

# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

### Scope of Work

#### I. Scope of Solicitation

#### II. Instructions to Offerors

#### III. Scope of Work / Specifications

#### IV. Terms and Conditions - Special

#### V. Appendices to Scope of Work (if required)

#### VI. Bidding Schedule (if required to breakout or compare pricing details)

### I. SCOPE OF SOLICITATION

Clemson University is seeking proposals for a software product that will detect, intercept, and prevent or recover from system abends that would occur when a computer file or disk volume would become full.

Clemson Computing and Information Technology (CCIT) requires a fully functional solution. The vendor will be required to provide on-going support and service including system upgrades, fixes, and enhancements. The proposal will encompass all requirements as outlined in this request for a solution.

#### AWARD

Award will be made to one Offeror. Award will be made to the highest ranked, responsive and responsible Offeror whose offer is determined to be the most advantageous to the University. The contract will be based on the initial product license and annual maintenance fee.

#### MAXIMUM CONTRACT PERIOD - ESTIMATED

##### Software Product to include License and Maintenance

Start date: October 11, 2013, End date: October 10, 2018. Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.

**Deadline for Receipt of Questions:** All questions must be emailed to Tammy Crooks at [duncant@clermson.edu](mailto:duncant@clermson.edu) prior to 09/05/2013, 12:00 Noon ET.

### II. INSTRUCTIONS TO OFFERORS

**DESCRIPTIVE LITERATURE – LABELLING:** Include Offeror's name on the cover of any specifications or descriptive literature submitted with your proposal.

**SUBMITTING YOUR PROPOSAL:** Regardless of specific requirements below or in this document, Offerors are required to submit their proposal electronically through the Clemson University online bidding system. To do so you must login (registering first) at <https://sciquest.ionwave.net/prod/default.aspx?company=clemson>, and follow specific

# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

45 instructions for this solicitation. Do NOT simply email or mail in proposals based on this scope  
46 of work document. You must attach your complete proposal response as two separate .pdf files  
47 in the online bidding system - one file as a technical only (i.e. no cost information) and one file  
48 as a cost proposal. Submit any additional files if required as redacted proposals. These  
49 attachments must address all the specific requirements outlined in Section II, Instructions to  
50 Offerors, as well as Section III, Scope of Work/Specifications.

51  
52 **REQUIRED PROPOSAL CONTENT:** Qualified Offerors are encouraged to submit a  
53 proposal for the Space Abend Recovery Software outlined within this solicitation specification.  
54 Each proposal must meet the minimum requirements contained within this solicitation to be  
55 considered for a contract award.

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57 **INFORMATION FOR OFFERORS TO SUBMIT** - In addition to information requested  
58 elsewhere in this solicitation, Offerors should submit the following information for purposes of  
59 evaluation:

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### 61 **1. Cover Letter**

62 Offeror shall provide a cover letter that contains a commitment to provide the  
63 product/services described in this solicitation. The cover letter must include the  
64 name and signature of a representative of the Offeror who is authorized to  
65 negotiate a contract with the University and should summarize the overall  
66 benefits to selecting your company and what your company considers to be the  
67 most important factors involved in the selection of a Space Abend Recovery  
68 Software.

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### 70 **2. Table of Exceptions**

71 A summary must state whether your proposal does or does not fully comply  
72 with the requirements defined in this solicitation and shall provide a detailed list  
73 of exceptions to the Scope of Work or other solicitation requirements including  
74 all attachments. This list must be in table form and must identify the page,  
75 section number, provision and specific exception, non-conformance and/or  
76 substitute language proposed. Failure to identify any specific items of non-  
77 compliance will result in the University assuming compliance. The University,  
78 at its sole discretion, may modify or reject any exception or proposed change,  
79 and an exception may also make a proposal non-responsive.

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### 81 **3. Executive Summary**

82 The Executive Summary shall condense and highlight the contents of the  
83 solution being proposed by the Offeror in such a way as to provide the  
84 Evaluation Committee with a broad understanding of the Offeror's Technical  
85 Proposal. Offerors must present their understanding of the problems being  
86 addressed by implementing a new system, the objectives and intended results of  
87 the project, and the scope of work. Offerors shall summarize how their  
88 Technical Proposal meets the requirements of the Request for Proposal, and  
89 why they are best qualified to perform the work required herein.

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# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

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### 4. Corporate Overview

The Corporate Overview section of the Technical Proposal must consist of the following subparts:

- a. Offeror Identification and Information  
The Offeror must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the Offeror is incorporated or otherwise organized to do business, year in which the Offeror first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number.
- b. The Offeror must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.
- c. Change of Ownership  
If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the Offeror must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to Clemson.
- d. Office Location  
The Offeror's office location responsible for performance pursuant to an award of a contract with Clemson University must be identified.
- e. Contract Documents  
The Offeror shall provide copies of all contract documents. Contract documents may include, but not be limited to: software license agreements, professional services agreements, master services agreements, maintenance agreements, support and service level agreements, etc.

### 5. References

The Offeror shall provide a minimum of 3 references from higher education with contact information including email addresses. Clemson reserves the right to check any reference(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those that are identified during the review of the proposal, or those that result from communication with other entities involved with similar projects.

Information to be requested and evaluated from references may include, but is not limited to, some or all of the following: project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (poor quality

**Space Abend Recovery Software Requirements**  
**Request For Proposal**

Rev 1

RFP #41837010

133 deliverables, contract disputes, work stoppages, etc), overall performance, and  
134 whether or not the reference would rehire the firm or individual. Only top  
135 scoring Offerors may receive reference checks and negative references may  
136 eliminate Offerors from consideration for award.

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138 **6. Qualifications:**

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140 A. **Summary of Offeror's Corporate Experience:** The Offeror shall provide a  
141 summary matrix listing previous projects similar to this Request for Proposal  
142 in size, scope and complexity. The Evaluation Committee will use no more  
143 than three (3) narrative project descriptions submitted by the Offeror during  
144 its evaluation of the proposal.

145  
146 The Offeror must provide narrative descriptions to highlight the similarities  
147 between their experience and this Request for Proposal. These descriptions  
148 must include:

- 149  
150 1) The time period of the project;  
151 2) The offeror's responsibilities;  
152 3) For reference purposes, a customer name (including the name of a contact  
153 person, a current telephone number, a facsimile number and e-mail  
154 address);  
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# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

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### 7. Insurance

The successful Offeror shall provide satisfactory evidence of all required insurance coverage and licenses prior to performance or as part of the technical proposal.

### 8. Maintenance/Support Agreement

Maintenance/Support Agreement must include, but not limited to, any upgrades, updates, enhancements, new releases, etc. to the product released during the term of the contract. Offerors must detail what is contained in their maintenance/support agreement, to include descriptions of service level offerings and licensing considerations.

### 9. Quality Assurance Plan

The Offeror must develop and submit a Quality Assurance Plan that supports all requirements of this RFP. The plan must describe how the Offeror will ensure the quality of services being provided, how it will identify inappropriate service, how it will correct identified problems, and how it will respond to issues of service and quality identified by Clemson.

### 10. Third Party Use

Identify any use or reliance on third-parties related to product development, implementation, on-going use, cost, and/or technical support.

### 11. Documentation of Product

Provide on-line materials that document the product.

### 12. Agreements

Include any forms or agreements (i.e. Service Level Agreements) to include performance commitments.

### 13. Shipping/Handling

The Cost Proposal price must include all costs associated with shipping, handling, and delivery of the proposed Product to Clemson University, Clemson, SC. The successful Offeror will be responsible for insurance of software during shipping and installation, and until acceptance by Clemson University. As such, Clemson University assumes no ownership or responsibility for the software until it has been installed and accepted by Clemson University.

### 14. Additional Functionality/Services

Additional enhancements that may benefit the application, i.e. any specifications for future expansion, or for features or capabilities that will likely be needed by Clemson University at some time in the future may be submitted. Products under development to meet these future needs should be referenced with anticipated release dates.

# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

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### **15. Security**

- A. Must comply with all applicable laws and regulations commonly found in a higher education environment as well as timely implementation of compliance with future changes to laws and regulations. Current laws and regulations include, but are not limited to: FERPA, Clery Act, ADA 508 compliance.
- B. Offerors should also include documentation of how Clemson University data is kept secure and confidential.

### **16. Technical Proposal**

Provide a technical proposal with a detailed description of how your product/service meets the requirements documented in this section as well as Section III/Scope of Work/Specifications. Offeror's proposed solution must describe and identify all products/services to fulfill the scope of this RFP document which must be identified as Offeror's "base solution". It is the intent of Clemson University to acquire the best base solution possible and for evaluation purposes, it is imperative that Offerors completely and carefully word and convey all of the information requested. Offers should be prepared simply and economically, providing a straightforward, concise description of Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. Offerors must demonstrate a thorough understanding of the project purpose, scope, activities, requirements and responsibilities. Technical Proposal responses must be complete and detailed, must address each section using identical section titles, and must follow the order and use the numbering scheme contained in the RFP Purpose and Scope of Work. Offerors must discuss their approach and methodology for each of the activities and deliverables in the proposal and identify key dates.

Again, the base solution **must** describe/identify/include all products/services to fulfill the scope of this RFP document. However, there may be additional products/services/enhancements/add-ons that have **not** been requested in the scope of the RFP document but **will be required** for Offeror's product/service to fulfill the scope of the RFP document. If this is the case, Offerors **must** identify/describe/include these additional products/services in their technical proposal as the "base solution". Any additional products/services/enhancements/ add-ons Offeror **requires** in the base solution to fulfill the scope of the RFP **must** also be identified/included in the Offeror's Cost Proposal as the cost of the "base solution". If your offer includes any additional enhancements and/or add-on components or services that is **not required** to fulfill the scope of the RFP, these products/services **must** be identified and described in your Technical Proposal as well as your Cost Proposal documents and labeled in each proposal as Appendix A so that Clemson University can

# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

248 easily and clearly identify what is included in your technical base solution and  
249 what is included in your cost base solution. Including a separate appendix for  
250 products/services **not** included in the base solution will aide in our evaluation  
251 process along with providing a complete understanding of your offer contents.  
252 Offers which include either modifications to any of the solicitation's contractual  
253 requirements or an Offeror's standard terms and conditions may be deemed non-  
254 responsive and not considered for award.

### 17. Cost Proposal

256 The cost of the proposed products/services must be itemized by Offeror in the  
257 Cost Proposal, addressing requirements listed throughout the proposal  
258 document. Offeror's proposed solution must describe and identify all  
259 products/services to fulfill the scope of this RFP document which must be  
260 identified as Offeror's "base solution". It is the intent of Clemson University to  
261 acquire the best base solution possible and for evaluation purposes, it is  
262 imperative that Offerors completely and carefully word and convey all of the  
263 information requested. For each requirement, the Offeror's response to the item  
264 must be presented, along with which product/service addresses the requirement.  
265 At the end of the document in the Cost Proposal, the Offeror must present all  
266 products/services identified as necessary to fulfill the requirements of the RFP  
267 document and the cost of each must be listed separately as the "base solution".  
268 Again, the base solution **must** describe/identify/include all products/services to  
269 fulfill the scope of this RFP document. However, there may be additional  
270 products/services/enhancements/ add-ons that have **not** been requested in the  
271 scope of the RFP document but **will be required** for Offeror's product to fulfill  
272 the scope of the RFP document. If this is the case, Offeror **must**  
273 identify/describe/include these additional products/services in their Cost  
274 Proposal as the "base solution". If your offer includes any additional  
275 enhancements and/or add-on components or services that is **not required** to  
276 fulfill the scope of the RFP, these products/services **must** be identified and  
277 described in your Cost Proposal and labeled as Appendix A so that Clemson  
278 University can easily and clearly identify what is included in your cost base  
279 solution. Including a separate appendix for products **not** included in the base  
280 solution will aide in our evaluation process along with providing a complete  
281 understanding of your offer contents. All costs must be included in the Cost  
282 Proposal. Cost Proposal must be separate from the Technical Proposal as stated  
283 above in RFP Submittal section. **Do not include cost in Technical Proposal.**  
284 **These should be submitted as two separate documents via .PDF**  
285 **attachments in the online bidding system. Total cost to fulfill requirements**  
286 **specified herein must also be indicated in Bid Line Item Pricing in online**  
287 **bidding system.** Your separate cost proposal may go into more detail in terms  
288 of cost breakdown, options, etc..., but it must also clearly indicate the cost you  
289 enter into the online system. This is the cost that will be used for evaluation  
290 purposes and should reflect the cost for the base technical proposal you are  
291 offering in response to this solicitation. If there are conflicts in the costs you  
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# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

293 propose or Clemson cannot clearly determine a total cost for your proposal,  
294 your response may be deemed non-responsive.

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296 Cost must be all inclusive including travel, lodging, and other expenses as  
297 required under South Carolina Travel Regulations and Guidelines.

298  
299 *Please provide the following in the separate cost proposal:*

300  
301 *In the submitted proposals please list the initial cost of software services,*  
302 *license renewal and/or maintenance and support for years 1-5. The software*  
303 *will need to accommodate unlimited users on a minimum of one processor*  
304 *complex.*

### 305 306 307 **III. SCOPE OF WORK / SPECIFICATIONS**

#### 308 309 **REQUIREMENTS:**

##### 310 311 **1. Required Function.**

312 Clemson University requires a software product that will detect, intercept, and prevent or  
313 recover from system abends that would occur when a computer file or disk volume would  
314 become full.

- 315 • **Environment:** IBM's z/OS operating system, version 1.13 and later, running on  
316 an IBM zSeries Enterprise Server (model Z10 and later). This is our current  
317 environment but is subject to change; however, Cost Proposal must reflect this  
318 current environment for evaluation purposes. Any changes to the current  
319 environment which would result in any license changes will be negotiable at that  
320 time.
- 321 • **Application:** State of South Carolina Medicaid Management Information System  
322 (MMIS), processing Medicaid claims and payments for residents of South  
323 Carolina.
- 324 • **Software environment:** JES2, IBM Security Server (RACF), DFSMS/RMM,  
325 DFSMS/HSM, DFSMS/DSS, CA-IDMS. Additional details available on request.

##### 326 327 **2. Ease of Installation.**

328 The software must be easy for an experienced z/OS administrator to install or uninstall.  
329 It must not require a system restart or service disruption as part of its installation or  
330 uninstallation. The base software, its documentation and all patches and/or updates must  
331 be available for Internet download; there must be no requirement for physical materials to  
332 be sent to Clemson in order to install and maintain the software.

##### 333 334 **3. Simple Configuration.**



# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

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The configuration process must be simple and straightforward. Configuration changes must not require a product restart, system restart or service disruption. Configuration changes must be easy to back out without disruption if necessary.

#### 4. Robust customer support organization.

The vendor's support structure must:

- Be available 24/7
- Support priority, system-down calls ('sev 1') with a 1-hour response window
- Allow Internet download or delivery of product installation packages, license keys, software patches and updates, and all product documentation
- Allow Internet upload of problem documentation (reports, files, dumps, etc)
- Have sufficient resources to reproduce customer problems as needed
- Have a customer searchable database of known problems and fixes

#### 5. Flexible Rules.

The product's abend interception and recovery rules must allow:

- Grouping of non-SMS volumes into groups or pools that can be treated as a single entity
- Support of SMS constructs, specifically storage groups, as they relate to error recovery
- Flexible support for decision-making via the rules language
- Custom decision support via call-outs to customer programs ("exits", Rexx execs)
- Basic arithmetic with numeric variables
- Dynamic changes to rules without restarting the product
- Rapid backout of rule changes if the new rules don't function correctly

#### 6. The software must:

##### 1. Prevent space-related abends when they occur.

When an abend occurs, the software must intercept the abend, do what is necessary to give the file more space, and allow the job to continue.

##### 2. Predict when an abend is likely and take action to prevent it.

The software must be able to monitor the growth of a file and dynamically add more space before the file fills up and causes an abend. This includes reducing the size of a space request if the space requested is not available on the volume.

##### 3. Notify the user, or anyone we choose, when action is taken.

# Space Abend Recovery Software Requirements

## Request For Proposal

Rev 1

RFP #41837010

374 The method of notification must be by email to the user and one or more  
375 designated administrator. The email message must allow inclusion of meaningful  
376 information (minimum of: file name, disk volume name, amount requested, job  
377 name, date and time of event)

378 **4. Allow the customer to define their own messages to the user.**

379 This allows the customer's rule set to issue messages that are more meaningful to  
380 their environment. Message construction must allow meaningful information to  
381 be included in messages as needed.

382 **5. Dynamically extend datasets to new disk volume(s).**

383 All volumes added to a dataset must be under control of the customer's rule  
384 definitions.

385 **6. Take action to prevent NOT CATLGD 2 errors, as determined by customer  
386 rules.**

387 Customer must have several options for dealing with the existing dataset (rename,  
388 uncatlog, delete, no action, etc).

389 **7. Log the software's activity.**

390 When a recovery or prevention event occurs, the software must log what  
391 happened, both by messages that the production control staff, programmers, etc  
392 will see, and by logging detailed info to SMF for later analysis.

393 **8. Provide log analysis tools.**

394 Log analysis tools must report on decisions and actions made by the product. If  
395 the product prevented a space-related abend, the tools must denote which rule(s)  
396 influenced the decision to act. If the product did not prevent an abend, the tools  
397 must state why the abend was not recovered and offer recommendations for rule  
398 changes to cover that case in the future.

399 **9. Be licensed by CPU (only if software licenses are applicable and enforced)**

400 If the software requires a license key to operate, the license key must allow  
401 operation on all partitions on the CPU(s) for which the software is licensed.

402 **IV. TERMS AND CONDITIONS – SPECIAL**

403 **EVALUATION FACTORS -- PROPOSALS**

404 Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the  
405 relative order of importance, with the first factor being the most important. Once evaluation is  
406 complete, all responsive Offerors will be ranked from most advantageous to least advantageous.  
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- 409
- 410 **1. Technical Proposal:** The degree, completeness, and suitability of the Offeror's proposed  
411 technical solutions to meet or exceed the requirements of this RFP. **60%**  
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**Space Abend Recovery Software Requirements  
Request For Proposal**

Rev 1

RFP #41837010

414       **2.** Cost Proposal: The total cost of ownership for the base solution for the potential five-  
415       year contract period. **25%**

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417       **3.** Offeror's Qualifications: The Offeror's experience, references and key staff must provide  
418       evidence of its depth and breadth of experience, and evidence of successful past  
419       performance with projects of this similar size and scope. **15%**

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421       **DEMONSTRATION**

422       The apparent successful vendor may be requested to demonstrate its product so that Clemson  
423       University may verify the claims made in the vendor's proposal. This is a pass/fail evaluation.  
424       Due to that fact that demonstrations are not part of the initial evaluation, it is critical that  
425       proposals contain detailed and complete responses. Do not rely on providing a response as part  
426       of a demonstration.

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429       **V. APPENDICES TO SCOPE OF WORK**

430       N/A

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433       **VI. COST PROPOSAL**

434       See following page.

**Space Abend Recovery Software Requirements  
Request For Proposal**

Rev 1

RFP #41837010

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**VI. COST PROPOSAL**

PRICE PROPOSAL: Notwithstanding any other instructions herein, you shall submit the following price information as a separate document:

Cost Component	Cost					Total
	Year 1	Year 2	Year 3	Year 4	Year 5	
Initial Cost of Software (year 1 only)						
Software Maintenance & Support (years 1-5)						
Any other costs not identified above						
TOTAL						

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***Total for years 1-5 above will be used for evaluation purposes and considered to be the "Base Solution" costs as referenced throughout the RFP document. This Base Solution Cost (years 1-5) must be transferred to Total Price in Online Bidding document as well.***

**Offeror should clearly list optional items and any other charges associated with any item in their cost proposal.**

**The offeror should not include any technical information in the cost proposal.**

**Space Abend Recovery Software Requirements  
Request For Proposal**

Rev 0

RFP #41837010

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**VI. COST PROPOSAL**

PRICE PROPOSAL: Notwithstanding any other instructions herein, you shall submit the following price information as a separate document:

	<i>Cost</i>					
<i>Cost Component</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Year 4</i>	<i>Year 5</i>	<i>Total</i>
Initial Cost of Software (year 1 only)						
Software Maintenance & Support (years 1-5)						
Any other costs not identified above						
TOTAL						

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***Total for years 1-5 above will be used for evaluation purposes and considered to be the "Base Solution" costs as referenced throughout the RFP document. This Base Solution Cost (years 1-5) must be transferred to Total Price in Online Bidding document as well.***

**Offeror should clearly list optional items and any other charges associated with any item in their cost proposal.**

**The offeror should not include any technical information in the cost proposal.**