

Proposer's Name: _____

RFP No: DMH-1109B2

APPENDIX B.4

SYSTEM HARDWARE RESPONSE



**Integrated Behavioral Health
Information System**



1.0 INTRODUCTION

Capitalized terms used in this Appendix B.4 without definition herein shall have the meanings given to such terms in the body of Appendix E (Sample Agreement), Appendix A (Statement of Work) or Appendix F (Glossary).

In accordance with the Agreement, including without limitation Task 3.1 (Verify System Hardware Specifications) of Appendix A (Statement of Work) and Section IV (System Performance Requirements) of Appendix D (Maintenance and Support Services), Proposer shall ensure that Baseline Application Software and DBMS will operate on the approved System Hardware and successfully meet the System Performance Requirements, including Response Time, throughout the Term of the Agreement, for both Production Use and training environment use. The servers of the System will operate on the approved System Hardware located in two geographical locations; County's Data Center and County's Local Recovery Center, connected by a high speed optical fiber connection for synchronized application and/or database replication between both sites to support business continuity. Workstations for accessing the System may be located in any County Facility or remotely.

The Department utilizes an existing data center through a Memorandum of Understanding (MOU) with Internal Services Department (ISD). The Los Angeles County Enterprise Network (LANet/EN) shall be used as the preferred Countywide network backbone. The network uses TCP/IP protocols as the standard to ensure technical compatibility and the efficient use of available data transport resources. All DMH Directly Operated sites are connected to LANet/EN via T1 circuits or above.

County will purchase System Hardware and associated operating system software under a separate contract, and the Proposer is not being asked to propose or price System Hardware in its proposal.

[Note: A document substantially similar to this Appendix B.4 shall become Attachment B.3 (System Hardware) to Exhibit B (Technical Solution Requirements) of any resultant Agreement.]

2.0 ACCEPTABLE AND PREFERRED PROPOSED TECHNOLOGY

The following information is provided to assist Proposer in completing applicable sections of this Appendix B.4, as well as Appendix B.5 (System Software Response), and represents County's **acceptable and preferred** technology currently used by County's Data Center, County's Local Recovery Center, and County's Users. Therefore, where noted as acceptable, County **will only** accept Proposer System Hardware and System Software responses based on County's acceptable technology as listed in this Section 2.0, and deviations from County's acceptable technology as listed in this Section 2.0 (e.g., different proposed server hardware platforms; database software; storage or backup products) **will** result in a disqualification of Contractor's proposal.



ACCEPTABLE COUNTY DATA CENTER SITE TECHNOLOGIES		
Item No.	Hardware/Software Type	Description
1	Server, Hardware and Operating System	Acceptable hardware platforms: <ul style="list-style-type: none"> IBM AIX 5.3/6.1 on IBM pSeries p570 with advanced virtualization features HP-UX 11i v2 (11.23) or HP-UX 11i v3 (11.31) on HP Integrity rx3660/rx6600 VMware ESX Server 3.5 supporting Microsoft Windows 2003/2008 Server, Red Hat Enterprise Linux 5, and virtual appliances running on HP ProLiant servers Microsoft Windows 2003/2008 Server on HP ProLiant DL servers Red Hat Enterprise Linux 5 on HP ProLiant DL servers
2	Database Server Software	Acceptable database software: <ul style="list-style-type: none"> Oracle Database 10gR2/11g or above Microsoft SQL Server 2005/2008 InterSystems Caché 2007.1.6/2008.1.5 or above
3	Storage	Acceptable Storage Area Network infrastructure and products: <ul style="list-style-type: none"> Cisco MDS SAN Switches EMC Symmetrix DMX (Tier-1 and Tier-3 disk storage) EMC Clariion CX (Tier-2 and Tier-3 disk storage) EMC Celerra NSX (Network Attached Storage) EMC Centera (Content Addressed Storage – Fixed Content)
4	Backup	Acceptable backup/recovery infrastructure and products: <ul style="list-style-type: none"> Disk to Disk backup with EMC Clariion CX and Clariion Disk Library LTO-4 Tape on IBM 3584 Tape Libraries IBM Tivoli Storage Manager (AIX, HP-UX, and Linux) CommVault Galaxy (Windows and Linux) EMC Replication Manager 5.2



ACCEPTABLE COUNTY USER TECHNOLOGIES		
Item No.	Hardware/Software Type	Description
1	Operating System Software	Acceptable User operating system software: <ul style="list-style-type: none">• Windows XP Professional – Workstations and Notebooks• Note – DMH anticipates five percent (5%) possible growth for the coming year
2	Internet Browser Software	Acceptable User internet browser: <ul style="list-style-type: none">• Microsoft Internet Explorer 7.0 or later

2.1 PREFERRED PROPOSED TECHNOLOGY

County has also identified *preferred* technology already used by or familiar to County Staff at County's Data Center and County's Local Recovery Center, and while County prefers the technology listed therein, deviations from County's preferences as listed in this Section 2.1 **will not** automatically result in a disqualification of Contractor's proposal.

PREFERRED COUNTY DATA CENTER SITE TECHNOLOGIES		
Item No.	Hardware/Software Type	Description
1	Application Server Software	Preferred data center application server software: <ul style="list-style-type: none">• Oracle Application Server 10.1• IBM WebSphere Application Server 6.1
2	Web Server Software	Preferred data center web server software: <ul style="list-style-type: none">• Apache (including IBM HTTP Server)• Microsoft IIS



3.0 DMH STATISTICS

The following information lists County’s most recent statistics for provider sites, clients served and claim volumes and total employees/LAN Users, and is provided to assist Proposer in completing applicable sections of this Appendix B.4, Appendix B.5 (System Software Response) and Appendix C (Price and Schedule of Payments).

Note:

- 1) “Sites” refers to distinct Medi-Cal certified provider sites and may be either distinct physical locations or distinct service delivery programs within a single physical location.
- 2) As indicated in Section 2.3 (Current Systems Environment) of the RFP Body “The lack of comprehensive, integrated and accessible clinical information systems also affects DMH’s ability to aggregate clinical data from disparate sources into comprehensive organizational data for statistical reporting purposes”, therefore statistical information is provided where available.
- 3) As noted below and otherwise, these statistics are approximate and not comprehensive, and intended for use only as a rough guideline.
- 4) Proposer is further advised that site, User and client counts will all be expected to increase substantially during the Term of the Agreement, and that System capacity should be set accordingly.

Service Provider Information (Current)	Statistics	Comments
Total directly operated provider sites	136	Medi-Cal certified provider sites, includes sixteen (16) central administrative units. These directly operated provider sites are linked to the local area network through approximately forty (40) network server sites outside of DMH Headquarters. This number is expected to grow twenty percent (20%) over next three (3) years.



Service Provider Information (Current)	Statistics	Comments
Total NGA Contract Provider agency sites	473	Excludes four (4) State Hospitals and four (4) DHS facilities that have provider site numbers in our system.
Total inpatient provider sites	51	DMH does not directly operate inpatient facilities. See Section 2.1.3.3 of the RFP Body.
Total Medi-Cal FFS2 (outpatient) network providers	402	
Client Information (FY 07 / 08)		
Total uniquely identified clients served (all clients of DMH directly operated, contracted and Fee-for-Service (FFS) network)	198,536	It is estimated that the unique client count may be inflated approximately five percent (5%) to ten percent (10%) over a true unique client count due to instances of the same client having more than one (1) unique identifier in our current information system. This is particularly true among clients seen through the FFS network.
Total unique clients served - directly operated programs only	79,451	The number of clients is expected to grow twenty percent (20%) over next three years.
Claims Information (Annual Average FY 05-06, 06-07 and 07-08)		
Average directly operated provider claims	905,683	
Average Contract Providers claims	4,100,000	
Staff Information (4th Quarter FY 2008/2009)		
Total Staff claiming for direct client services through directly operated programs	1,708	



Service Provider Information (Current)	Statistics	Comments
Information Technology Information (as of July 2009)		
Total LAN Users	3,850	In addition to regular DMH employees, the number of LAN Users includes contract employees, student professionals and other individuals formally associated with directly operated Facilities and administrative units.

4.0 REQUIRED HARDWARE

INSTRUCTIONS

Proposer must complete and submit Sections 4.0 (Required Hardware), 4.1 (Recommended User Hardware), and 4.2 (Required Peripheral Hardware) of this Appendix B.4, by listing all required hardware, operating system software and server software, including disk storage requirements, upgrades, optimal speed, sizing, and other specifications to meet all functional, technical, and System Performance Requirements, including Response Time Requirements as specified in Schedule D.1 (Response Time Requirements) to Appendix D (Maintenance and Support Services), and recovery requirements in accordance with Task 3.4 (Synchronize for Application and Database Replication) of Appendix A (Statement of Work) for the proposed System.

Where a specific item does not apply, do not leave the response field blank, respond N/A (i.e., Not Applicable). Responses provided by Proposer which reference other materials provided by Proposer must cite the title of the referenced document(s) and include the page and section number. Failure to adhere to these procedures may at County's sole discretion render the proposal non-responsive.

If additional System Software Components are required for any of the specified servers below (e.g. plug-ins for graphics software, remote sensing application, integrated development environment (IDE) application, third-party software), Proposer must use Section 2.0 (Proposed System Software) of Appendix B.5 (System Software Response) to list additional System Software Components. Place the corresponding Item Number(s) from Section 2.0 (Proposed System Software) of Appendix B.5 (System Software Response) in the table below, under the column labeled Specifications and row labeled System Software Components of the server where the Component will reside.



Duplicate the sections of this form or add rows as necessary for each type of System Hardware and/or device required.

Item No.	Equipment Type	Description/Model No.	Qty	Specifications	
1	Database Server	Name of Manufacturer Model No.		▪ Processor	
				▪ Memory	
				▪ Hard Drive	
				▪ Optical Drive	
				▪ Ports & Communication	
				▪ Power Supply	
				▪ Operating System Software	
				▪ Database Management Software	
				▪ System Software Components	
2	Application and Web Server	Name of Manufacturer Model No.		▪ Processor	
				▪ Memory	
				▪ Hard Drive	
				▪ Optical Drive	
				▪ Ports & Communication	
				▪ Power Supply	
				▪ Operating System Software	
				▪ Application Server Software	
				▪ Web Server Software	
▪ System Software Components					
3	Report Server	Name of Manufacturer Model No.		▪ Processor	
				▪ Memory	
				▪ Hard Drive	
				▪ Optical Drive	
				▪ Ports & Communication	
				▪ Power Supply	
				▪ Operating System Software	



Item No.	Equipment Type	Description/Model No.	Qty	Specifications
4	Interface Server	Name of Manufacturer Model No.		▪ System Software Components
				▪ Processor
				▪ Memory
				▪ Hard Drive
				▪ Optical Drive
				▪ Ports & Communication
				▪ Power Supply
				▪ Operating System Software ▪ System Software Components
5	Print Server	Name of Manufacturer Model No.		▪ Processor
				▪ Memory
				▪ Hard Drive
				▪ Ports & Communication
				▪ Print Job Buffering
				▪ Supported Printers
				▪ Supported Browsers
				▪ Supported Protocols
				▪ Power Supply
				▪ System Software Components
6	Other Server	Name of Manufacturer Model No.		▪ Processor
				▪ Memory
				▪ Hard Drive
				▪ Optical Drive
				▪ Ports & Communication
				▪ Power Supply
				▪ Operating System Software
				▪ System Software Components



4.1 RECOMMENDED USER HARDWARE

Provide recommended User hardware Specifications. Duplicate the sections of this form or add rows as necessary for each type of System Hardware and/or device required.

Item No.	Equipment Type	Specifications
1	User Workstation (e.g., desktop, laptop and tablet personal computer)	▪ Processor
		▪ Memory
		▪ Hard Drive
		▪ Video Card
		▪ Monitor
		▪ Sound Card
		▪ Optical Drive
		▪ Network Interface Card
		▪ Power Supply
		▪ Ports & Connectors
		▪ Operating System Software
2	System Administrator Workstation (e.g., desktop, laptop and tablet personal computer)	▪ Processor
		▪ Memory
		▪ Hard Drive
		▪ Video Card
		▪ Monitor
		▪ Sound Card
		▪ Optical Drive
		▪ Network Interface Card
		▪ Power Supply
		▪ Ports & Connectors
		▪ Operating System Software



4.2 REQUIRED PERIPHERAL HARDWARE

Proposer shall provide optimal required Specifications in this Section 4.2 (Required Peripheral Hardware) for any peripheral hardware (e.g. card readers, faceplates, bar code printers, security devices, etc.), which are compatible with required System Hardware and required to satisfy the applicable System requirements as set forth in Appendix B.1 (Functional Requirements Response) and Appendix B.2 (Technical Requirements Response). Specify manufacturer and model only to the extent that it is required by the System to satisfy applicable System requirements as set forth in Appendix B.1 (Functional Requirements Response) and Appendix B.2 (Technical Requirements Response).

Duplicate the sections of this form or add rows as necessary for each type of System Hardware and/or device required.

Item No.	Equipment Type	Description / Model No.	Qty	Specifications	
1		Name of Manufacturer		•	
				•	
		Model No.		•	
				•	
2		Name of Manufacturer		•	
				•	
		Model No.		•	
				•	