

**IT Operations**

**Request for Proposal**

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# INTRODUCTION

## Abbreviations and Terminology

“Confidentiality Agreement” meansthe existing Confidentiality Agreement between you and Casey’s General Store, Inc. or one of its affiliates.

“Project” means the project described Scope

“RFP” means this Request for Proposal.

“your Confidential Information” means your intellectual property, including technical information, financial statistics, operating statistics, and other proprietary information that you disclose to Casey’s General Store, Inc. in connection with your proposal if such information is conspicuously marked or designated as confidential, but excluding publicly available information.

## Confidentiality

Before receiving this RFP, you entered into a Confidentiality Agreement with Casey’s General Store, Inc. All information contained in this RFP and any information, whether written or oral, communicated to you by or on behalf of Casey’s General Store, Inc. or its Affiliates, is considered Casey’s General Store Inc. Confidential Information (as such term is used in the Confidentiality Agreement).

You may use the information provided by Casey’s General Store, Inc. or its Affiliates in connection with this RFP for the sole purpose of preparing your Information.

## Background and General Information

Based in Ankeny, Iowa, Casey’s General Stores, Inc. (“Casey’s”), through its subsidiaries operates convenience stores with more than 2,300 stores in 16 states within the United States. For more information on Casey’s, visit www.caseys.com.

## Project Summary and Goals

Casey’s intends to build a formal IT Operations unit within the current IT Department. This unit will be directly responsible for monitoring the company’s IT enterprise and to provide Level 1 and 2 operations support for the Company’s IT infrastructure and applications elements. Currently, this function is provided by internal resources that are also responsible for the engineering and development of IT infrastructure and applications elements. Casey’s is pleased to invite qualified Information Technology Services Providers to assist with providing this function as a service offering for a specified term under a mutually agreed Master Services Agreement (MSA). Ideally, Casey’s has a preference for external firms that have familiarity with a large convenience store enterprise or other retail enterprises that have an extensive branch network.

## Request for Proposal process

To answer this RFP, please review details in the “Service Requirements” section and provide responses on the ability to perform these functions. Additionally, provide responses to each item in the “Questionnaire” section.

The contact person listed below is available for assistance if needed. The answers to this RFP will be evaluated by staff from different functions in Casey’s.

***How to deliver the answer***

Send your email confirmation that you will respond and response email to [micah.jackson@caseys.com](mailto:micah.jackson@caseys.com)

by the dates listed below.

Please reference “IT Operations RFP” in the subject line.

***Timeframe***

This is the timeframe for the RFP and selection:

* January 6, 2021 – RFP sent to prospective partners
* January 11, 2021 – Intent to Respond Email Sent to Casey’s
* January 12-13, 2021 – RFP Q&A session with Casey’s
* January 15, 2021 – RFP Response submitted back to Casey’s
* January 19-20, 2021 – Proposal presentations
* January 29, 2021 – Final Selection Announced

***Late responses will not be accepted***

***Next steps:***

* Receive Intent to Respond notifications
* Q&A session (if needed)
* Receive RFP responses, perform scoring and comparison
* Virtual presentations by short-listed partners
* Final selection process
* Winner(s) of contract notified

## Contact Person

For questions regarding this RFP, you are welcome to contact:

* + Micah Jackson [micah.jackson@caseys.com](mailto:micah.jackson@caseys.com)

Please reference “IT Operations RFP” in the subject line of all communications

# SERVICE REQUIREMENTS

## Glossary

### Level 1 Support (L1):

The L1 support team is the first level of support available for the customer, understanding their problems, and then creating an associated ticket. This team is also responsible for proactive monitoring and reporting of tickets in support of open issues. A ticket also referred to as an “incident”, is then routed to the Level 2 (L2) support team for further analysis and resolution. Sometimes the request raised by the customer is very minor and can be directly resolved by the L1 support team.

### Level 2 Support (L2):

The L2 support team manages all incident tickets which are routed to them by the L1 team. These tickets and/or incidents may require more technical knowledge and analysis to understand the root cause of the ticket and resolve it. If the resolution requires a development task, then the L2 support team will route the ticket to the Level 3 (L3) support team.

### Level 3 Support (L3):

The L3 support team is the last line of support and usually comprises an engineering or development team that has more experience and skill to address advanced technical issues. Sometimes the issues reported by customers will require advanced analysis and development changes to achieve the required resolution, thereby requiring this support team to engage and resolve those issues.

## Scope of Work

The scope of services is intended to ensure proper operation of Casey’s network computer system, equipment, and related IT infrastructure. The following are required components for the IT Operations functions by Role type:

### NOC/L1 Team

|  |  |
| --- | --- |
| **Role** | L1 Analyst & Network Operations Center Support |
| **Support Type** | Dedicated |
| **Scope** | * App & Infrastructure Monitoring (Network, Storage, Server, Cloud, Database). * Proactive monitoring server heartbeat, health, and performance monitoring. * Monitor the ticketing tool and provide support for the alerts based on the knowledge base of information. * Issue identification and ticket creation. * Acknowledge and respond to alerts generated from monitoring tools by creating tickets, performing initial triage and troubleshooting, performing resolution steps, and escalation to appropriate L2 or L3 teams for advanced or complex issues. * Implement basic break-fix and document the break-fix to the knowledge base. * Ticket acknowledgment - Proactively inform users about the issue and tentative timeline for fixes. * Escalation to L2 support or L3 engineering teams. * Coordination by calling or paging with L2 or L3 teams until resolution. * Coordination with third-party vendors. * Taking calls and tickets from the IT support desk related to data center infrastructure and/or applications. * Support logs, categorizes, prioritizes, tracks, and routes to the appropriate team. * Monitoring internal and remote network environments initiating first-line triage and troubleshooting procedures. * Progress service and change requests, incidents, problems, and communicate to internal and external stakeholders. * Monitoring production environments and interfaces. * Issue identification and ticket creation. * Ticket acknowledgment. * Proactively inform users about the issue and a tentative timeline for fixes. * Conduct post-release smoke tests. * Analyze issues in services and logs. * Analyze issues using centralized logs or tools like Splunk to come up with an internal analysis report. * Create an analysis ticket and assign it to the appropriate L2 or L3 team for recurring issues with initial analysis details. * Runbook creation for all proactive monitoring processes. * System capacity monitoring * Metrics and SLAs |

### L2 Infrastructure

|  |  |
| --- | --- |
| **Role** | L2 Infrastructure Support Analyst/Engineer |
| **Support Type** | Dedicated |
| **Scope** | * Installing, configuring, and troubleshooting operating systems on servers. * Managing storage, databases, and network infrastructure elements. * Perform monitoring health checks of servers for any downtime (CPU, memory, and disk utilization) and resolving any issues. * Creating a shadow copy of a storage disk. * Maintaining storage media and verifying backup media. * Assume ownership of change requests and incidents to determine the root cause. * Perform image backup and/or restore functions. * Perform backup and/or restore of web application and database. * Archiving log files. * General software deployment. * Providing break-fix and/or Corrective and Emergency support. * Incidents/Investigation - Web server issue, application, or database down. * Perform general system administration tasks for Windows and Linux servers. * Support for databases (all types) * Security Patch deployment on servers and desktops which will follow or adhere to Cybersecurity Policy and Standards requirements. * System capacity monitoring * Metrics and SLAs |

### L3 Digital Apps

|  |  |
| --- | --- |
| **Role** | L3 Digital Apps Support Team (Digital, ERP, Other Retail Buy, Sell, Move, Enable) |
| **Support Type** | Dedicated |
| **Scope** | * Work on the bugs and user stories assigned to the team based on the priority of the tickets in JIRA. * Metrics and SLAs |

### Dev Ops Practice

|  |  |
| --- | --- |
| **Role** | Dev Ops Practice |
| **Support Type** | Dedicated |
| **Scope** | Provide a platform to implement a company-wide centralized DevOps framework which would provide an orchestration layer for the end-to-end DevOps pipeline:   * The platform should have a self-service capability for end-users. * The platform should be able to help application owners automate unit testing, functional testing, and non-functional testing (e.g., performance test, security test) and integrate these into the pipeline. * The platform should help automate the release and delivery of applications, shortening the delivery lifecycle, streamlining manual processes, and accelerating team velocity. * The platform to support source code management which enables coordination, sharing, and collaboration across the development teams. It should also track and merge branches, audit changes, and enable concurrent work, to accelerate software delivery. * The platform should enable teams to package their applications and dependencies and build artifacts with ease to ensure DevOps acceleration with automated software pipelines.   Provide on-shore or off-shore resources that can perform the following activities:   * Create, manage, configure, and support the above platform (including product and operational support of the DevOps tools). * To consult and assist various IT departments in switching, migrating, onboarding the adoption of new or existing applications to the core DevOps platform. * Create formal training content on the platform and associated tools and keep it updated in a timely fashion as part of a knowledge repository to enable self-learning.   To provide day-to-day operational support for the on-boarded applications, which may include:   * Install, configure, and maintain all tools in a Physical or Virtual environment, as decided by Casey’s. * Apply patches, new releases, upgrades, or fixes to the DevOps platform, as well as tools in consultation with Casey’s. * Provide support on various issues like performance degradation, capacity bottlenecks, resolution of any complex operational, performance, or security issue. |

### Other Considerations

|  |  |
| --- | --- |
| **Role** | Other |
| **Support Type** | One Time Build |
| **Scope** | **CMDB**   * Perform initial discovery and collection of IT assets * Regularly perform inventory control and reporting monthly * Perform asset Life-cycle management (tracking and reporting) of assets   **Tooling**   * Recommendations and pricing for tooling needed to operationalize an operations team |