HHS Procurement and Contracting Services

SOLICITATION DOCUMENT

Check one: ☐ Invitation for Bid (IFB) ☑ Request for Offer (RFO) ☐ Request for Quote (RFQ)
Check one: ☑ FORMAL ☐ INFORMAL

Solicitation No. 52900-7-2000156996
Response Due Date: 10/04/2016 @ 2:00 PM CST

Formal responses MUST be mailed to the address below. Fax or e-mailed responses will be accepted.

Issue Date: 09/20/2016
Respond to: Purchaser: Mark Cooper CTPM
Telephone: 512-406-2442
Fax: 512-406-2690
E-mail: pcsbids@hhsc.state.tx.us

Mail Response:
Health and Human Services Commission
ATTN: Response Coordinator
1100 W 49th St MC 2020
Austin, Texas 78756

Ship to or Service Delivered to Location:
HEALTH & HUMAN SERVICES COMMISSION
1111 W North Loop
Austin, TX 78756

Source of Authority: ☑ CPA/TPASS ☐ DIR ☐ Select: ☐ Other:

<table>
<thead>
<tr>
<th>Line Item No.</th>
<th>Class &amp; Item</th>
<th>Description</th>
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<tbody>
<tr>
<td></td>
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<td>This solicitation is advertised under Section §2155.067, Texas Government Code. The procuring agency believes that the requested items and/or services are proprietary to one provider and/or to the specifications. Only responses conforming exactly to these specifications will be considered in determining an award. The issuing office strongly encourages responses from all qualified vendors who may be able to provide the specified items/services. If a competing vendor believes it can satisfy these specifications, it should respond with its product and explain how the specifications will be adequately met.</td>
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HHSC’s objectives for this procurement are:

1) Procure a Browser Management Solution, in accordance with the specifications below (the "Solution"), that will provide a comprehensive understanding of the HHS System browser/Java environment, including usage and dependency data to facilitate executive decision-making AND the ability to continually update and patch all PCs to the latest browser and Java versions to satisfy basic security requirements while still emulating older browser versions or invoking alternative browsers to ensure that old applications will continue to run as designed;

2) Install and configure the Solution within the HHS IT System. The Solution shall be installed at all HHS agencies on all PCs identified as surveyed by the Contractor and approved by HHSC;

3) Provide training in maintenance, management, and operations for all HHS
agencies’ personnel regarding the particular installation and configuration of the Solution provided at HHS; and

4) Provide on call maintenance and support services for the Solution.

The deliverables that HHSC will require from the Contractor shall include:

1) Browser Management (as described below);
2) Implementation and configuration of the Solution within the HHS IT System,
3) User and Maintainer training of the Solution; and
4) And options for the support and maintenance of the Solution.

Deliverables 1 through 3 must complete and close out no later than 8/31/2017

<table>
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<tr>
<th>Project/Product Requirement</th>
<th>Description</th>
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| Web Application Inventory   | • Solution shall provide an inventory of web applications (intranet and internet) accessed by endpoints.  
                                • Solution shall provide an inventory of third party application dependencies the web applications may have such as Adobe Flash, Reader, Java and the versions of each third party application that was requested and used.  
                                • Solution shall provide the information in a console that allows for drill down to application and dependencies.  
                                • Solution shall have scalable infrastructure for at least 100,000 endpoints.  
                                • Solution must work with Internet Explorer, Chrome and Firefox browsers. |
| Web Application Usage       | • Solution shall provide web application usage by end user name and computing assets used to access web applications. |
| Browser Emulation           | • Solution shall provide emulation that will allow the web application to run with dynamic settings and configuration that are customizable by application. The customization shall be more granular than Internet Explorer Enterprise and Compatibility modes.  
                                • Solution shall allow web browsers to run a default configuration when not accessing a web application that has
<table>
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<th>Specific Setting Requirements</th>
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</table>

### Browser Selection
- Solution shall seamlessly select administrator defined optimal browser to run web application.

### Central Console
- Web Application Inventory must be viewable from a central dashboard. The Respondent must specify the requirements for the central dashboard, including whether the service will be cloud provided or local.

### Installation and Configuration
- Installation and Configuration must be easily deployed. Process must be easy to learn. Respondent must specify how the solution is installed and configured.

### Domain Traversal
- The Solution must be able to traverse domain boundaries. Respondent must specify how the Solution will traverse domain boundaries.

### Usability and Adoption
- Low learning curve for operators and maintainers.
- Low maintenance and support cost (in terms of time, labor, and budget) once installed.
- High level of automation across configuration, maintenance, and operation of solution.
- Compatibility and integration with existing multiagency environment.
- Will have little to no impact on network performance including Wide Area Network (WAN).

## Contract Type and Term
HHSC may award one (1) fixed-price contract to the successful Respondent (the Contract). HHSC anticipates that the initial term of the Contract will be 6 months, which includes purchase of the solution, installation, and configuration. HHSC has the right at its option to amend the term of the Contract for up to three (3) additional one-year periods for the purposes of obtaining maintenance and support, or as necessary to complete the mission of the procurement.

All software, hardware, and licenses purchased to provide the Solution in the scope of the Contract shall be the sole property of the State. Any Contract resulting from this RFP is NOT a managed services contract. The Contractor must complete installation and configuration services prior to August 31, 2017. Licenses provided by Contractor in the course of the Contract may be multi-year licenses.

HHSC, at its sole discretion, will have the right to
terminate the Contract before expiration of the term.

**Contract Elements**

1) This RFO and all attachments and exhibits;
2) Any modifications, addenda or amendments issued in conjunction with this RFO;
3) HHSC Special Conditions - Version 1.0 (Exhibit A); and HHSC Uniform Terms and Conditions – Vendor, Version 2.12 (Exhibit B) (UTCs);
4) HHSC Data Use Agreement, Version 8.3 (DUA): http://www.hhsc.state.tx.us/about_hhsc/BusOpp/provider-alert-data-use.shtml and
5) The successful Respondent’s proposal, and any amendments or modifications thereto.

**Proof of Concept**

HHSC may select Respondents to conduct Proof of Concept demonstrations, for the sole purpose of demonstrating the capability of the Respondents' solutions within the HHS environment. The Respondent shall be solely responsible for furnishing all labor, insurance, software, supplies, equipment, transportation, etc. for conducting the proof of concept demonstration. The objective of a proof of concept is to demonstrate and verify the ability of the solution to satisfy the requirements expressed in this RFP, especially the Usability and Adoption requirements, within the HHS IT System. The Proof of Concept will be a three phased Proof of Concept: 1) Solution will be used in the ECSS lab environment for Security testing purposes 2) Solution will be used in the ADM lab environment for testing with critical applications 3) Solution will be implemented in a limited production environment of no more than 500 PCs to demonstrate functionality in a realistic environment. Due to the limited time frame for Proof of Concept, the Respondent will be required to provide servers required for testing. The projected environment provided for the purposes of production environment Proof of Concept demonstrations may consist of no greater than 500 PCs that best represent the current HHS environment, including a selection of specific PCs of various operating systems from various agency and program areas.

**HUB Subcontracting Plan**

In accordance with Texas Government Code Chapter 2161, Subchapter F, §2161.252 (b) a proposal that does not contain a HUB Subcontracting Plan (HSP) is non-responsive; and in accordance with Texas Administrative Code §20.14 (b) (3) Responses that do not include a completed HUB subcontracting plan in accordance with this subsection shall be rejected due to material failure to comply with Government Code, §2161.252(b).

**The sole point of contact for HUB inquires:**

Texas Health and Human Services Commission
Cheryl Bradley, HUB Coordinator
HHSC is committed to promoting full and equal business opportunities for businesses in state contracting in accordance with the goals specified in the State of Texas Disparity Study. HHSC encourages the use of Historically Underutilized Businesses (HUBs) through race, ethnic and gender-neutral means. HHSC has adopted administrative rules relating to HUBs and a Policy on the Utilization of HUBs which is located on HHSC’s website.

Pursuant to Texas Government Code §2161.181 and §2161.182 and HHSC’s HUB policy and rules, HHSC is required to make a good faith effort to increase HUB participation in its contracts. HHSC may accomplish the goal of increased HUB participation by contracting directly with HUBs or indirectly through subcontracting opportunities.

**HHSC’s Administrative Rules**

HHSC has adopted the CPA’s HUB rules as its own. HHSC’s rules are located in the Texas Administrative Code Title 1, Part 15, Chapter 391, Subchapter G and the CPA rules are located in Texas Administrative Code Title 34, Part 1, Chapter 20, Subchapter B. If there are any discrepancies between HHSC’s administrative rules and this IFB, the rules shall take priority.

**Statewide Annual HUB Utilization Goal**

The CPA has established statewide annual HUB utilization goals for different categories of contracts in Texas Administrative Code Title 34, Part 1, Chapter 20, Subchapter B, §20.13 of the HUB rules. In order to meet or exceed the statewide annual HUB utilization goals, HHSC encourages outreach to certified HUBs. Contractors shall make a good faith effort to include certified HUBs in the procurement process.

This procurement is classified as an All Other Services procurement under the CPA rule and therefore has a statewide annual HUB utilization goal of 26.0% per fiscal year.

**Required HUB Subcontracting Plan**

In accordance with Texas Government Code Chapter 2161, Subchapter F, §2161.252 each state agency that considers entering into a contract with an expected value of $100,000 or more shall, before the agency solicits bids, proposals, offers, or other applicable expressions of interest for the contract, determine whether there will be subcontracting opportunities under the contract. If the state agency determines that there is that probability, the agency shall require that each bid, proposal, offer, or other applicable expression of interest for the contract include a historically underutilized business subcontracting plan.
In accordance with Texas Administrative Code Title 34, Part 1, Chapter 20, Subchapter B, §20.14(a)(1)(C) of the HUB Rule, state agencies may determine that subcontracting is probable for only a subset of the work expected to be performed or the funds to be expended under the contract. If an agency determines that subcontracting is probable on only a portion of a contract, it shall document its reasons in writing for the procurement file.

HHSC has determined that subcontracting opportunities are probable for this IFB. As a result, the respondent must submit an HSP with its proposal. The HSP is required whether a respondent intends to subcontract or not.

Submit one (1) copy of the HUB Subcontracting Plan (HSP), in accordance with the IFB, in a separate sealed envelope, with the IFB submission, labeled: HUB Subcontracting Plan (HSP), and include all supporting documentation in accordance with the HSP.

In the HSP, a respondent must indicate whether it is a Texas certified HUB. Being a certified HUB does not exempt a respondent from completing the HSP requirement.

HHSC shall review the documentation submitted by the respondent to determine if a good faith effort has been made in accordance with solicitation and HSP requirements. During the good faith effort evaluation, HHSC may, at its discretion, allow revisions necessary to clarify and enhance information submitted in the original HSP.

If HHSC determines that the respondent’s HSP was not developed in good faith, the HSP will be considered non-responsive and will be rejected as a material failure to comply with advertised specifications. The reasons for rejection shall be recorded in the procurement file.

CPA Centralized Master Bidders List

Respondents may search for HUB subcontractors in the CPA’s Centralized Master Bidders List (CMBL) HUB Directory, which is located on the CPA’s website at http://www2.cpa.state.tx.us/cmbl/cmblhub.html. For this procurement, HHSC has identified the following class and item codes for potential subcontracting opportunities:

**National Institute of Governmental Purchasing (NGIP) Class/Item Code(s):**


Respondents are not required to use, nor limited to using, the class and item codes identified above, and
may identify other areas for subcontracting.

HHSC does not endorse, recommend nor attest to the capabilities of any company or individual listed on the CPA’s CMBL. The list of certified HUBs is subject to change, so respondents are encouraged to refer to the CMBL often to find the most current listing of HUBs.

**HUB Subcontracting Procedures – If a Respondent Intends to Subcontract**

An HSP must demonstrate that the respondent made a good faith effort to comply with HHSC’s HUB policies and procedures. The following subparts outline the items that HHSC will review in determining whether an HSP meets the good faith effort standard. A respondent that intends to subcontract must complete the HSP to document its good faith efforts.

**Identify Subcontracting Areas and Divide Them into Reasonable Lots**

A respondent should first identify each area of the contract work it intends to subcontract. Then, to maximize HUB participation, it should divide the contract work into reasonable lots or portions, to the extent consistent with prudent industry practices.

**Notify Potential HUB Subcontractors**

The HSP must demonstrate that the respondent made a good faith effort to subcontract with HUBs. The respondent’s good faith efforts shall be shown through utilization of all methods in conformance with the development and submission of the HSP and by complying with the following steps:

Divide the contract work into reasonable lots or portions to the extent consistent with prudent industry practices. The respondent must determine which portions of work, including goods and services, will be subcontracted.

Use the appropriate method(s) to demonstrate good faith effort. The respondent can use either method(s) 1, 2, 3, 4 or 5:

**Method 1: Respondent Intends to Subcontract with only HUBs:**

The respondent must identify in the HSP the HUBs that will be utilized and submit written documentation that confirms 100% of all available subcontracting opportunities will be performed by one or more HUBs; or,

**Method 2: Respondent Intends to Subcontract with HUB Protégé(s):**

The respondent must identify in the HSP the HUB Protégé(s) that will be utilized and should:

- include a fully executed copy of the Mentor Protégé Agreement, which must be registered with the CPA
prior to submission to HHSC, and
- identify areas of the HSP that will be performed by
the Protégé.

HHSC will accept a Mentor Protégé Agreement that
has been entered into by a respondent (Mentor) and a
certified HUB (Protégé) in accordance with Texas
Government Code §2161.065. When a respondent
proposes to subcontract with a Protégé(s), it does not
need to provide notice to three (3) HUB vendors for
that subcontracted area.

Participation in the Mentor Protégé Program, along
with the submission of a Protégé as a subcontractor in
an HSP, constitutes a good faith effort for the
particular area subcontracted to the protégé; or,

**Method 3: Respondent Intends to Subcontract
with HUBs and Non-HUBs (Meet or Exceed the
Goal):**

The respondent must identify in the HSP and submit
written documentation that one or more HUB
subcontractors will be utilized and that the aggregate
expected percentage of subcontractors with HUBs will
meet or exceed the goal specified in this solicitation.
When utilizing this method, only HUB subcontractors
that have existing contracts with the respondent for
five years or less may be used to comply with the
good faith effort requirements.

When the aggregate expected percentage of
subcontracts with HUBs meets or exceeds the goal
specified in this solicitation, respondents may also use
non-HUB subcontractors; or,

**Method 4: Respondent Intends to Subcontract
with HUBs and Non-HUBs (Does Not Meet or
Exceed the Goal):**

The respondent must identify in the HSP and submit
documentation regarding both of the following
requirements:

- Written notification to trade organizations and/or
development centers to assist in identifying potential
HUBs of the subcontracting opportunities the
respondent intends to subcontract.

Respondents must give trade organizations and/or
development centers at least seven (7) working days
prior to submission of the respondent's response for
dissemination of the subcontracting opportunities to
their members. A list of trade organizations and/or
development centers is located on CPA’s website
under the Minority and Women Organization Links.

- Written notification to at least three (3) HUB
businesses of the subcontracting opportunities that
the respondent intends to subcontract. The written
notice must be sent to potential HUB subcontractors
prior to submitting proposals and must include:
- a description of the scope of work to be
- information regarding the location to review project plans or specifications;
- information about bonding and insurance requirements;
- required qualifications and other contract requirements; and
- a description of how the subcontractor can contact the respondent.

Respondents must give potential HUB subcontractors a reasonable amount of time to respond to the notice, at least seven (7) working days prior to submission of the respondent's response unless circumstances require a different time period, which is determined by the agency and documented in the contract file.

Respondents must also use the CMBL, the HUB Directory, and Internet resources when searching for HUB subcontractors. Respondents may rely on the services of contractor groups, local, state and federal business assistance offices, and other organizations that provide assistance in identifying qualified applicants for the HUB program.

**Written Justification of the Selection Process**

HHSC will make a determination if a good faith effort was made by the respondent in the development of the required HSP. One or more of the methods identified in the previous sections may be applicable to the respondent's good faith efforts in developing and submission of the HSP. HHSC may require the respondent to submit additional documentation explaining how the respondent made a good faith effort in accordance with the solicitation.

A respondent must provide written justification of its selection process if it chooses a non-HUB subcontractor. The justification should demonstrate that the respondent negotiated in good faith with qualified HUB bidders and did not reject qualified HUBs who were the best value responsive bidders.

**Method 5: Respondent Does Not Intend to Subcontract**

When the respondent plans to complete all contract requirements with its own equipment, supplies, materials and/or employees, it is still required to complete an HSP.

The respondent must complete the "Self Performance Justification" portion of the HSP, and attest that it does not intend to subcontract for any goods or services, including the class and item codes identified in Section 4.5. In addition, the respondent must identify the sections of the proposal that describe how it will complete the Scope of Work using its own resources or provide a statement explaining how it will complete the Scope of Work using its own resources. The respondent must agree to comply with the following if requested by HHSC:
-provide evidence of sufficient respondent staffing to meet the IFB requirements;
-provide monthly payroll records showing the respondent staff fully dedicated to the contract;
-allow HHSC to conduct an on site review of company headquarters or work site where services are to be performed and,
-provide documentation proving employment of qualified personnel holding the necessary licenses and certificates required to perform the Scope of Work.

### Post-award HSP Requirements

The HSP shall be reviewed and evaluated prior to contract award and, if accepted, the finalized HSP will become part of the contract with the successful respondent(s).

After contract award, HHSC will coordinate a post-award meeting with the successful respondent to discuss HSP reporting requirements. The contractor must maintain business records documenting compliance with the HSP and must submit monthly subcontract reports to HHSC by completing the HUB HSP Prime Contractor Progress Assessment Report. This monthly report is required as a condition for payment to report to the agency the identity and the amount paid to all subcontractors.

As a condition of award, the Contractor is required to send notification to all selected subcontractors as identified in the accepted/approved HSP. In addition, a copy of the notification must be provided to the agency’s Contract Manager and/or HUB Program Office within 10 days of the contract award.

During the term of the contract, if the parties in the contract amend the contract to include a change to the scope of work or add additional funding, HHSC will evaluate to determine the probability of additional subcontracting opportunities. When applicable, the Contractor must submit an HSP change request for HHSC review. The requirements for an HSP change request will be covered in the post-award meeting.

When making a change to an HSP, the Contractor will obtain prior written approval from HHSC before making any changes to the HSP. Proposed changes must comply with the HUB Program good faith effort requirements relating to the development and submission of a HSP.

If the Contractor decides to subcontract any part of the contract after the award, it must follow the good faith effort procedures outlined in Section 4.6 of this IFB (e.g., divide work into reasonable lots, notify at least three (3) vendors per subcontracted area, provide written justification of the selection process, and/or participate in the Mentor Protégé Program).

For this reason, HHSC encourages respondents to
identify, as part of their HSP, multiple subcontractors who are able to perform the work in each area the respondent plans to subcontract. Selecting additional subcontractors may help the selected contractor make changes to its original HSP, when needed, and will allow HHSC to approve any necessary changes expeditiously.

Failure to meet the HSP and post-award requirements will constitute a breach of contract and will be subject to remedial actions. HHSC may also report noncompliance to the CPA in accordance with the provisions of the Vendor Performance and Debarment Program.

### Solution Specifications

<table>
<thead>
<tr>
<th></th>
<th>208-90</th>
<th>BSPSL - Browsium Suite Perpetual Seal License HHSC is seeking a tiered pricing schedule for a minimum of 20,000 licenses not to exceed 65,000. This line applies to per license costs for 20,000 - 30,000 licenses</th>
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<tr>
<td>1</td>
<td>20,000 - 30,000 EA</td>
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<td>BSPSL - Browsium Suite Perpetual Seal License HHSC is seeking a tiered pricing schedule for a minimum of 20,000 licenses not to exceed 65,000. This line applies to per license costs for 30,001 - 50,000 licenses</td>
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<td>3</td>
<td>50,001 - 65,000 EA</td>
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<tr>
<td>4</td>
<td>920-45</td>
<td>BPMS-S - Browsium Maintenance and Support - Silver</td>
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<tr>
<td>4</td>
<td>1 EA</td>
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<td>5</td>
<td>920-45</td>
<td>BPMS-G - Browsium Maintenance and Support - Gold</td>
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<td>6</td>
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<td>Installation and configuration assistance</td>
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<tr>
<td>6</td>
<td>1 EA</td>
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<tr>
<td>7</td>
<td>924-35</td>
<td>Maintenance, management, and operations training</td>
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<tr>
<td>7</td>
<td>1 EA</td>
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<tr>
<th>Early Payment Discount</th>
<th>%</th>
<th>DAYS</th>
<th>Total</th>
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**NOTE:** Quote F.O.B. Destination Freight Prepaid & Included, otherwise show exact delivery cost and terms. Unless stated otherwise, delivery is considered to be 14 days after receipt of order (ARO).

**Estimated Delivery Date:**

By signing this document, respondent certifies that prices shown on this quote are true and correct. Should this bid/offer result in a Purchase Order, respondent agrees to comply with all “Terms and Conditions,” which are attached and incorporated into this document.
Check below if preference claimed under Texas Administrative Code (TAC), Title 34, Part 1, Rule 20.38:

**Check below to claim a preference under 34 TAC Rule 20.38**
- Goods produced or offered by a Texas bidder that is owned by a Texas resident service-disabled veteran
- Goods produced in Texas or offered by a Texas bidder that is not owned by a Texas resident service-disabled veteran
- Agricultural products grown in Texas
- Agricultural products offered by a Texas bidder
- Services offered by a Texas bidder that is owned by a Texas resident service-disabled veteran
- Services offered by a Texas bidder that is not owned by a Texas resident service-disabled veteran
- Texas Vegetation Native to the Region
- USA produced supplies, materials or equipment
- Products of persons with mental or physical disabilities
- Products made of recycled, remanufactured, or environmentally sensitive materials including recycled steel
- Energy Efficient Products
- Rubberized asphalt paving material
- Recycled motor oil and lubricants
- Products produced at facilities located on formerly contaminated property
- Products and services from economically depressed or blighted areas
- Vendors that meet or exceed air quality standards
- Recycled or Reused Computer Equipment of Other Manufacturers
- Foods of Higher Nutritional Value.

**VENDOR / RESPONDENT MUST COMPLETE ALL ITEMS:**

- X

Signature of Vendor or Authorized Representative

Print Name:
*(Must be manually signed; failure to sign will disqualify response.)*

Texas Vendor Identification No. (or Federal Employer’s ID):

Name of Business:

Street Address:

City-State-Zip Code:

Telephone Number:

Fax Number:

E-Mail Address:

By signing this bid, bidder certifies that if a Texas address is shown as the address of the bidder, bidder qualifies as a Texas Bidder as defined in 34 TAC Rule 20.32(68).

**AWARD NOTICE:** The State reserves the right to make an award on the basis of low line item bid, low total of line items, or in any other combination that will serve the best interest of the State and to reject any and all bid items in the sole discretion of the State.