



**Questions and Answers No. 1  
TORFP F50B4400068**

**State Children Youth and Families Information Systems Operations, Maintenance  
and Hosting**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced TORFP. The statements and interpretations contained in the following responses to questions by potential offerors are not binding upon the State, unless an addendum expressly amends the TORFP. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

1. Is there an incumbent on this project at present? If yes, who is it?

**RESPONSE: Yes. ACS State & Local Solutions, Inc.**

2. How old is the hardware currently in use at the production and DR site?

**RESPONSE: The current equipment was purchased in 2010.**

3. Is the state planning a HW refresh during the years of this new contract?

**RESPONSE: The state is currently not planning a hardware refresh. Any hardware refresh of SCYFIS equipment would be accomplished via a separate work order via this TORRP**

4. What facility is hosting the production environment?

**RESPONSE: Carpathia**

5. What facility is hosting DR?

**RESPONSE: Carpathia**

6. How much downtime is anticipated/allowed while moving servers?

**RESPONSE: The contractor must maintain 99.5% uptime for both scheduled and unscheduled downtime.**

7. For the requirement 2.6.2.10 would the State consider a vendor that has not maintained a hosting relationship with specific Hot DR site for one year?

**RESPONSE: No**

8. Is application development a part of the TORFP scope of work and if so, what is the amount of hours that spent monthly on application development for the past year?

**RESPONSE: Application development is not a part of the TORFP scope of work.**

9. Section 2.10 Minimum Qualifications, Subsection 2.10.1 Offeror's Company Minimum Qualifications #3.

"Offeror shall be certified as a Microsoft Certified Partner. Offer shall provide proof of certification with proposal."

- a.) Would the State consider making the requirement to be a Microsoft Certified Partner changed to a preferred qualification?

**RESPONSE: No**

- b.) Is this requirement/preferred qualification (if changed) of the prime contractor or can a sub hold the certified partnership and meet the requirement/qualification?

**RESPONSE: The requirement is of either the prime contractor or sub-contractor to be a certified partner.**

Thank you,

Dale Eutsler  
Procurement Officer

End of Question and Answer # 1