

TAPE STORAGE (CATS+ TORFP # D80B6400027, MIA/MIS-017-001)

Questions Received From Email

Question 1

Section 3.6 states that “TO Contractor shall provide tape cartridge daily pickup and transport via direct pickup and delivery (“courier”) service from the MIA’s Premises to the TO Contractor’s storage facility and back to the MIA’s Premises, as the tape cartridges are rotated.”

Does this mean that the contractor is required to perform a non-stop, point to point, dedicated pickup and delivery of MIA’s media to and from contractor’s facility? **No. A delivery/pick-up with other stops is acceptable.**

If yes to Question 1, would a delivery/pickup-up with limited stops instead of a dedicated delivery/pickup-up to and from the contractor’s facility be considered? **N/A**

What type of tape cartridges will be stored at the contractor site? **LTO3 and LTO4**

How many of each type of tape will be open container storage? **Approximately 40 of each type of tapes (LTO3 and LTO4)**

How many containers on average will be stored each month? **No containers need to be stored. We would like to do open media storage. Please see the amended Solicitation.**

What are the dimensions of the containers? **We need the contractor to provide the containers for transport.**

Question 2

We have the following questions regarding this TORFP:

- 1) What is the physical address where we should pick up your critical backup tapes? **200 St. Paul Place, Suite 2700, Baltimore, MD 21202**
- 2) How often would you require us to pick up your critical backup tapes at this specific location (i.e. daily, 3x’s per week, 1x per weekly)? **Monday – Friday 1 time a day**

- 3) What types of backup tapes are utilized for this specific location (DLT, LTO, 3490E, 4mm, etc.)? Please provide us detailed information. **LTO3 and LTO4**
- 4) Approximately, how many tapes will be sent off-site during each pick up? **On Monday approximately 12-16 tapes. Tuesday – Friday approximately 4 – 6 tapes.**
- 5) What is the retention of the tapes? In other words, when tapes are sent off-site, when do they become scratch and sent back to your facility? Please describe.
Tape sent to the facility will be rotated on a monthly basis except for the monthly full backup.
Tapes sent to the facility on the Monday following the last weekend of the month (monthly full backup – approx. 14 tapes) will stay at the facility for three years.
- 6) Do you require archival (long term) tape storage? For example, monthly tapes stay off-site for twelve months or yearly backup's stay off-site for 7 years. Please describe.
Monthly tapes will stay off-site for three years.
- 7) Are your critical backup tapes labeled with a unique volser number or a text description? Please describe. **No. The tapes are labeled with the standard LTO barcodes.**
- 8) Are all or a sub-set of your critical backup tapes bar-coded with a unique volser number? **No. The tapes are labeled with the standard LTO barcodes.**

Question 3

Can you please change the 'Price Sheet' (Attachment 1) to reflect the pricing "PER ACTUAL TAPE COUNT"?

The reason for this is that, in our past experience with a State agency, we were asked to provide pricing per approximate 'Tape Count' and per year basis. And after the start of the project, the number of approximate 'Tape Count' went up excessively. And this created both financial and regulation problems for us. **We are not able to change the price format.**

Question 4

Price Sheet (Fixed Unit Price) 3.6 (page 32 of the TORFP)

Question-I: It is stated that to provide the pricing per 'UNIT' per 'YEAR'. *And since actual tape count may go up or down, can we provide the pricing per 'TAPE'?* **No. Prices must be provided by unit per year as specified in the price sheet.**

Question-II: 3.6 (page 32 of the TORFP)

It is stated: 'Offeror to indicate quantity of tapes collected/rotated and stored in price.' *Please clarify....* **This text was included in error and has been deleted. Please see the amended Price Sheet.**

Question 5

Requirements 3.6.2 (page 13 of the TORFP)

It is stated: 'TO Contractor shall provide tape cartridge daily pickup and transport via direct pickup and delivery ("courier") service from the MIA's Premises to the TO Contractor's storage facility and back to the MIA's Premises, as the tape cartridges are rotated.'

Question-I: While we use a dedicate route with multiple Clients' media on the same route, we do not use a dedicated trip just for ONE client per trip. If MIA wants a dedicated route and vehicle just for its media only, we could provide such dedicated service at a price of about 12 times more per tape than the shared route. Please clarify.....

A dedicated route with multiple Clients' media is what we are expecting.

Question 6

Requirements 3.6 (page 13-22 of the TORFP)

It is stated in 3.6.8 (page 13): 'As part of its annual pricing, TO Contractor shall provide for one, as needed, special emergency request outside of the regularly scheduled pickups. Tape cartridges shall be picked up and/or delivered within two (2) hours of this request, 24/7. Any additional emergency request pricing shall be indicated in the Price Proposal (Attachment 1) of this TORFP'

It is stated in 3.6.22 (page 15): 'The TO Contractor shall deliver MIA tape cartridges from the TO Contractor's vault to the MIA within four (4) hours of notification from the MIA. This service shall be provided at any time, 24 hours per day/seven (7) days per week. This service would be required when data at the MIA data needs to be restored from tape cartridges in the TO Contractor's possession, and the MIA cannot wait for the tape cartridges to be returned during the TO Contractor's normal daily pickup.'

Question-I: Please clarify ---- 3.6.8 says 2 hours; and 3.6.22 says 4 hours

Note: We prefer the '4 hours' time frame

It is important to point out that the two referenced sections are establishing separate requirements. Section 3.6.8 is referring to time for emergency response for a pick up. Emergency response is 2 hours.

Section 3.6.22 is referencing the TO Contractor's obligation to deliver requested tapes. **Obligation to deliver requested tapes is 4 hours.** There is no distinction as to emergency or nonemergency; it is about access to MIA property.

It is stated in 3.6.21 (page 15 of the TORFP): 'Within four (4) hours of an MIA request, the TO Contractor shall deliver MIA tape cartridges to the MIA Disaster Recovery Center. This service shall be provided at any time, 24 hours per day/seven (7) days per week.'

Question-II: Please clarify ---- We need to know where MIA's DRC site is located and amount of media to be pulled before commitment on amount of time?

MIA does not currently have a Disaster Recovery Center. At this time our location would be determined during a Disaster. If the MIA obtains a DRC site we would notify them of the location. We would need to pull the last full backup which would be approximately 14 and any incremental backups that would have taken place up to the disaster which could be up to approximately 12.

It is stated in 3.6.11.4 (page 14 of the TORFP): 'TO Contractor shall ensure that transport of MIA property from the vehicle to the vault is guarded.'

Question-III: *Please clarify..... what are the requirements for 'guarded'? Our professional media transport personnel handle all the tasks, but they are not armed. Please clarify.....*

The MIA does not require the use of armed personnel. "Guarded" would include locking the vehicle especially when the personnel are not in it (for example they are picking up another drop from a customer), ensuring only authorized personnel have access to the vehicle and the vehicle has an audible security alarm that activates in the event of attempted unauthorized access to the vehicle. Once the vehicle arrives at the facility, the facility has perimeter fences, 24/7 security monitoring, and security key card access. For specific physical security requirements, please see TORFP Sections 3.8.3 and 3.9.2.3.

It is stated in 3.6.19 (page 15 of the TORFP): 'The TO Contractor shall allow MIA staff access to the TO Contractor's vault to perform quarterly audits of MIA tape cartridges in the TO Contractor's vault.'

Question-IV: *Please clarify..... We do not allow anyone other than our personnel inside the vaults. However, all our clients are allowed to do inventory/inspection at the same facility the media are stored. Is this acceptable to MIA. Please advise us.....*

MIA staff would need direct access to the vault where the MIA's property is stored. MIA staff would need access to do inventory in a private secure room.

Question 7

Requirements 3.8 Vault Requirements & Specifications (page 16-18 of the TORFP)

It is stated in '8' (page 17): 'The TO Contractor shall ensure that all visitors to the vault shall be escorted to prevent unauthorized access to MIA tape cartridges.'

Question-I: *Approved vendors are also allowed unescorted in the facility but NOT inside the vault. Is this a problem to MIA? Please clarify.....*

We do not have enough information to answer this question.

It is stated in '3.9.2.3 – d)' (page 18): 'While MIA tape cartridges are in the courier vehicle, the vehicle shall not be used for any purpose other than transporting tape cartridges and other types of electronic media.'

Question-II: *There is a potential that others customers could have other type of things beside Electronic Media in their containers, such as paper, etc. Is this an issue to MIA? Please clarify.....*

We do not have enough information to answer this question.

Question 8

PREMISES AND OPERATIONAL SECURITY 3.10 (page 19)

MIA stated in '7' (page 19): 'TO Contractor shall complete a criminal background check prior to any individual TO Contractor Personnel being assigned work on the project. TO Contractor shall provide a Criminal Background Check Affidavit (Attachment 17) within 45 days of NTP.'

Question-I: Please provide us with Attachment 17.

The Table of Contents regrettably lists the wrong page. This Attachment appears on page 55 of the TORFP, not page 66. See Attached

Question 9

Question: Can MIA notify us in advance at what time of the day the media will be ready for pick-up daily? **Yes. We would like to have a regularly scheduled pickup time in the morning after 9:00 am.**

ATTACHMENT 17 CRIMINAL BACKGROUND CHECK AFFIDAVIT

AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT:

I am the _____ (Title) _____ and the duly authorized representative of _____ (Master Contractor) _____ and that I possess the legal authority to make this Affidavit on behalf of myself and the business for which I am acting.

I hereby affirm that _____ (Master Contractor) _____ has complied with Section 2.4, Security Requirements of the Department of Information Technology's Consulting Technical Services Master Contract Number 060B2490023 (CATS+) hereto as Exhibit A.

I hereby affirm that the _____ (Master Contractor) _____ has provided Maryland Insurance Administration with a summary of the security clearance results for all of the candidates that will be working on Task Order Tape Storage MIA/MIS-017-001 and all of these candidates have successfully passed all of the background checks required under Section 2.4.3.2 of the CATS + Master Contract. Master Contractors hereby agrees to provide security clearance results for any additional candidates at least seven (7) days prior to the date the candidate commences work on this Task Order.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Master Contractor

Typed Name

Signature

Date

Submit within 45 days of NTP

