

REQUEST FOR PROPOSAL (RFP)
GROUP 11
CLOUD STORAGE IMPLEMENTATION

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1. SUMMARY AND BACKGROUND

Great Benefits is a large commercial health benefits company that has just acquired Health Management, another commercial health benefits company. In order to maximize the profitability of the merger, Great Benefits would like to consolidate the IT operations of the two organizations. The key deliverable is Cloud storage and implementation for Great Benefits and Health Management (after the Merger and Acquisition) without disrupting the ongoing business processes. To streamline the business processes between these two companies, Cloud Aggies has decided on implementing IT consolidation with the help of Virtualization.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate cloud storage service organizations, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction Great Benefits wants to go with the consulting support of cloud aggies.

Great Benefits is a large commercial health benefits company that has just acquired Health Management, another commercial health benefits company. Prior to the merger, Great Benefits had operations in 5 states in the United States. Their current payment processing systems run on IBM mainframes located in 5 data centers, one for each state. Health Management had operations in 3 states and Oracle is used as the application's data repository. Health Management currently operates 3 data centers

2. PROPOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 5pm CST April 30, 2016. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by joint legal department of Cloud Aggies and will include scope, budget, schedule, and other necessary items pertaining to the project.

PROJECT PURPOSE AND DESCRIPTION

The purpose of this project is as follows:

Great Benefits customer service representatives use a custom grown CRM application that was developed 5 years ago, whereas Health Management uses Oracle Business Suite. In order to maximize the profitability of the merger, Great Benefits would like to consolidate the IT operations of the two organizations.

After analyzing the business and IT model of Great Benefits and Health Management, and considering their vision that cloud storage would be the ideal solution. Based on research, cost and security are the primary factors, as there are options of private cloud services available in the market to store sensitive data, at low cost. Cloud storage minimizes consumption of network bandwidth, which could be utilized for other essential business unit. Further, as the company keeps growing, focusing on more acquisitions, cloud's ability to scale on demand offers the freedom of expanding the cloud without affecting current business operations. It also eases the integration of diverse architectures used by different mergers resulting in reduced.

Project Description:

Great Benefits is seeking a provider to provide the latest cloud storage solution technology service to consolidate the IT operations of Great benefits and Health Management. The cloud storage services solution should enable the usage of private cloud for sensitive company data and public cloud for storing the customer facing applications of Great benefits.

The cloud storage service must enable and help Great Benefit's IT group to easily consolidate the application specific using cloud storage services. It should be flexible in order to allow for frequent changes in the dynamic environment

The cloud storage service user interface layout should be aesthetically pleasing, simple for users to navigate, provide descriptions of all Great Benefit's consulting services, management biographies, and contact information. The cloud storage service should also satisfy the data center requirements of Consistency, Availability and Partition Tolerance (CAP).

Cloud storage services should also have proper security for sensitive data like personal health care information (PHI) which is protected by HIPPA law.

3. PROJECT SCOPE

The scope of this project includes all design, development, coding, licensing, and hosting of Great Benefit's application and data on the cloud. All text and copy will be provided to the selected bidder by Great Benefit's marketing department for inclusion in the design of the new web site.

The selected bidder will be responsible for planning and conducting a thorough market research portfolio with assistance from Great Benefit's marketing group. This portfolio will analyze all current contacts and determine target demographics for future and potential clients.

The following criteria must be met to achieve a successful project:

- Visually and aesthetically pleasing user interface for cloud storage.
- User-friendly environment that is easy to navigate
- The performance of the cloud implementation with the smooth functioning of the business is an important acceptance criterion.
- Performance issues include the geographical proximity of the application and data to the end user, network performance both within the cloud and in-and-out of the cloud and I/O access speed between the compute layer and the multiple tiers of data stores.
- Extra Capacity (Scalability), ownership of Data (Privacy), maintainability, support throughout the lifetime of the application, configuration management, robustness.
- It is important that the cloud solution meets objectives without business or technical integration difficulties.
- Cloud implementation needs to be robust enough to recover from outages and disaster situation.

4. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Request for Proposal Timeline:

All proposals in response to this RFP are due no later than 5pm EST April 30, 2016.

Evaluation of proposals will be conducted from May 1, 2016 until May 15, 2016. If additional information or discussions are needed with any bidders during this two week window, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than May 30, 2016.

Upon notification, the contract negotiation with the winning bidder will begin immediately. Contract negotiations will be completed by June 30, 2016.

Notifications to bidders who were not selected will be completed by July 5, 2016.

Project Timeline:

Project initiation phase must be completed by July 20, 2016.

Project planning phase must be completed by August 30, 2016. Project planning phase will determine the timeline/schedule for the remaining phases of the project.

5. BUDGET

This section of the Request for Proposal should explain what bidders include in their proposals regarding budget items. Often, an RFP will ask bidders to list pricing a certain way or describe what exactly should be included in the pricing for the proposal. This may describe specific items to include or exclude depending on the project or task.

All proposals must include proposed costs to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC) or monthly recurring costs (MRC). Pricing should be listed for each of the following items in accordance with the format below:

Project Initiation and Planning	NRC	MRC
Market Research	NRC	MRC
Site/Database Development	NRC	MRC
Site/Database Testing	NRC	MRC
Site/Database Deployment	NRC	MRC

NOTE: All costs and fees must be clearly described in each proposal.

6. BIDDER QUALIFICATIONS

This part of the Request for Proposal should describe the criteria that will comprise the successful bidder's organization. You may solicit examples of work from bidders, contact information for follow on questioning, company history, executive background, information on company size, organizational charts, or any other number of information to aid in the decision making process.

Bidders should provide the following items as part of their proposal for consideration:

- Description of experience in planning, building, and hosting corporate web sites
- List of how many full time, part time, and contractor staff in your organization
- Examples of 3 or more corporate web sites designed and implemented by your organization
- Testimonials from past clients on web site building and hosting work
- Anticipated resources you will assign to this project (total number, role, title, experience)
- A full testing plan
- Timeframe for completion of the project
- Project management methodology