server Storage Procurement	Managed Security Procurement
Master Services Agreement	Master Services Agreement	Master Services Agreement
<b>Exhibit 1 (Integrated Services Platform)</b>		
Exhibit 1.1 (Definitions)		
Exhibit 1.2 (Governance Structure and Dispute Resolution)		
Exhibit 1.3 (Service Management Manual Outline)		
Exhibit 1.4 (Operating Level Agreement Outline)		
<b>Exhibit 2 (Statement of Work and Solution)</b>		
Exhibit 2.1 (MSI Statement of Work)	Exhibit 2.1 (Tower Statement of Work)	Exhibit 2.1 (Tower 2 Statement of Work)
Exhibits 2.2 through 2.7 (MSI-specific solution, transition, transition-out, etc.)	Exhibits 2.2 thru 2.7 (Tower solution rules, transition, transition-out, etc.)	Exhibits 2.2 thru 2.7 (Tower solution rules, transition, transition-out, etc.)
<b>Exhibit 3 (Reporting and Service Level Management)</b>		
Exhibit 3.1 (MSI-specific SL requirements)	Exhibit 3.1 (Tower reporting and Service Level requirements)	Exhibit 3.1 (Tower reporting and Service Level requirements)
Exhibits 3.2 thru 3.5 (MSI-specific reports, metrics, critical deliverables)	Exhibits 3.2 thru 3.5 (Methodologies SL, Critical Deliverables, Reports) [Tower specific details]	Exhibits 3.2 thru 3.5 (Methodologies SL, Critical Deliverables, Reports) [Tower specific details]
<b>Exhibit 4 (Pricing and Financial Provisions)</b>		
Exhibit 4 (MSI-specific provisions)	Exhibit 4 (Tower pricing and financial requirements)	Exhibit 4 (Tower pricing and financial requirements)
Exhibits 4.1 thru 4.10 (MSI-specific pricing units, volumes, prices, assets, etc.)	Exhibits 4.1 thru 4.10 (Methodologies, general requirements) [Tower specific details]	Exhibits 4.1 thru 4.10 (Methodologies, general requirements) [Tower specific details]
<b>Exhibit 5 (Human Resources Provisions)</b>		
Exhibit 5 (MSI-specific HR provisions)	Exhibit 5 (Tower HR general provisions)	Exhibit 5 (Tower HR general provisions)
Exhibits 5.1 and 5.2 (key persons and projection matrix)	Exhibits 5.1 and 5.2 (key persons and projection matrix)	Exhibits 5.1 and 5.2 (key persons and projection matrix)



# Conclusion



## Conclusion

- The process is designed to:
  - Improve understanding of provider solutions
  - Improve understanding of VITA requirements
  - Remove ambiguity about solutions and interfaces with other suppliers
  - Remove transition risk
- Suppliers should have the ability to remove assumptions and risk from their proposals.

## Resources

- This meeting <https://youtu.be/vWWVFYXIU54>

- Additional information at [vita.virginia.gov](http://vita.virginia.gov) this icon

IT Infrastructure Sourcing



<http://www.vita.virginia.gov/default.aspx?id=6442473400>

- Feedback and questions  
[infrastructuresourcing@vita.virginia.gov](mailto:infrastructuresourcing@vita.virginia.gov)



# Supplier Attendance List

Suppliers		
ABS Technology	Dell	Presidio
Accenture	Deloitte	Pure Storage
Achieve 1	Dimension Data	QTS
Advantus Strategies	Electronic Systems, Inc. (ESI)	SAIC
AIS Network	EMC	SHI
Atos	ePlus	SimpliVity
Avanss	Ernst & Young (EY)	Slait Consulting
BCforward	GovSmart	Summit Information Solutions
CA Technologies	HPE	Thales e-Security
CAI	IBM	Triad Technology Partners
Capgemini	InfoReliance Corporation	Universal Adaptive Consulting Services, Inc.
CapTech	Microsoft	Vectre Corporation
CDW-G	NetApp	Veritas
CGI	Networking Technologies + Support (NTS)	Vion
Cisco	Nimble Storage	Virtustream, Inc.
Commonwealth of Virginia Consulting	Northrup Grumman	VMware
Commvault	Oracle	Windstream
Data Networks	Planet Technologies	Xcelerate Solutions Consulting