

MARYLAND

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Linda H. Lamone
Administrator

Nikki Charlson
Deputy Administrator

Amendment #1

August 20, 2019

MDVOTERS IV- DC Data Center Operations

Dear Offerors:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikeout (i.e., ~~word~~).

Key Information Sheet:

Proposal Due (Closing) Date and Time: ~~September 5, 2019 at 2:00 pm Local Time~~
September 13, 2019 at 2:00 pm

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Deputy Administrator

Amendment #2

August 21, 2019

MDVOTERS IV- DC Data Center Operations

Dear Offerors:

This Amendment #2 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

Please note, the changes are to Section 1.1 Offeror Company Minimum Qualifications and 2.3.1.4 of TO Contractor Requirements.

1.1. Offeror Company Minimum Qualifications

The Offeror and its team of subcontractors (if applicable) shall provide evidence in the form of:

- 1.1.1 Two (2) past engagements lasting at least two (2) years each of providing expertise in managing a Tier 2 or higher Data Center that has hosted web-based, distributed system applications.
- 1.1.2 Two (2) past engagements lasting at least two (2) years each of providing expertise in Network Administration for web-based, distributed system applications involving at least 10 nodes and 100 users.
- 1.1.3 At least two (2) years of experience providing Citrix client installation, and installation and configuration of desktop devices accessing a web-based application through Citrix;
- 1.1.4 At least two (2) years of experience maintaining data center technical components/architecture in order to support a statewide system with 400 concurrent users;
- 1.1.5 At least two (2) years of experience providing expertise in maintaining communications and connectivity among ten (10) or more geographic locations and two (2) data centers when circuit disruptions occur;
- 1.1.6 At least two (2) years of experience hosting multifunction web-based

applications in a data center/WAN environment that is fail-safe for operations, secure from external attack or attempts at corruption, and operational 24/7/365;

- 1.1.7 Ability to maintain high data transfer rates to ensure quick replication of data between the data centers;
- 1.1.8 At least two (2) years of experience with virtual host based replication between two data centers;
- 1.1.9 At least two (2) years of experience providing expertise in maintaining a secure system architecture including hardware, firewalls, intrusion detection and prevention software, PKI encryption (or alternative security) for all data transferred through the system; and
- 1.1.10 A customer that involves ten (10) or more geographically separated locations and a database of at least one million records.

2.3 TO Contractor Requirements

2.3.1. VROC Data Center Migration

2.3.1.1. The TO Contractor shall take full responsibility for data center operations and network management.

2.3.1.2. The TO Contractor shall begin implementing the System Transition Management Plan (STMP) described in **Section 2.4.5** upon approval of the final STMP.

2.3.1.3. The TO Contractor shall migrate the VROC data center between January 1, 2020 and January 31, 2020.

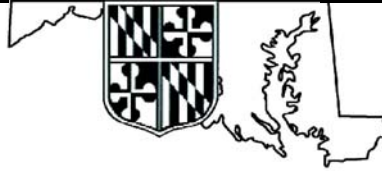
2.3.1.4. During the data migration process, the TO Contractor shall **work with SBE's Help Desk Contractor to** ensure that MDVOTERS and Voter Services will be available to users at all times.

- A. If the TO Contractor is unable to meet this requirement due to technical issues at the COOP data center, the TO Contractor shall immediately notify SBE and provide an estimated downtime schedule.
- B. SBE shall not withhold payments or otherwise penalize the TO Contractor for downtime directly caused by the COOP data center.

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Amendment #3

August 26, 2019

MDVOTERS IV- DC Data Center Operations

Dear Offerors:

This Amendment #3 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikeout (i.e., ~~word~~).

Key Information Sheet:

Questions Due Date and Time	August 27 <u>September 3, 2019</u> 4:00 pm Local Time
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Amendment #4

September 5, 2019

MDVOTERS IV- DC Data Center Operations

Dear Offerors:

This Amendment #4 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikeout (i.e., ~~word~~).

Key Information Sheet:

TO Proposals Due (Closing) Date and Time:	September 5, 2019 at 2:00 pm Local Time September 13, 2019 at 2:00 pm <u>September 16, 2019 at 10:00 am</u> Offerors are reminded that a completed Feedback Form is requested if a no-bid decision is made (see Section 5).
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