Bobbie S. Mack, Chairman

David J. McManus, Jr., Vice Chairman

Patrick J. Hogan

Janet S. Owens

Charles E. Thomann

Linda H. Lamone

Administrator

Nikki Charlson

Deputy Administrator

Q&A #2
MD VOTERS III DCTORFP D38B5400002
November 14, 2014

Dear Functional Area 6 CATS Plus Master Contractors:

SBE is issuing this Questions and Answers #2 in response to questions submitted regarding MDVOTERS III DC D38B5400002.

1. **QUESTION:** As understood Sidus Group currently is the incumbent and operates Primary and COOP sites correct?

   ANSWER: Yes

2. **QUESTION:** This TORFP only relates to Primary and COOP datacenter services only.

   ANSWER: No, there is more. Please read sections 2.6-2.9 for details.

3. **QUESTION:** Is it possible, to get copy of Attachment DC 1 and DC 2 under some understanding or copies can be made while in reading room.

   ANSWER: Attachments 1 and 2 will be made available in the reading room through the deadline for proposals. Please email the contract manager Stacey Johnson at Stacey.Johnson@Maryland.Gov to set up an appointment to view the documents. She will be sure to accommodate you and ensure you get the information you need. Copies cannot be made of the documents due to sensitive information included in the attachments.

4. **QUESTION:** Please explain the arrangement government is looking for. Also, are exact models/makes/versions required or can contractor provide equivalents?

   ANSWER: TO Contractor can provide equivalents.

5. **QUESTION:** Please define the requirements of development, test and training database servers for use by AP contractor and any office space requirements.

   ANSWER: If you need more details, please make an appointment for the reading room and review the attachments.

6. **QUESTION:** How frequent file transfer to other state agencies and reporting requirements, please explain.

   ANSWER: It varies. The monthly SLA report is the reporting requirement.

7. **QUESTION:** STMP – What environments are currently used to host the incumbent system? (Software and modality) Tis would have significant impacts on the cost estimations.

    ANSWER: Please make an appointment for the reading room and review the attachments.

8. **QUESTION:** Primary data center to be within 25 miles, can this be interpreted to be air miles?

    ANSWER: No, it must be drivable-miles.

9. **QUESTION:** There is an equipment refresh requirement. What is the refresh requirement?

    ANSWER: As equipment or software becomes dated before it is no longer supported, it should be replaced. The TO Contractor must follow a plan-driven methodology. There should be no additional cost to the state.

10. **QUESTION:** Under requirements section (page 19) there are communications circuits listed:

    a. DS3 ATM Frame Relay to networkMaryland and

    b. Connectivity to 24 LBEs, SBE, MVA headquarters and connectivity between the primary and COOP site.

    Can you elaborate on these requirements?

    ANSWER: networkMaryland is the network used by the state.

    Are they provided by the state?

    ANSWER: networkMaryland is provided by the State.

    Are they to be ordered by the Contractor?

    ANSWER: N/A

    Are the fees for these circuits separate from this scope?

    ANSWER: N/A

    By what date are these supposed to be in place?

    ANSWER: The cutover date is January 1, 2015.

If these are Contractor responsibilities, please provide speed of each circuit, framing type, end point address and NPA/NXX for each link ***required*** by State to properly quote circuit costs/fees/taxes.

Will State be providing a tax exemption certificate for purchases and recurring fees?

ANSWER: N/A

11. **QUESTION:** Load balancing, please further elaborate on this requirement? L2 LB? L3? Sticky? Session based? SSL/TLS based? What methodology is requested and what will be supported by the application stack?

ANSWER: Please make an appointment for the reading room and review the attachments.

12. **QUESTION:** Backup and Recovery – What are the RTO/RPO objectives? What are the total disk space requirements? Retention periods? System images or files?

ANSWER: See section 2.6.4. Data, applications, systems, servers and network device configuration settings are required to be backed up and restorable. If you need more details, please make an appointment for the reading room and review the attachments.

13. **QUESTION:** Tape rotation – What tape technology is used? Would disk-to-disk backup (off-site) be acceptable? What are the retention and recall periods?

ANSWER: Please make an appointment for the reading room and review the attachments. Disk-to-disk would be acceptable as long as retention requirements are met. See section 2.6.4 for more information.

14. **QUESTION:** For the Desktop Support scope (pg 20), is this part of the application support contract or is this envisioned to be part of the data center operations contract? If it is to be part of the data center contract, can you provide the full list of all locations and all inventory of all equipment to be supported (including platform information) for each site where on-site support would be provided? Access hours? Is this a new or incumbent requirement? How many seats are envisioned? Are the remote site firewalls to be considered part of Desktop support or some other portion (i.e. managed by networkMaryland?) – are these to be owned by contractor?

ANSWER: This is part if this contract. The local boards of elections have an option to request this service per seat each year. You can find the list of possible equipment to be included as a seat on page 20-21. You are to bid on a Per Seat price on the price sheet. Locations of the local board can be found here:
http://elections.maryland.gov/about/county_boards.html

Access hours are typically 7AM-6PM. See 5.j. for other coverage details. This is a requirement in the existing contract. Bid for estimated 300 seats per the price sheet. Firewalls are not considered as part of the seat.

15. **QUESTION:** Page 22, Section I – by "Secure link to MDVOTERS" what are the requirements for "secure"?

ANSWER: A secure link means an encrypted tunnel between the 2 systems.

16. **QUESTION:** Page 26, F2 – what is the backup window?

ANSWER: 8 hours

17. **QUESTION:** Page 33, the TORFP lists the help desk report as part of a price item in the proposal. Elsewhere in the TORFP, it specifically states that SBE intends to negotiate with the AP contractor for Help Desk. Please clarify.

ANSWER: The Help Desk provides the TO Contractor issues to resolve. The Help Desk report is to report on those issues that you received and resolved.

18. **QUESTION:** Page 34, 2.9.2.b – Can certification requirement(s) be replaced by # of years of demonstrated experience for a higher level candidate?

ANSWER: Please refer to Amendment #1 that went out today addressing the Top Layer and Proventia requirements. Otherwise, certification is required.

19. **QUESTION:** Can advanced software tools (e.g. FireEye) for IPS/IPS activity be used to replace the proposed hardware for IPS/IDS?

ANSWER: SBE would prefer a hardware/software blend of protection rather than a single solution.