



California  
DEPARTMENT OF TECHNOLOGY



# CalCloud Vendor Forum

September 21, 2015



# Carlos Ramos

Director and California State CIO



Introducing...

# Chris Cruz

Chief Deputy Director, Operations  
Department of Technology



# Agenda

- Welcome and Overview
- Expanding the CalCloud Portfolio
- Questions & Answers
- Next Steps





# About CalCloud

## Mission

- Offer cost-effective cloud solutions that will provide customers convenient, on-demand access to a shared pool of configurable resources.

## Vision

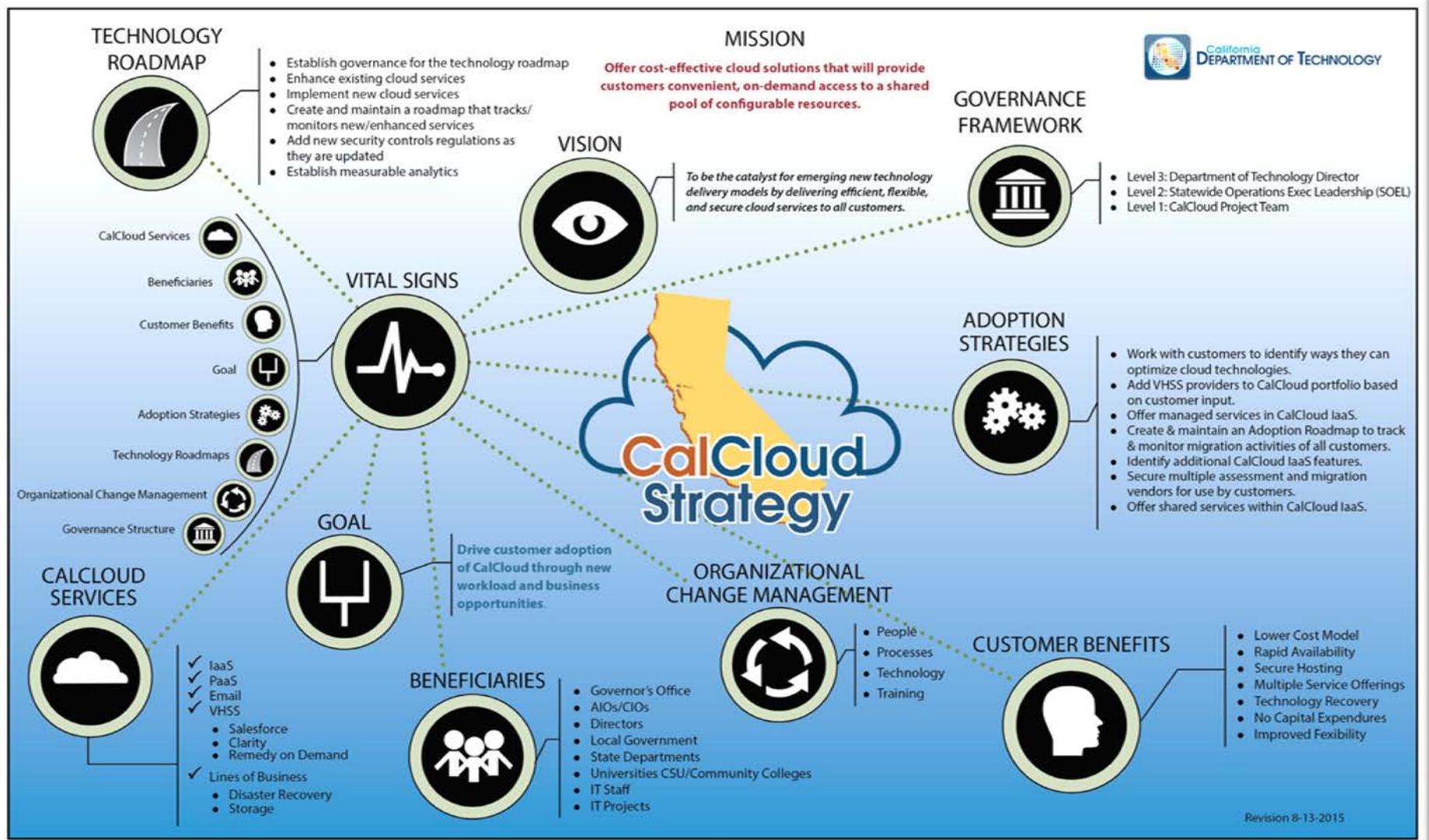
- To be the catalyst for emerging new technology delivery models by delivering efficient, flexible, and secure cloud services to all customers.

## Goal

- Drive customer adoption of CalCloud through new workload and business opportunities.



# CalCloud Strategy & Governance





# CalCloud Portfolio

CalCloud is a suite of Cloud services offered by California Department of Technology (CDT), which includes:

- Infrastructure as a Service (IaaS)
- Email
- Vendor Hosted Subscription Services (VHSS)



# CalCloud Portfolio Status - IaaS

- Contract amendment to:
  - Reduce the rate structure
  - Implemented enhanced security
  - Expanded service options based on customer feedback
- Provides infrastructure in a private cloud hosted at the CDT data centers
- Offers a self-service web-based portal for on-demand access to a shared pool of computing resources
- Ability to rapidly provision and release virtual servers on a pay-as-you-go basis



# Can I add my IaaS to the CalCloud catalog or sell it separately?

- We have an IaaS offering through CalCloud.
- Our preference is that departments use that.
- If IaaS in CalCloud is not technically feasible, then departments are free to seek other options in accordance with the Cloud First Policy.



# Is there an exemption process for the Cloud First policy?

- Our Cloud First Policy is - If a department is going to make an investment in a technology, they will consider Cloud technologies first.
- Our requirement is that if it is offered through the CalCloud Service Catalog, departments use that.
- If CalCloud services are not technically feasible, then departments should pursue other cloud service offerings in accordance with the Cloud First Policy.
- If Commercial Cloud services are not technically feasible, then a department could pursue non-cloud technology.



# CalCloud Portfolio Status - VHSS

## ➤ Why VHSS?

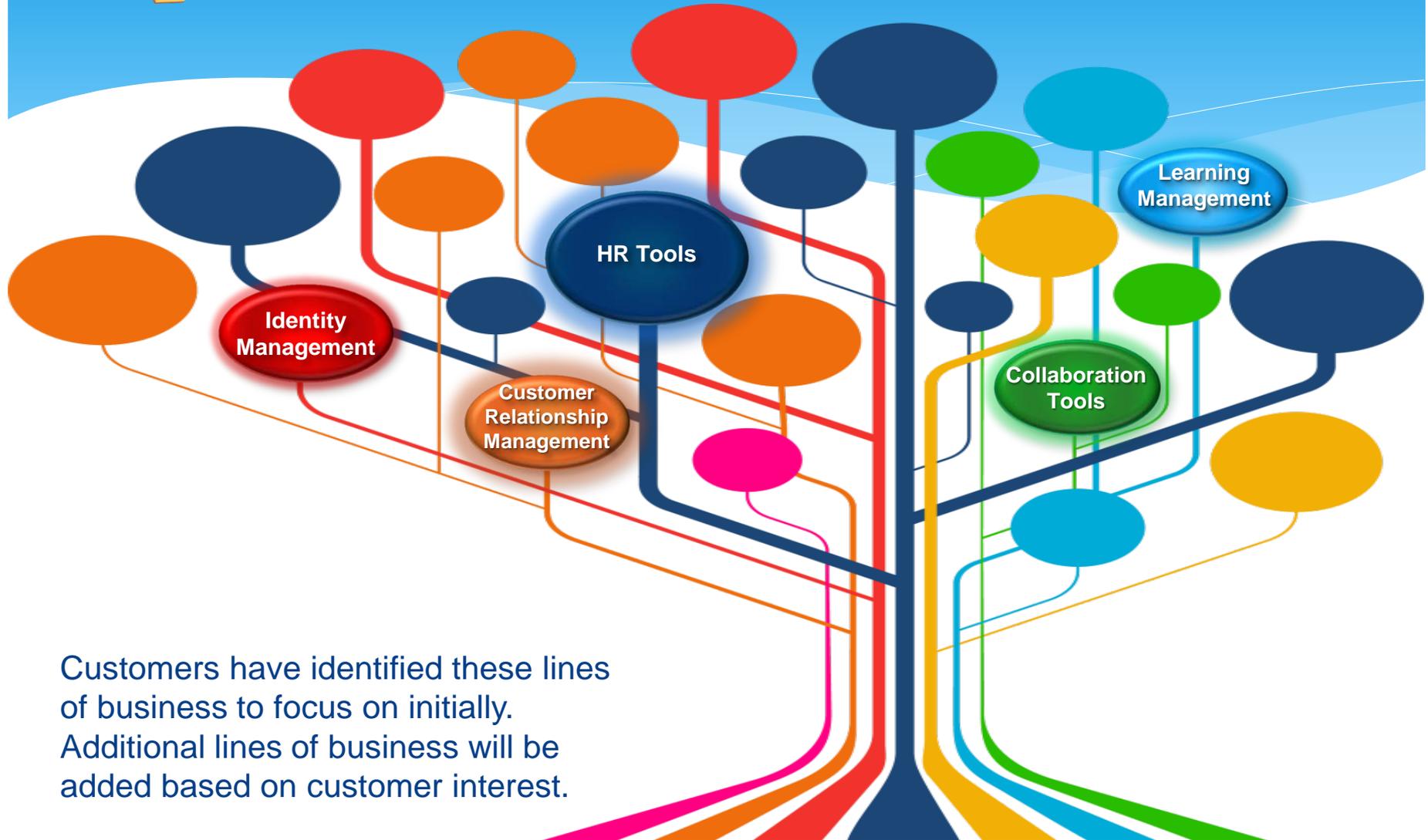
- Ability to leverage department's data center budget line item
- Enterprise service levels
- Better understanding of the State's portfolio for subscription services
- Ease of customer onboarding
- Compliant with Cloud First Policy (SAM 4983) and Government Code 11545-48

## ➤ VHSS – Future Expansion

- Expand services based on customer demand
- Prioritize future services by lines of business set by the customers



# VHSS Lines of Business



Customers have identified these lines of business to focus on initially. Additional lines of business will be added based on customer interest.



# Who is Using CalCloud Now?

CALIFORNIA DEPARTMENT OF Health Care Services



CALSTRS





# Assessment / Migration Opportunities

- Provides customers with a vehicle to procure services to:
  - Obtain assessment on their overall departmental portfolio
  - Provide migrations to CalCloud IaaS
  
- IT-MSA Cloud Assessment / Migration templates are required



# Introducing...

## **Jim Butler**

Deputy Director, Procurement Division  
Department of General Services

## **Marlon Paulo**

Branch Chief, Acquisition & ITPM  
California Department of Technology



# CalCloud Opportunities

- Several opportunities for vendors to partner with CalCloud
  - Vendor Hosted Subscription Services
  - Assessment / Migration Services
  - System Integration Services





# How to become a VHSS Vendor

## VHSS Application Process

- Vendor application package includes:
  - Procurement criteria
  - Technical criteria
  - Security requirements

## VHSS Procurement Process

- Competitive vehicles:
  - SLP
  - CMAS
  - Other leveraged agreement
  - Open competition





# VHSS Provider Selection Process

## Lines of Business

Priority set by Customers

Top five are:

- #1 HR Tools
- #2 Identity Management
- #3 Learning Management
- #4 Collaboration
- #5 Customer Relationship Management

Develop IFBs with input from departmental representatives

## Invitation for Bid

IFB released

Vendors submit Self-Certification Application to [ITPM@state.ca.gov](mailto:ITPM@state.ca.gov)

Dependent on customer need

Departmental Representatives evaluate bids

Select multiple vendors per line of business

## Award

Award Contract

Timeframe dependent on complexity of the product/service

Products added to Service Catalog

Customer requests product(s)

Work authorization released



# Assessment & Migration Vendor Services

Available through various procurement vehicles:

- CDT Assessment / Migration Services Contract
  - RFO for up to six vendors
- DGS ITMSA





# Assessment Migration Onboarding Process

## RFO Criteria

Develop RFOs with input from customers & CDT

Requirements are based on company experience in assessments and migrations

## RFO Release/Award

RFO released

Corporate level skills evaluated by customers & CDT

Select up to six vendors

## Work Authorization

Customers submit Service Request

Bids received and evaluated by customers & CDT based on:

- Resource skills
- Cost
- Time

CDT executes the work authorization to the selected vendor



# Assessment & Migration Vendor Services

## Assessment/Migration

- RFO will be posted in October
- Anticipated award in Q4 2015

## Templates for Assessments and Migrations

- Provides standard format
- Simplifies interaction with CDT



# Introducing...

## **Marnell Voss**

Deputy Director, Statewide Technology  
Procurement Division

California Department of Technology



# IT Reportable Projects

## Competitive Bid Process

- Policy – Cloud First / CalCloud
- Special provisions for Cloud
- Processes remain the same for the project approval lifecycle
- Contract is awarded



# Opportunities for System Integrators (SIs) to Participate in CalCloud

- SIs can bring State entities to CalCloud in support of AB2408 (Virtualization/Consolidation) and SAM4983 (“Cloud First”) policies
  - Available through California Department of Technology
- Leverage benefits of cloud to support SI application development contracts
  - Operational expenditure model to reduce and defer costs
  - Faster time to deploy infrastructure
  - Elasticity for development/test or volatile client application loads



# Some Burning Questions

## **How do I find CalCloud information on your website?**

Our CalCloud webpage is located at <http://marketing.dts.ca.gov/calcloud/>

## **In addition to State entities, can Education, Cities and Counties use the services?**

Yes, other government entities can use CalCloud.

## **When will the new IaaS rates be published?**

Department of Finance is reviewing the rates package and CDT will publish the rates when they are approved.

## **Can I install my system in CalCloud IaaS and offer the service to the State?**

Pursuant to the Cloud First Policy, we want CalCloud IaaS to be the first option considered for an enterprise technology solution. Accordingly, we will consider on a case-by-case basis to work out the specific logistics.



# Some More Burning Questions

## **What is the term of the contracts?**

Three years for both Assessment / Migration and VHSS contracts.

## **How do providers proceed if they don't agree with the Terms & Conditions?**

The T&C are governed by DGS. Request for changes can be done through DGS.

## **What is the dollar value on a VHSS contract?**

The dollar value will be based on customer interest.

## **What if a customer has already expressed interest in my application, which could be a VHSS?**

CDT will focus on the first five lines of business initially based on input from our customers.

## **What if the VHSS product I offer is not NIST compliant?**

VHSS products are required to be NIST compliant per SAM.



# And the Last of the Burning Questions!

## **How were the current VHSS vendors selected? (RoD, CA PMM, Salesforce)**

The initial contracts were competitively bid based on customer requests.

## **Will CalCloud services to end user departments include Office 365 or Desktop as a Service (DaaS - cloud based VDI) as a current or near term requirement?**

CDT is looking at Office 365 as a VHSS offering, however DaaS is not defined as a line of business at this time.



# Oops! There were a few more burning questions!

## **Can a vendor provide Assessment/Migration services to multiple customers using the same contract?**

Yes, as long as the supplier has the available appropriately skilled resources.

## **What if the vendor only wants to do assessments and not migrations? Is that possible?**

The contract is structured to provide both services. However, if the customer only needs one of those services per their statement of work, the vendor will need to provide a quote based on the specific statement of work.



# Questions & Answers





# For More Information

Check out the CalCloud webpage at  
<http://marketing.dts.ca.gov/calcloud/>





# Closing

**Thank you for  
Coming!!**