

**RFP #22-70621: Workload Automation (WLA) Solution**  
**Attachment E: Business Proposal Template**  
**Indiana Department of Administration (IDOA)**

**Instructions:** Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

***Business Proposal***

**2.3.1 General** - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

Mainline Information Systems, headquartered in Tallahassee, FL, is an information technology solutions and IT consulting firm, with approximately 400 employees nationwide. Mainline has received multiple industry accolades, including IBM Innovation, Leadership and Beacon awards, CRN Tech Elite 250, CRN Managed Service Provider Elite 150, and Cisco, VMware, and Red Hat awards. Mainline was also named to Florida Trends Best Company, and Mainline was recognized as a Family Friendly Workplace by the Tallahassee's First Family Initiative. Accredited by the International Enterprise Architect Institute, Inc. (IEAI), Mainline recommends, designs, and supports IT solutions that help businesses increase their effectiveness. Established in 1989 by former IBM Systems Engineer Rick Kearney, Mainline has evolved from an IBM specific solutions provider to a provider of products and services over all spectrums of the technology environment, helping thousands of clients increase the effectiveness of their IT infrastructure by providing cost-effective hardware, software, and services solutions over the past 30 years. Rather than push a specific portfolio or solution set, Mainline representatives act as independent advisors; not limiting our client's choices to the available products of a given OEM or vendor. Instead, Mainline works to find the best solution for our client's business needs, strategy, and overall situation. To support this strategy, Mainline's team of consultants holds over 1,000 sales and technical certifications from numerous OEMs; this vast breadth of in-depth knowledge gives our experts the tools to help our customers choose from the whole range of options on the IT market. Mainline has built a solid reputation on a track record of putting clients first while working with companies from across the country and across industries. Mainline understands the subtleties and specific challenges that guide modern IT decisions, and we have numerous certified architects across various specialties that work with each of our clients to understand requirements and recommend best practices to meet them. By recommending cost effective and long-term solutions with a higher return on investment and shorter payback periods, Mainline has positioned itself as tops among its peers in the value-added reseller market. To support the entire IT lifecycle of our customers, Mainline employs an end-to-end IT services delivery model that results in tailored, optimal IT solutions for business.

Mainline offers technology assessment services, design and build strategy sessions, and implementation advice, and once a strategy has been selected, Mainline offers installation, implementation, and training services through OEM approved channels. Build-out services for complex solutions are also offered, integrating hardware, software, and services expertise into complete turn-key solutions. Once these solutions are operational, Mainline continues to offer advice and managed services, including remote or on-site support and administration of new or existing solutions. This end-to-end approach ensures Mainline is providing the right amount of expertise when and where it is needed.

To meet the needs of the State, Mainline has determined BMC's Control-M Workload Automation, as delivered by best of breed BMC partner, VPMA Global Services, is the optimal solution available on today's market.

From core to cloud to edge, BMC continues to build on a long heritage of shaping digital transformation for organizations around the world. BMC delivers the software and services innovations that help 86% of the Forbes Global 50 thrive in their ongoing evolution to an Autonomous Digital Enterprise (ADE)—a state in which intelligent, integrated, value-creating functions operate with minimal human involvement across every facet of the organization and its ecosystem.

Today's businesses won't see tomorrow without embracing tech-enabled disruption and adapting and evolving to meet the demands of the digital future. The path to an Autonomous Digital Enterprise begins with solutions that maximize the efficiency of existing operations, enabling delivery of innovative services and capabilities that attract and retain customers. BMC industry-leading solutions help IT with artificial intelligence, automation, optimization, performance, security, and service management, covering everything from mainframe to multi-cloud. The BMC portfolio of open, scalable, modular technologies ensures BMC users can run and reinvent their businesses for growth and competitive edge while optimizing cost, performance, and security.

BMC serves tens of thousands of IT organizations around the world, from small and mid-market businesses to the Global 100, in numerous industry verticals. Exemplary industries include Banking & Finance, Insurance, Healthcare, Retail, Manufacturing, Telecommunications, Utilities, Service Industries, and multiple levels of Government and Defense.

VPMA Global Services ("VPMA") provides medium to large enterprises with IT consultancy services and advanced IT training. With 15+ years of experience with BMC Control-M Workload Automation across diverse industries, consulting experts at VPMA offer Clients a winning combination of real-world knowledge and creative problem-solving skills. VPMA is proud to be a BMC Software Consulting Service Partner, including the 2020 and 2021 BMC North American partner of the year, and

preferred service provider for some of the largest and most demanding corporations within the financial, retail, energy, manufacturing, and healthcare industry.

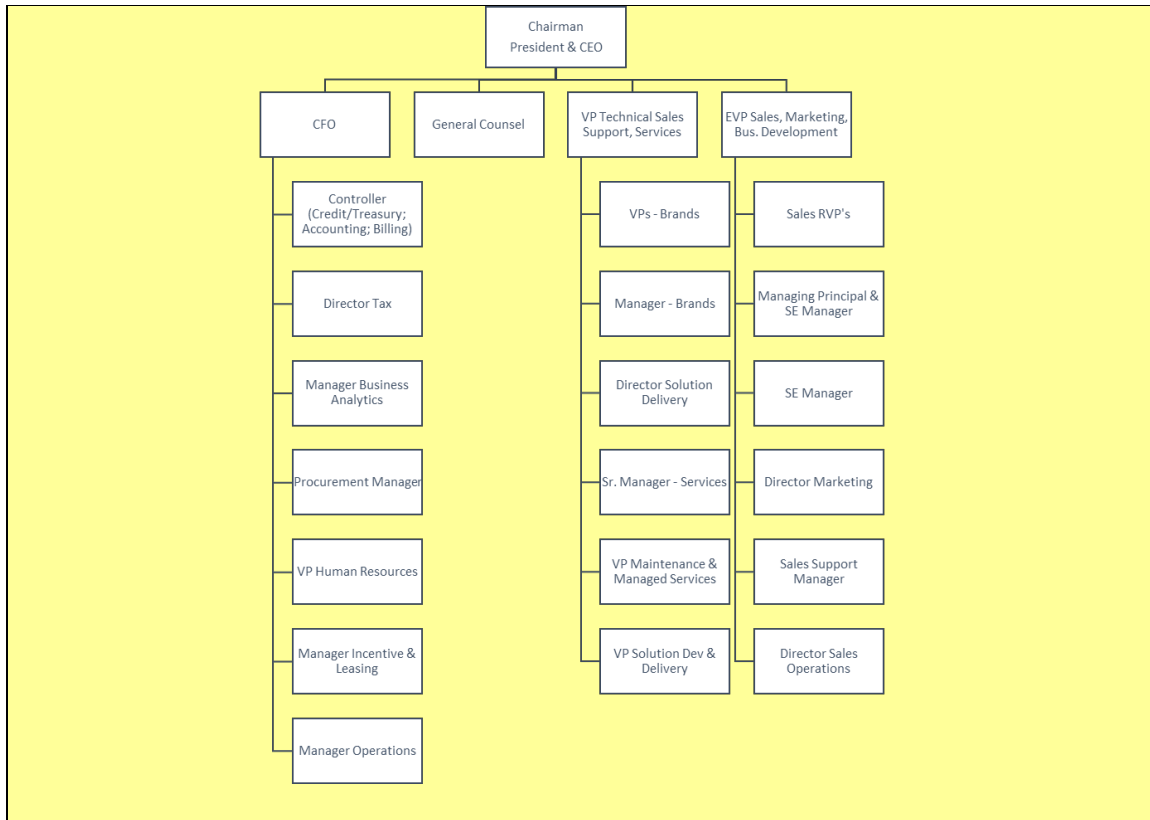
With years of experience in providing cutting edge workload automation solutions to a range of industries, VPMA consulting SMEs have set the benchmark for delivering BMC Control-M migration and consolidation projects for complex batch environments. VPMA is focused exclusively on workload automation technologies and is determined to minimize business impact during a migration project, as well as maximize the return on your investment of BMC Control-M.

VPMA offers a comprehensive range of Workload Automation related services including:

- BMC Control-M solution design, implementation, and version upgrades.
- BMC Control-M conversions.
- BMC Control-M health checks and providing best practices recommendations.
- Batch processing trend analysis and optimization.
- Enhancing business processes and defining operation standards.
- Integrating BMC Control-M with other enterprise class applications.
- BMC Control-M Managed Services
- BMC Control-M Staff Augmentation

**2.3.2 Respondent's Company Structure** - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

Mainline is a large corporation in the state of Florida (certificate of authorization attached) specializing in the remarketing and value-add sale of information technology products and services. A simple organizational chart has been provided below:



**2.3.3 Respondent's Diversity, Equity and Inclusion Information** - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

Mainline is OFCCP compliant, and actively recruits for candidates using a wide variety of recruiting activities, including those specifically targeting minorities and women. Mainline's HR budget is inclusive of all types of recruiting activities, and therefore it is not possible to separate out the percentage spent on diversity versus other types of recruiting activities. Mainline's employee population includes a diverse mix of people from many different backgrounds. Mainline's leadership demographic includes a percentage of women and/or minorities, as is the norm within the technology industry. The Company monitors its retention and promotion rates and strives to improve its ratio of diversity in employee population year over year.

**2.3.4 Company Financial Information** - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years.

If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

Mainline Information Systems, Inc. is not a publicly traded entity; therefore, Mainline's Audited Financial Statements, as included in this submission, are considered Trade Secret, Confidential, and Proprietary Information, and should be protected from disclosure to the fullest extent allowable under the applicable laws, statutes, provisions, rules, or other governing authority. The State may use the provided information solely for the purpose of determining whether or not to enter into a business relationship with Mainline and may not disclose the information to any 3rd party. Mainline's most recent D&B Business Report will be provided to Mark Hempel under separate cover.

**2.3.5 Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

Mainline's CFO takes personal responsibility for the thoroughness and correctness of all financial information supplied in support of this proposal.

**2.3.6 Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6. Additional rows may be added if necessary.

Contract Term Identifier and Header	Suggested Language Change	Rationale for suggested change
Attachment B – Sample Contract	Mainline proposes leveraging the terms and conditions established in Contract	Mainline wishes to leverage mutually

	Addendum #25605, as amended, made effective between Indiana Office of Technology and Mainline as of May 01, 2018.	agreed upon terms in an effort to streamline the contractual negotiation process.
Attachment E – Business Proposal Template, Section 2.3.4 Company Financial Information	Mainline’s most recent D&B Business Report will be provided to Mark Hempel under separate cover.	Mainline’s financial information is considered proprietary and confidential and internal policy prevents us from incorporating this information as part of a formal RFP response.
Attachment E – Business Proposal Template, Section 2.3.17 (Optional) IOT Additional Terms and Conditions	Mainline does not view these terms and conditions as applicable to the solution being offered.	Mainline wishes to clarify the applicability of additional, cloud-based terms and conditions.
Attachment F – Technical Reporting Template, Section 7.2 Reporting	The BMC Control-M product has a reporting engine built in for use of data extraction and reporting in several areas from job definition reporting, to historical reporting. There is also an add-on to the BMC Control-M product, called Workflow Insights, that allows analysis reporting to be done for the BMC Control-M solution.	<p>Mainline wishes to clarify its role as a remarketer of BMC goods and services and disclaim any obligations with regards to reporting functionality.</p> <p>For the self-hosted, on-premise solution being proposed, it is believed the appropriate requirements are met, as listed in Attachment K, Section VII.B for a self-hosted, on-premise solution. Should the proposed BMC Control-M solution be selected as a finalist in this RFP process, Mainline would be more than happy to demonstrate the reporting and analysis</p>

		features of the solution.
Attachment F – Technical Reporting Template, Section 7.4 Warranty	<p>Mainline proposes use of BMC standard end user warranty for on-premise use.</p> <p>PRODUCT PERFORMANCE WARRANTY.</p> <p>BMC warrants that (a) the Product will perform in substantial accordance with its Documentation for a period of one year from the date of the first Order, (b) BMC has used commercially reasonable efforts consistent with industry standards to scan for and remove software viruses, and (c) other than passwords that may be required for the operation of the Product, BMC has not inserted any code that is not addressed in the Documentation and that is designed to delete, interfere with or disable the normal operation the Products in accordance with the License. This warranty will not apply to any problems caused by hardware, Computers, or software other than the Product, or misuse of the Product, use of the Product other than as provided by the applicable License, modification of the Product, or claims made either outside the warranty period or not in compliance with the notice and access requirements set forth below. No warranty is provided for additional Licensed Capacity, Product provided pursuant to Support or Product provided pursuant to Section 12 of the end user terms.</p>	Mainline wishes to clarify its role as a remarketer of BMC goods and services and, as such, passes through to the State the applicable BMC warranty.
Attachment F – Technical Proposal Template, Section 9. Contractor Performance and Service Level Agreement (SLAs)	<p>Mainline refers the State to the applicable BMC end user terms with regards to performance metrics:</p> <p>BMC does not provide performance-based SLA/response time targets in its contracts. Measuring performance/response time is subjective as BMC does not control the overall latency from the customer's desktop to the service. BMC can provide analysis to indicate typical performance timing based on sample transactions.</p>	Mainline wishes to clarify its role as a remarketer of BMC goods and services and, as such, disclaims any obligation with regards to SLAs.

	<p>BMC provides an availability Service Level Agreement (SLA) for the production systems in its commitment to meet a minimum 99.9% uptime. The SLA comes with hour for hour service credits in the event BMC does not meet this commitment. For a DR event, BMC offers a four hour RTO and a 15 minute RPO for all BMC Helix services. For more information please visit: <a href="https://docs.bmc.com/docs/display/helixsubscriber/Service+levels+and+support+hours">https://docs.bmc.com/docs/display/helixsubscriber/Service+levels+and+support+hours</a></p> <p>BMC Customer Support has Initial Response Goals for all issues logged with BMC, goals can be found at: <a href="https://www.bmc.com/support/resources/bmc-support-service-levels.html">https://www.bmc.com/support/resources/bmc-support-service-levels.html</a>.</p>	
Attachment F – Technical Proposal Template, Section 10. Billing & Invoicing, Corrective Action, and Service Credits	<p>Mainline proposes leveraging the existing Contract Addendum #25605, as amended, between Indiana Office of Technology and Mainline and proposes billing and invoicing provisions of that agreement to govern billing and invoicing activity for this effort.</p> <p>Mainline refers the State to BMC’s terms as related to Corrective Action and Service Credits.</p> <p>BMC provides an availability Service Level Agreement (SLA) for the production systems in its commitment to meet a minimum 99.9% uptime. The SLA comes with hour for hour service credits in the event BMC does not meet this commitment. For a DR event, BMC offers a four hour RTO and a 15 minute RPO for all BMC Helix services. For more information please visit: <a href="https://docs.bmc.com/docs/display/helixsubscriber/Service+levels+and+support+hours">https://docs.bmc.com/docs/display/helixsubscriber/Service+levels+and+support+hours</a></p>	<p>Mainline wishes to leverage the existing billing and invoicing terms in the current contract in place with the State .</p> <p>Mainline wishes to clarify its role as a remarketer of BMC goods and services and, as such, disclaims any obligation with regards to Corrective Actions and Service Credits.</p>
Attachment H – Reference Check	Named references may not respond to the State with completed reference forms given contractual confidentiality	Due to existing confidentiality and non-disclosure



	obligations. It is requested the State coordinate with Mainline's designated Account Executive, a reference call with each of the named references.	agreements in place with named references, Mainline cannot guarantee the completion and return of reference forms included in Attachment H. However, named references are willing to speak with members of the State's evaluation committee. These calls should be coordinated with the designated Mainline Account Executive.
Attachment L – Required and Desired Functionality Questionnaire	Row 10 of Desired Functionalities tab is locked for editing.	BMC Control-M currently contains all the desired functions listed in Row 10.
Attachment M – IOT Cloud Provider Questionnaire	Mainline's proposed solution is on-premise, therefore this questionnaire is not applicable.	Mainline wishes to clarify the applicability of this attachment to the proposed solution and this response.
Bidders Library - Attachment B-1, Attachment B-2 Attachment B-3	Mainline is proposing an on-premise solution and considers all cloud-based terms as not applicable to this offer.	Mainline wishes to clarify the applicability of IOT Additional Terms and Conditions proposed solution and this response.

**2.3.7 References** - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** is due on the date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

<b>Customer 1</b>	
Legal Name of Company or Governmental Entity	Highmark Health Solutions Inc
Company Mailing Address	1800 Center Street
Company City, State, Zip	Camp Hill, PA 17011
Company Website Address	<a href="http://www.hmhs.com">www.hmhs.com</a>
Contact Person	Mehretab Berhe
Contact Title	Data Center Manager
Company Telephone Number	412 888 2000
Company Fax Number	
Contact E-mail	<a href="mailto:Mehretab.berhe@highmarkhealth.org">Mehretab.berhe@highmarkhealth.org</a>
Industry of Company	Healthcare
<b>Customer 2</b>	
Legal Name of Company or Governmental Entity	TJX
Company Mailing Address	400 Value Way
Company City, State, Zip	Marlborough MA
Company Website Address	<a href="http://www.tjx.com">www.tjx.com</a>
Contact Person	Siva Sankar Velaga
Contact Title	Manager of Technology
Company Telephone Number	508.309.8324
Company Fax Number	
Contact E-mail	<a href="mailto:Sivisankar_velaga@tjx.xom">Sivisankar_velaga@tjx.xom</a>
Industry of Company	Retail
<b>Customer 3</b>	
Legal Name of Company or Governmental Entity	Commonwealth of MA
Company Mailing Address	200 Arlington St Suite 2100
Company City, State, Zip	Chelsea MA 02150
Company Website Address	<a href="http://www.mass.gov/eotss">www.mass.gov/eotss</a>
Contact Person	Ron Thompson
Contact Title	Sr Director of Datacenter
Company Telephone Number	617.592.4938
Company Fax Number	
Contact E-mail	<a href="mailto:Ron.thompson@mass.gov">Ron.thompson@mass.gov</a>
Industry of Company	Government

**2.3.8 Registration to do Business** – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to

contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

Mainline is currently registered to transact business in the state of Indiana.

- 2.3.9 Authorizing Document** - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

Mainline has included the file named RFP 22-70621 Attachment E for Mainline Information Systems - MIS Corporate Signatory Authority Eff 2021-07-13.

**2.3.10 Diversity Subcontractor Agreements -**

- a. Per RFP Section 1.21, Minority & Women's Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.

Mainline has not identified an MBE, WBE, or IVOSB with the necessary capabilities to implement the solution proposed in Mainline's offer to the State.

- b. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

Mainline has not identified an MBE, WBE, or IVOSB with the necessary capabilities to implement the solution proposed in Mainline's offer to the State. Mainline has identified the proposed BMC solution as the best fit for the needs of the State. VPMA, Mainline's subcontractor of record, is the chosen BMC partner for the implementation of the proposed solution and migration from CA7.

**2.3.11 Evidence of Financial Responsibility –** Removed at the request of the agency.

N/A

**2.3.12 General Information** - Each Respondent must enter your company's general information including contact information.

<b>Business Information</b>	
Legal Name of Company	Mainline Information Systems, Inc.
Contact Name	Tony Ng
Contact Title	Account Executive
Contact E-mail Address	<a href="mailto:Tony.ng@mainline.com">Tony.ng@mainline.com</a>
Company Mailing Address	1700 Summit Lake Drive
Company City, State, Zip	Tallahassee, FL 32317
Company Telephone Number	850-219-5000
Company Fax Number	N/A
Company Website Address	<a href="http://www.mainline.com">www.mainline.com</a>
Federal Tax Identification Number (FTIN)	59-2960721
Number of Employees (company)	~400
Years of Experience	30+
Number of U.S. Offices	1
Year Indiana Office Established (if applicable)	N/A
Parent Company (if applicable)	N/A
Revenues (\$MM, previous year)	>\$800M
Revenues (\$MM, 2 years prior)	>\$1B
% Of Revenue from Indiana customers	Information not available at the time of submission.

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes. A copy of Mainline's formal disaster recovery plan has been included as RFP 22-70621 Attachment E for Mainline Information Systems - MIS Business Continuity Plan (Final 1.1.21v3) – Redacted.

- b. What is your company's technology and process for securing any State information that is maintained within your company?

Mainline's data handling policies and procedures mandate that customer information remains on customer-controlled assets, which are subject to client IT security protocols and access controls. Mainline will not be storing or maintaining any client data on Mainline's infrastructure as part of this engagement.

**2.3.13 Experience Serving State Governments** - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

Mainline serves over 1,000 clients including several state governments, as well as federal government agencies.

**2.3.14 Experience Serving Similar Clients** - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

Similar clients include the State of Alabama, the State of Mississippi, the Los Angeles School District, and NASA.

**2.3.15 Payment** - Please provide the requested information in RFP Section 2.3.15.

"Removed at the request of the agency."

**2.3.16 Extending Pricing to Other Governmental Bodies** – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17. Please include details on any marketing or active solicitation activities your company will undertake to encourage use of the contract.

Mainline's proposed pricing is exclusive to this RFP.

**2.3.17 (Optional) IOT Additional Terms and Conditions** - If you proposed a Cloud-based solution, then Additional Terms and Conditions related to Cloud-based systems that the State expects to execute with the successful Respondent(s) are provided in Attachment B1, B2, and B3. Depending on your proposed System, you could be required to agree to one or more of the following sets of Additional Terms and Conditions:

- Attachment B1 - IOT Additional Terms and Conditions - Infrastructure as a Service Engagements (IaaS)
- Attachment B2 - IOT Additional Terms and Conditions - Platform as a Service Engagements (PaaS)
- Attachment B3 - IOT Additional Terms and Conditions - Software as a Service Engagements (SaaS)

Please indicate in your response below which of these sets of Additional Terms and Conditions you believe applies to your proposed System. Review these Additional Terms and Conditions and indicate acceptance and/or any redlined edits, via Track Changes. It is the State's strong desire to not deviate from the Additional Terms and Conditions that provided in these attachments and as such

the State reserves the right to reject any and all requested changes. Any or all portions of this RFP and any or all portions of your response may be incorporated as part of the final contract.

In addition to your response below, **Respondents are also required to review and respond to the questions included in Attachment M, IOT Cloud Provider Questions Form.**

Mainline is offering an on-prem solution, Additional Terms and Conditions related to Cloud-based systems are not applicable.