

Managed Database Service at TSTC - Statewide

Managed Database Service at TSTC - Statewide

Open	9/19/2022 1:30 PM CDT	Type	Request for Proposal
Close	10/10/2022 2:00 PM CDT	Number	168
		Currency	US Dollar
Sealed Until	10/10/2022 2:00 PM CDT		

Contacts

Catherine Lopezcslopez121749@tstc.edu

Phone +1 254-867-3734 ext. 13734

Glendoris Wynngarchie@tstc.edu

Phone +1 254-867-3757

NIGP Commodity Code

NIGP Commodity Code	Description
92066	*System, Network, Database, DBA Administration Services
92003	*Application Service Provider (ASP), Web Based Hosted
92005	*Application, Infrastructure, Hosting and Cloud Computing Services, Vendor Hosted and Internally Hosted

Description

TSTC Background Information

Texas State Technical College ("TSTC") is a state-supported two-year technical college and is the state's largest provider of technical education. In 2015, TSTC was granted single-accreditation status from the Southern Association of Colleges and Schools Commission on Colleges, the regional body for the accreditation of degree-granting higher education institutions in the Southern states. Single-accreditation merged ten (10) college campuses into one state system with administration located in Waco, Texas. This new college has campuses in Abilene, Breckenridge, Brownwood, Fort Bend County, Harlingen, Marshall, North Texas (Red Oak), Sweetwater, Waco, and Williamson County. TSTC educates more than 13,000 students and has 1600 employees across the State of Texas. For more information about TSTC, go to <http://tstc.edu/about>.

Purpose:

Texas State Technical College (TSTC) is seeking supplier(s) to provide an architectural review of our current BI Architecture, and provide recommendations on the cloud migration of the BI infrastructure. The college would also like to engage augmented support services to stabilize the BI tools (ETL, EDW) and develop multidimensional models to accelerate BI and Analytics self service.

TSTC anticipates the contract to exceed \$100,000 and **will require** that a HUB Subcontracting Plan be submitted. Suppliers are not required to meet the State of Texas HUB goals however, TSTC requires that all suppliers make a good faith effort in achieving those goals. If a **SIGNED** Execution of Offer and HUB Subcontracting Plan is not submitted the bid will be **disqualified**.

This agreement will be for one (1) year with an option to renew for one (1) additional year. Pricing shall be fixed for the initial term of the contract and any annual percentages increase will need approved by TSTC.

Please see "**Buyer Attachments**" tab for Scope of Work.

NOTE If you have any questions concerning the project, please submit those through the Q&A Board. Please be aware when the Q&A session is due, no questions will be asked after this period. Any issues uploading or submitting bids, suppliers must contact TSTC Sourcing Department at the moment that the issues occurred via email with screenshots. Failure to notify will affect any remedy that could have been applied.

For technical issues such as password reset or log-in assistance, contact JAGGAER at 1-800-233-1121, and select the following options:

- * 1 - (if English is your choice)
- * 1 - Supplier
- * 0 - Operator

Á

Buyer Attachments

1. [SOS - Managed Database Service at TSTC.pdf](#)

Questions

★ Required Questions

Group 1.1: General Information

Instructions:

- 1.1.1 TSTC Solicitation Requirements: Any exceptions to terms, conditions, and requirements in the Scope of Service, including the sample contract(s), specifically the "Sample Service Agreement" (see the link provided in the attached document), must be made in writing and listed on the Deviation/Compliance Signature Form in "Prerequisites" tab. ★
- 1.1.2 TSTC reserves the right to check references prior to award. Any negative responses received may be grounds for disqualification of the proposal. ★
- 1.1.3 Are you an active registered Texas Historically Underutilized Business? ★
- 1.1.4 Please select the one(s) that apply to your company. ★

Group 1.2: PaymentWorks Acknowledgement

Instructions:

- 1.2.1 If awarded, you will get an invite to register through Payment Works in order for TSTC to establish you or your company as a payee/supplier. Please be on the lookout once the award letter has been sent. ★

Group 1.3: Prompt Discount

Instructions:

- 1.3.1 Prompt Payment Discount (format: ____%, Net____). ** Note: If no PPD, enter in 0%, Net 0 ★

Group 1.4: Security Requirements (Mandatory)

Instructions:

- 1.4.1 The application must implement SSL sitewide, including login pages, client pages, and administrative pages. ★
- 1.4.2 Proposer must UPLOAD a statement on why they cannot comply. ★
- 1.4.3 The application must include the ability to implement granular access controls for users, groups, and administrators. Access controls will be maintained by TSTC. ★
- 1.4.4 Proposer must UPLOAD a statement on why they cannot comply. ★
- 1.4.5 The application must have full logging and auditing capability for operations performed by the software. ★
- 1.4.6 Proposer must UPLOAD a statement on why they cannot comply. ★
- 1.4.7 In the event that the system will be a hosted solution, the proposer must UPLOAD evidence of relevant security controls/standards or independent audit. This may include internal policies, procedures, or third party audits or security reviews. If not able to comply, then UPLOAD a statement with a detailed explanation. ★
- 1.4.8 In the event that the system will be a hosted solution handling sensitive or regulatory information of employees, students, or other individuals, a Service Organization Controls 2 report (SOC2), ISO27001, or similar third party audit report must be UPLOADED. Sensitive or regulatory protected information includes, but is not limited to: (A) Sensitive Personal Information (social security numbers, government issued identification numbers, driver's license number, banking account numbers) (B) Family Educational Rights Privacy Act (FERPA) protected data (C) Health Insurance Portability and Accountability Act (HIPAA) protected data (D) More information regarding a SOC 2 report can be found at: <https://www.aicpa.org/InterestAreas/FRC/AssuranceAdvisoryServices/Pages/ServiceOrganization%27sManagement.aspx> ★
- 1.4.9 The proposer must UPLOAD appropriate documentation and assurance for all subcontractors handling TSTC data. A SOC2, ISO27001 report or similar will be required for subcontractors handling sensitive or regulatory protected information. **Note: If an NDA is needed, please upload the document for signature. ★
- 1.4.10 TSTC retains sole ownership and remains the custodian of all institutional records stored in the proposers system. Proposer will not access these records without TSTC's written consent. The need for accessing records must be identified on the request. ★
- 1.4.11 Proposer must UPLOAD a statement on why they cannot comply. ★
- 1.4.12 Upon termination, cancellation, expiration or other conclusion of the Agreement, Service Provider shall return all TSTC data to TSTC and destroy any and all TSTC data within 30 days. A notification of data destruction must be provided to TSTC. ★
- 1.4.13 Proposer must UPLOAD a statement on why they cannot comply. ★

- The application must provide a secure method of authentication via TSTC's Secure Lightweight Directory Access Protocol (LDAPS) to Microsoft Active Directory Services. The use of Security Assertion Markup Language (SAML) and other like products will be considered as well. Externally hosted solutions must be compatible with ADFS 2.0 WS-FED, or ADFS SAML 2.0. If your application does not support the use of aforementioned authentication, please specify the method that will be used for user maintenance and administration.
- 1.4.14 ★
- 1.4.15 Proposer must UPLOAD a statement on why they cannot comply. ★
- 1.4.16 For the purpose of application administration, the application should allow TSTC staff access to the proposers system electronically via a tiered permissions system. Local access control would be granted by TSTC. ★
- 1.4.17 Proposer must UPLOAD a statement on why they cannot comply. ★
- 1.4.18 If the application has a messaging feature, the application must have logs files that store all messages for perpetuity that can be accessed by TSTC at any time without impediment pursuant to Texas Senate Bill 944 for Open Records Requests. Messages are defined as: any instant messaging or chat between two or more people, electronic mail that can be sent or received through the application, or posts to forums within the application. ★
- 1.4.19 Please explain what areas you are unable to comply with for our review ★
- 1.4.20 If a cloud computing system or service is proposed, do you have a TX-RAMP certification per the State of Texas Risk and Authorization Management Program? The program is outlined at: <https://dir.texas.gov/texas-risk-and-authorization-management-program-tx-ramp> ★
- 1.4.21 What level of TX-RAMP certification do you currently have? ★
- 1.4.22 When do you expect to obtain a TX-RAMP certification? ★
- 1.4.23 If Respondent will have access to a TSTC computer system or database, Respondent represents and warrants that it will comply with the requirements of Section 2054.5192 of the Texas Government Code relating to cybersecurity training and required verification of completion of the training program. ★

Group 2.1:

Instructions:

Group 3.1: Are you a Texas Certified HUB supplier? How to become a HUB supplier!

Instructions:

- 3.1.1 Are you an active registered Texas Historically Underutilized Business? ★
- 3.1.2 Are you a Minority Business Enterprise/Women Business Enterprise Supplier? ★
- 3.1.3 Do you qualify to be a HUB? Qualifications: proof of 51 percent ownership and control of the day to day operation of the business, must be an economically disadvantaged person meeting eligibility (Asian Pacific American, Black American, Hispanic American, Native American, American woman, and/or Service-Disabled Veteran with a service-related disability of 20% or greater), must be a U.S. Citizen, prove at least one year of Texas residency, and hold company title equivalent to ownership and control requirements, business must be primarily based in Texas, prove its principal place of business is in Texas, and be a for-profit entity that has not exceeded the size standard prescribed by 34 TAC §20.294. ★
- 3.1.4 Please follow instructions on how to Register as a Texas certified HUB supplier and apply for the Centralized Master Bidders List (CMBL) to be considered for future solicitations. Please see link: <https://comptroller.texas.gov/purchasing/vendor/hub/certification-process.php> ★
- 3.1.5 Please select the one(s) that apply to your company. ★
- 3.1.6 Please select the MBE/WBE type ★

Group 4.1: HUB Subcontracting

Instructions:

- 4.1.1 When are HUB subcontracting plans required? Answer: Unless specified otherwise in the solicitation event, when a supplier provides a solicitation response over \$100,000, a signed HUB subcontracting plan is required. If the required plan is not submitted, the response will be disqualified. Please refer to the "Prerequisites" tab for the solicitation requirements. **Please note there are three options for completing a valid form (see options below).
- 4.1.2 Option One: Supplier will not subcontract out any of the work and will self perform the whole contract.
- 4.1.3 Sample of HUB Plan - Self Performance
- 4.1.4 Option Two: Supplier will subcontract work to HUB supplier(s) and DID meet Texas percentage HUB goals.
- 4.1.5 Sample of HUB Plan - Does Meet Goals

- 4.1.6 Option Three: Supplier will subcontract work to HUB supplier(s) and DID NOT meet Texas percentage HUB goals.
- 4.1.7 Sample of HUB Plan - Doesn't Meet Goals
- 4.1.8 Supplemental Form: (HSP) Good Faith Effort- Method A (Attachment A)
- 4.1.9 Supplemental Form: (HSP) Good Faith Effort- Method B (Attachment B)
- 4.1.10 Supplemental Form: (HSP) Prime Contractor Progress Assessment Report (PAR).
- 4.1.11 Links to find NIGP Codes (Commodity Codes) and HUB Suppliers in the Centralized Masters Bidders List (CMBL)
- 4.1.12 Video on how to find NIGP Codes and HUB Suppliers on CMBL website

Product Line Items

★ Product Line Items

There are no Items added to this event.

Service Line Items

★ Service Line Items

There are no Items added to this event.