

**STATE BOARD OF ELECTIONS**

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**Q&A Set #1**  
**MDVOTERS IV- DC Data Center Operations TORFP**  
**D38B9400008**  
**08/19/2019**

Ladies/Gentlemen:

SBE is issuing this Question and Answer Set #1 in response to a portion of the questions asked through August 15, 2019 for TORFP D38B9400008, including those asked at the Pre-Proposal Conference on August 14, 2019. The remainder of the questions will be answered in Q and A Set #2. The statements and interpretations of contract requirements, which are stated in the following questions of potential offers, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the State's responses 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 asking the question as to what the contract does or does not require.

1) Is there an incumbent for this contract?

A: Yes. The Incumbent is Sidus Group LLC.

2) Will you consider extending the deadline for this TORFP?

A: Not at this time.

3) Is it required that the Prime Contractor meet all of the minimum qualifications independently or may a subcontractor be used to meet those?

A: The Prime Contractor must meet all of the minimum qualifications. Subcontractors are permitted, but the Prime must be able to meet the minimum qualifications independently.

4) Could you clarify the relationship between the Task Order contract for the Data Center and the AP Software contract? The demarcation line is not very clear- what about the helpdesk?

A: There is currently a separate task order in place called MDVOTERS III-AP for Application Software and the helpdesk that expires 12/31/2019. SBE has issued a staffing TORFP on August 13, 2019 called Election Project and Other Support Resources #D38B0600001 will cover labor categories currently included in the MDVOTERS III-AP contract, including Help Desk and application development resources.

5) What is the amount for the last contract?

A: \$7,938,525.60 which includes all modifications and option periods.

6) What is the budget for this Task Order?

A: The Agency does not release budgetary information.

7) For the SOC 2 audit, would a smaller firm (subcontractor for example) and the prime contractor both be responsible for their own SOC 2 audit? if the subcontractor is performing all services related to the data center, does the subcontractor need to provide a SOC 2 Type 2 audit?

A: It will be the responsibility of the prime contractor to have a SOC 2 audit conducted. It should include all security elements of the sub-contractor.

8) Would the SBE be open for a Cloud Solution?

A: Yes, but this would be a system by system recommendation.

9) Could you provide the specifics (how many servers) of the data center please?

A: This information can be found in the reading room. Each potential vendor can schedule an appointment to view the materials.

10) If the prime does not own a data center, can the prime propose a data center owned and operated by a sub or MBE firm to comply with this requirement?

A: No, the prime does not have to own the data center. Yes, the prime can propose a data center, as long as that data center has networkMD connectivity or can have networkMD connectivity installed.

11) Section 1 states that the prime contractor must have 2 years of experience hosting multi-function web-based applications in a data center/WAN environment that is fail safe for operations, secure from external attacks or attempts at corruption and operational 24/7/365. Contractor experience under this section is also a concern, is this something the Agency would reconsider?

A: The Master Contractor will need to fulfill the minimum requirements.

12) Regarding Section (1.1.2) Please clarify what constitutes a node? Information Systems make use of many hosts which would generally be defined as individual operating systems (virtual machines) or physical systems. There are front-end web servers, application servers, database servers, test, QA, COOP/DR hosts that makeup a system. What method used to count "nodes" towards the requirement that a vendor have experience hosting systems with at least 10 nodes?

A: The examples provided above would count as “nodes” in the requirements for the TO Contractor.

14) Regarding Section (2.2.2.C): Is the contractor expected to take over the current Primary data center, or propose to use their own Primary data center?

A: TO Contractor can propose their own primary data center. The data center will need to have networkMD connectivity.

15) Will the SBE provide guidance on the expected roles of the three key personnel?

A: It is the responsibility of the Contractor to propose the labor categories they determine best meet the scope of work in the TORFP.

16) Section 2.1.2 states that “Application software maintenance and help desk services are performed through a separate contract”. Question: Please confirm that all application code support residing on the SBE datacenter infrastructure is outside the scope of the Data Center Operations TORFP.

A: The application and help desk team will need the ability to contact the data center staff for various security and server/network related tasks. The application coding will not be required by the TO contractor.

17) Section 2.2, Background and Purpose states that “MDVOTERS is operated by the incumbent contractor on a leased, dedicated virtualized environment...”. Question: The solicitation does not provide any information on the virtualized part of the environment. The confidential attachments do not provide any mention of the virtualized environment either. Please provide a listing of all virtualized servers including the operating system used, memory, disk and virtual processor resources assigned to each server. This information is important to determine the underlying physical infrastructure requirements and compatibility with datacenter support tools.

A: This information is provided in the reading room material.

18) Section 2.2, part B states “The connection is secured by two factor authentication solution”. Question: Please provide more information on the two factor authentication solution used, including the brand name, model number, release version, how the solution operates (e.g. is it via a hardware token, mobile phone text message, etc.)?

A: For MDVOTERS, we currently are utilizing RSA SecureID token (physical token). For Voter Services, the Duo mobile application is used. Further information regarding the operation of the solution would be available at the transition of the contract from the incumbent to the awarded TO Contractor.

19) Section 2.2.5, Existing User Access states "...connection may be via the local government IT Division or direct subscription by the LBE to an ISP. Access to MDVOTERS is via a restricted access, wide area network provisioned by networkMaryland.." Question: Please clarify whether the LBE users are able to connect via the public Internet in addition to private networkMaryland, or just via the networkMaryland?

A: MDVOTERS connectivity is provided by Citrix, a private network. SBE does not feel the additional requested information is necessary to formulate a proposal in response to the TORFP.

20) Section 2.2.6 describes MDVOTERS and Voter Services' Interfaces to other State agencies. Please provide additional information about each interface including how the interface is currently configured as it relates to the type of connection with another State agency (e.g. connection via SFTP, connection via a dedicated private circuit, connection via a VPN over the public internet, encrypted web service call, API, etc.)

A: MDVOTERS does not interface with other State agencies. Voter Services interfaces with other State agencies via SFTP connection.

21) Section 2.2.7, Part A states "There are cybersecurity tools, intrusion detection, disaster recovery, and business continuity for all cloud functionality..." Question: Please provide a listing of all tools referenced in support of the cloud functionality and clarify whether the TO Contractor is expected to migrate the cloud environment as part of its migration plan.

A: Yes, the TO Contractor is expected to migrate the cloud environment as part of its migration plan. SBE does not feel the additional requested information is necessary to formulate a proposal in response to the TORFP.

22) Section 2.2.10, Election Management (AEMS) Module, Part B states "The architecture of this environment will be made available to Offerors upon signing the non-disclosure agreement attached as Appendix 5)". Question: Inspection of the documents presented by SBE in the reading room did not include any references to AEMS architecture. Can SBE provide additional information as it relates to AEMS architecture, virtual and physical resources used and anticipated resource allocation (CPU/memory/disk/bandwidth) for the TO Contractor to estimate the level of support required?

A: This information will be made available in the reading room.

23) Section 2.2.11, Backups and Disaster Recovery states “The Results Reporting system does not have a COOP site.” Question: Please clarify why the Results Reporting system does not have a COOP site, while other SBE systems do. Is there no business need for a COOP planning for this component?

A: The Results Reporting system is configured and managed by the voting system vendor and is only housed at the VROC data center. If it becomes a requirement in the future, SBE can do a modification to this contract.

24) Section 2.2.12 Help Desk Response states “A separate contractor is responsible for managing and operating the help desk reporting system...for MDVOTERS..” Question: What about other SBE systems, will a separate help desk contractor also act as a central point of contact for Voter Services, AEMS, Web Results, Z Drive and other components of the SBE hosted environment?

A: Yes, the separate help desk contractor will serve as the central point of contact for application development and help desk management for all of the systems included in the TORFP, including MDVOTERS, Voter Services, AEMS, Web Results, and the Z drive.

25) Section 2.3.1, VROC Data Center Migration states “During the data migration process, the TO Contractor shall ensure that MDVOTERS and Voter Services will be available to users at all times.” Question: Since application and associated application data are outside the scope of work for the Data Center Operations TORFP (See Question 1), can SBE revise the requirement to state that “During the data migration process, the TO Contractor shall work with SBE application support contractor to ensure that MDVOTERS and Voter Services will be available to users at all times”?

A: We will revise the requirement to say “During the data migration process, the TO Contractor shall work with SBE’s application support contractor to ensure that MDVOTERS and Voter Services will be available to users at all times.”

26) Section 2.3.5.1, Section D states that “The TO Contractor’s data centers...shall meet the minimum standards for a Tier 2 datacenter, including...12) Operating system patch management system with reporting..” Question: Please clarify who has the responsibility to patch the server operating system as a managed service? Is it the Data Center Operations contractor or a separate application support contractor? If Data Center Operations contractor, can SBE further clarify whether this applies only to physical hypervisor hardware servers, or both physical and virtual servers within the scope of this task order?

A: It will be the responsibility of the TO Contractor to provide all firmware updates and patches to the servers, as well as provide hardware recommendations. Both Virtual and physical servers will require updates and patches, which will be the responsibility of the data center contractor.

27) Section 2.3.5.2, Requirement #6 states “Configure all devices to the Syslog Event Archive appliance (KIWI Server).” Question: Is this an SBE-provided appliance. Can an alternate syslog event archive solution be proposed?

A: That requirement states that a Syslog appliance is required; KIWI Server is a suggestion.

28) Section 1.1.7. Question: What is the current amount of Public Internet bandwidth (data rate) connectivity currently allocated to the VROC site and COOP site (Mbps or Gbps)?

A:Gbps

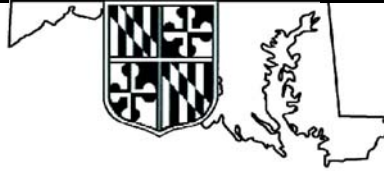
29) Section 1.1.7 What is the current amount of networkMaryland bandwidth (data rate) connectivity currently connected to the VROC site and COOP site (Mbps or Gbps)?

A: Gbps

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**Q&A Set #2**  
**MDVOTERS IV- DC Data Center Operations TORFP**  
**D38B9400008**  
**08/22/2019**

Ladies/Gentlemen:

SBE is issuing this Question and Answer Set #2 in response to the questions asked through August 22, 2019 for TORFP D38B9400008. The statements and interpretations of contract requirements, which are stated in the following questions of potential offers, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the State's responses 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 asking the question as to what the contract does or does not require.

1) Regarding Section (2.2.2.C) Please clarify what is included in the lease that the contractor would take over at the COOP site? Data center space, power, and cooling, existing hardware such as servers, network infrastructure, storage, etc?

A: Space:13.5 ft by 9 ft; Power/battery backup: 1, 20 amp circuit 115v and 2 NEMA 30 amp circuits at 208v; Cooling:10,000 btu. Existing hardware is outlined in the diagrams in the reading room.

2) Section 2.2.2, Part C states "The COOP data center will remain in place and the new TO Contractor will take over the lease..." Question: Can SBE please explain the vision behind this requirement? Specifically as it relates to how will the legal part of the lease takeover is envisioned to be handled? What are the lease current cost? Does the lease cover just datacenter infrastructure space as well as network/server hardware? What is included in the current arrangement (provide square footage of the existing space, a listing of all assets included, etc).This question is important to determine the financial exposure and support requirements of the TO Contractor as it relates to this SBE requirement to take over an existing lease.

A: It is required that the COOP data center be at least 100 miles away from the primary data center. The monthly lease cost is \$3300 and can vary based on contract needs with the sub-contractor. The lease covers the physical space, as well as a monthly internet and server colocation fee, normal call rate, and emergency call rate. The awarded contractor will discuss the lease takeover with the incumbent. The current space is caged with the following dimensions: 13.5 ft by 9 ft., and keypad protected. The current contractor owns the majority of the hardware. Existing hardware is outlined in the diagrams in the reading room.

3) Section 2.2.7, Part A states “Voter Services is hosted on a dedicated secure private cloud...” [1] [2] [3] Question: Please provide additional information about the secure private cloud platform. What cloud provider is used, what is the architecture, how many virtual servers are part of the solution, what is the makeup of each virtual server. What characteristics define the SBE’s usage of the term “secure private cloud”?

A: The incumbent contractor currently uses its own virtualized private cloud. VmWare ESXi is utilized to create and manage the virtual environment. More information in regards to the environment’s architecture is available in the reading room.

4) Section 2.2.8, Part A states “SBE has online results reporting web servers that are capable of managing large volumes of hits and refreshes.” Question: Please provide quantifiable information on what the historic large volume of hits and refreshes looks like, as well as amount of Internet bandwidth currently configured to support the Web Results servers. Also, please provide information as to their current memory, disk and virtual CPU configuration and clarify what hardware they are operated on?

A: The volume of hits is variable and usually related to the type of election and the candidates that are running. In the 2014 Gubernatorial Primary Election, there were close to 5,000,000 total hits. Reports from the 2014 Gubernatorial Primary Election are available in the reading room.

5) Section 2.2.9, Statewide Results Collecting states “The equipment for this system shall be at the same location and cage as the VROC and must be behind an SBE-provided firewall....SBE will provide the equipment...” Question: Please provide a listing, including make and model numbers for all equipment provided by SBE in support of this requirement, including the firewall. This information is needed for VROC migration planning purposes.

A: This material can be found in the reading room material. Detailed specifications of the servers and firewalls will be available at the transition of the contract from the incumbent to the awarded TO Contractor.

6) Section 2.3.5.3 Part A(1) states “ Provide all equipment, cybersecurity, system software and warranty services for hosting of an online Election Night Results Reporting System.” Please confirm that system software/warranty services listed in this section refer to the Data Center Operations tools, not the actual Election Night Results Reporting System application code (See Question #1).

A: The requirement states that the Data Center TO Contractor is responsible for the specified services for the “hosting” of the online Election Night Results Reporting System.

7) Section 2.3.5.3 Part A(2) states “Be capable of handling large volumes of hits and refreshes (approximately 250,000 page requests and four (4) million requests on election



night). Question: Can you please clarify the difference between 250,000 page requests and 4 million requests? What type are the 4 million requests? What is the average size of the page requested (in Kb, or Mb)? Can you please provide the anticipated size of each type of a request (e.g. initial page visit, page refresh, file download, etc.).

A: For the 2014 Primary Gubernatorial Election there was approximately 20 GB of data transferred and approximately 5,000,000 total hits. See reading room for detailed 2014 reports. However, each election is different and it is expected that there will be approximately 100 GB of data transferred in a presidential election and approximately 15,000,000 total hits. Depending on the interest of the 2020 election, the amount of data transferred and number of hits could be larger.

8) Section 2.3.5.3, Part 8 states “Recommended: Use a Content Distribution Network (e.g. Cloudflare) to assist with handling election night results traffic.” Question: A content distribution network is priced per block of content distributed. For price estimate purposes, can SBE provide actual or estimated total amount of data provided/distributed to LBE, members of the public and other stakeholders during the election night? The total data size requested in this question would be measured in Gigabytes.

A: For the 2014 Primary Gubernatorial Election there was approximately 20 GB of data transferred. See reading room for detailed 2014 reports. However, each election is different and it is expected that there will be approximately 100 GB of data transferred in a presidential election.

9) Section 2.3.9.1 states “ To support this requirement, the TO Contractor shall propose, provide and fully describe their solution for updated all sites with any new system software releases.” Question: Please confirm that system software listed in this section refer to the Data Center Operations tools, not the actual MDVOTERS/Voter Services/Election Night Results Reporting System application code (See Question #1)

A: This statement refers the TO Contactor working with our application team to push releases to the production environments.

10) Section 2.3.9.6 states “ The TO Contractor is responsible for the acquisition and operation of all hardware, software and network support related to the services being provided, and shall keep all software current.” Question: Please confirm that system software listed in this section refer to the Data Center Operations tools, not the actual MDVOTERS/Voter Services/Election Night Results Reporting System application code (See Question #1).

A: All system software refers to data center operations this includes: firmware and OS updates, Microsoft, Citrix, McAfee, and SQL Server updates/patches. It also includes reporting tools, Database logs, network traffic logs, server logs, firewall logs.

11) Section 2.3.9.9 states “The State requires that the Offeror price individual software modules separately.” Question: Please clarify what software modules are being required by the State to be priced separately (See Question #1)?

A: This refers to when a modification is required. The State requires that the proposed price and invoices be separate from the normal monthly invoice.

12) Section 1.1.7. What is the size of daily data replication between the VROC and COOP sites (MBs or GBs)?

A: The replication occurs constantly across 3 servers on each site and is replicated between the 2 sites. The replication size is in GBs.

13) What is the total amount of servers supporting the SBE production environment? What is the total amount of servers supporting the SBE non-production environment (UAT, test, training)?

A: This information can be found in the reading room material.

14) What tools/processes are used for data replication between the VROC and COOP sites today?

A: This information can be found in section 2.2.11 of the TORFP.

15) The MDVOTERS Datacenter software listings provided in the reading room reflect Windows Server 2003 as the operating system. Microsoft ended support for this operating system over 4 years ago in 2015. Can SBE please provide a brief background as to why this operating system is still being used and whether the agency is accepting risk in continuing to use a highly vulnerable software product for which vendor security patches are no longer available. Will the State consider utilizing the latest version of Microsoft Windows and Linux?

A: The servers have been updated to Windows OS 2016, risks have been reduced by implementing this version.

16) Does SBE own the operating system licenses (Windows Server and Oracle Enterprise Linux)? Are they to be provided by the TO Contractor or the State? What about refresh licenses to bring SBE to the latest up to date version of the operating system?

A: Currently, Windows Server system licenses are owned by SBE for the MDVOTERS application, while the Windows Server system licenses are owned by the incumbent for Voter Services. For the MDVOTERS IV Data Center contract, the TO Contractor will be required to provide all operating system licenses.

17) Section 3.3.7 Retainage. Question: Can the State clarify whether the 10% retainage will be applied by the State to all deliverables regardless of quality/acceptance, or only to

deliverables deemed by the state as unsatisfactory? Will the state release the retainage upon satisfactory acceptance of a deliverable?

A: Based on Section 3.3.7, sub-section ZZZ, the “SBE’s Contract Manager shall retain the ten (10) percent amount in case one or more deliverables are deemed unsatisfactory.” Yes, the state will release the retainage upon satisfactory deliverable.

18) Section 5.4.2 (C)(2)(k) states “Ability of the offering to read and export data in existing State enterprise data stores...describe the interoperability of data that can be imported or exported from the Solution...” Question: Please provide a broader description of the State’s vision on how the TO Contractor would be involved in any data import or export as it relates to existing enterprise data stores. This seems to be a responsibility of the SBE application support contractor (See Question 1).

A: The TO Contractor will be in a supporting role to the application support team in any data import or exports; for example during production releases.

19) Section 5.4.2. Does the state require all Draft plans (e.g. Draft Project/Work Schedule, Draft Security Monitoring Plan, Draft Asset Management Plan, etc.) listed in items 3) through 16) be submitted as separate (stand-alone) documents, or can they be combined into a single document called Draft Project Management Plan that contains a section for each sub-plan as required in items 3) through 16)?

A: The Draft plans can be submitted in one document, with each draft plan outlined in the document. This will only apply to the draft document.

20) Attachment B. Price Proposal Worksheet. Question: Please clarify the line items provided by the State. For example, System Security Plan line item, should we price up the creation of the System Security Plan document or both the document and associated State of Maryland security compliance work/labor covered in the System Security Plan?

A: Please include all associated costs for each deliverable within each line item, including the labor needed to satisfy the requirements of each deliverable. The pricing should be completed with the expectation that it is all-inclusive with no additions to be made post-award.

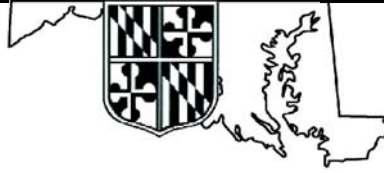
21) Attachment B. Price Proposal Worksheet. Question: How do CATS+ labor category pricing calculates into each line item requested by the state? Do we have to provide a detailed breakdown for each line item that includes CATS+ labor category pricing and datacenter hosting facility charges, hardware equipment lease charges?

A: The CATS+ labor category pricing and all other associated costs should be factored into each line item, but do not need to be listed separately. It is at the discretion of the offeror in regards to the level of detail provided for each line item, but all anticipated costs must be included in the not-to-exceed amount.

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**Q&A Set #3**  
**MDVOTERS IV- DC Data Center Operations TORFP**  
**D38B9400008**  
**08/29/2019**

Ladies/Gentlemen:

SBE is issuing this Question and Answer Set #3 in response to the questions asked through August 27, 2019 for TORFP D38B9400008. The statements and interpretations of contract requirements, which are stated in the following questions of potential offers, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the State's responses 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 asking the question as to what the contract does or does not require.

Question 1) Section 2.2.3 part A states that "The MDVOTERS infrastructure is a dedicated private environment with its own cybersecurity, computer and storage infrastructure." Question: Does the cybersecurity infrastructure have to be dedicated to SBE or can a part of cybersecurity infrastructure be leveraged from the TO Contractor datacenter offering?

A: Due to the high complexity of Election security, a dedicated private environment is required.

Question 2) Section 2.2.11 part C states that "For Voter Services, backups are retained in a dedicated private cloud storage. There are daily, weekly, and monthly backups to the cloud storage." Question: The requirement to also write a copy of a backup to a tape is not addressed in this section, however, Section 2.3.4.1 part E states that "Deliver weekly to SBE the MDVOTERS and Voter Services backup tapes for off-site storage". Can SBE clarify whether backup tapes for Voter Services are required and included in the scope of work.

A: Voter Services has 2 SQL servers that are backed up to a SAN and is included in the scope of work.

Question 3) What is the total aggregate size of all daily, weekly, and monthly backup performed across all SBE systems covered in the scope of this TORFP (MDVOTERS, Voter Services, Web Results, AEMS and Z Drive if applicable). Do you have individual data about the backup size of each of this system in addition to the current aggregate

number? This is a critical question to estimate sizing of the proposed backup infrastructure.

A: MDVOTERS daily backup is 3.2TB; weekly and monthly backups are similar in size due to rotation schedule of backups. Voter Services backups is 1.5 TB, this includes both SQL databases and web server. Web Results, AEMS, and Z drive are currently not backed up.

Question 4) Section 2.3.5.1 part B states that “The TO contractor shall provide...full replication of the data transactions recorded at either site..” Question: Full replication of the [application] data transactions is an application level configuration that is generally configured by the application administration (e.g. Microsoft SQL Server Asynchronous Data Replication). Shouldn't this responsibility of application data synchronization be outside the scope of the datacenter TO contractor?

A: This requirement refers to the backups, restore, and replication of virtual, physical, and cloud-based environments, the expectation is that the datacenter TO Contractor will perform these duties.

Question 5) Section 2.3.5.1, part D (12) states “The TO Contractor’s data centers... shall meet the minimum standards for a Tier 2 data center, including but not limited to: 12) Operating system patch management system with reporting.” Question: Can SBE clarify this requirement? What is the TO Contractor’s responsibility? Is it to provide a patch management system to the SBE application support contractor to patch the Operating System on each server, or is it to take ownership of the operating system patch management across all of SBE servers in scope?

A: It is the responsibility of the datacenter TO Contractor to perform OS patch management (This includes fixing security vulnerabilities and other bugs) for each server.

Question 6) Section 2.3.7.1 states that “The TO Contractor shall deliver backup tapes daily to SBE for storage off-site.”, while Section 2.3.7.2 states that “TO Contractor shall transport tapes weekly in a locked case to SBE for storage.” Question: It seems that there is a different frequency of delivery to SBE is required. Can SBE confirm that Section 2.3.7.1 is a typo and SBE expects a weekly delivery of daily backup tapes for storage at SBE and rotation as stated in Section 2.3.7.2?

A: Section 2.3.7.1 references the daily backups are conducted. The statement "The TO Contractor shall deliver backup tapes daily to SBE for storage off site." refers to the daily backups being conducted, then references Section 2.3.7.2 that states the frequency and rotation tape delivery.

Question 7) Section 2.3.13.3 states that “ TO Contractor shall return calls for service of emergency system issues... within one (1) hour”, while Section 2.6.2, part D table states that Response Time for Emergency service priority is Less than 15 minutes. Question:

Can SBE reconcile what appears to be a conflict of return call/response timeframe for emergency system issues?

A: Section 2.3.13.3 refers to normal technical support, in which we are requiring the TO Contractor to be responsive within an hour and is inclusive to the resolution time of within 2 hours of initial report (Section 2.6.2).

Question 8) Section 2.6.2, part D states that “The TO Contractor shall comply with the escalation and resolution times defined in the table below.” Question: There are no escalation times included in the table. Please clarify the requirement.

A: Escalation time refers to the response time listed in the table.

Question 9) Section 3.3.7 states that “Ten percent (10%) of the total TO Agreement value shall be retained by the State and will not be released until final payment and, in making progress payments, the State will retain ten percent (10%) of the progress payments earned. Retainage shall be withheld for each deliverable specified in this TO and released upon completion and acceptance of the project.” Question: This section appears to be written as such that a 10% Retainage will be applied to the whole project, not individual deliverables. Can SBE re-write the Retainage section language to clearly state that SBE Contract Manager may apply a 10% retainage for individual deliverables if they are deemed unacceptable, instead of the current version of the Retainage section 3.3.7 that applies to the entire multi-year project and every single invoice regardless of acceptance or accepted deliverables?

A: This question was answered in the Set# 2 Q and A. See response below. SBE will not be changing the current language.

Based on Section 3.3.7, sub-section ZZZ, the “SBE’s Contract Manager shall retain the ten (10) percent amount in case one or more deliverables are deemed unsatisfactory.” Yes, the state will release the retainage upon satisfactory deliverable.

Question 10) The reading room material diagrams for MDVOTERS system seem to have been updated by SBE from older HP hardware to newer Dell hardware, but the associated hardware and software inventory listings have not been updated. Question: Can SBE make the necessary updates to the reading room materials to accurately reflect the current state of SBE systems and inform the industry when these materials are available for review in the reading room?

A: The datacenter equipment list has been updated.

Question 11) Section 2.3.1.3 states that “The TO Contractor shall migrate the VROC data center between January 1, 2020 and January 31, 2020.” Question: It seems that SBE is anticipating the full migration to be completed in 30 calendar days, while Section 2.4.5.2 states that a System Transition Management Plan (STMP) shall be submitted to the SBE within 15 business days of the Notice To Proceed. Section 2.2.14 states that “...starting with the Notice to Proceed (NTP) on approximately January 1, 2010. It seems that

between generating a STMP and performing the actual migration, there might not be enough time to get it all done within 30 days. To stay with the current planned timeline of performing system migration January 1, 2020 – January 31, 2020, we recommend that SBE plans to issue the NTP not later than December 1, 2019. This will allow for the hardware logistics and planning to be triggered which require at least 30 days of planning prior to the commencement of the actual migration.

A: Section 2.4.5.2(A)-STMP states that the NTP is due 15 business days or sooner. In section 5.4 , SBE states that a Draft System Transition Management Plan be included in the technical proposal. SBE does not intend to modify the current schedule.

Question 12) Q&A Set #2, In Question 12, the industry was requesting the size of daily data replication between VROC and COOP. SBE did not provide a number, but rather a unit of measure (GBs) in its response. Question: Please provide a number of GBs that represents today’s size of daily data replication between the two sites.

A: Daily bandwidth is monitored by DoIT via networkMD. The actual GBs can vary between 1-2 GBs.

Question 13) Q&A Set #2, In Question 13, the industry was requesting the number of production servers and a number of non-production servers. Question: SBE did not provide the requested information in its response. Please provide a number of production servers and a number of non-production servers.

A: There are 19 production servers and 4 non-production servers.

Question 14) Q&A Set #1, In Question 17, the industry was requesting a “listing of all virtualized servers including the operating system used, memory, disk and virtual processor resources assigned to each server. SBE responded that this information is available in the reading room material. Question: Upon review of the reading room material, it appears that memory, disk and virtual processor allocation for each server. Can SBE please provide this critical information that will be used to determine hardware resources proposed by the TO contractor.

A: Please see datacenter equipment list, available in the reading room.

Question 15) Could SBE provide a current inventory of the HW and SW showing what is Government Furnished Equipment/software licensing i.e., (GFE), and what is currently provided by incumbent contractor i.e., Contractor Furnished Equipment/Software (CFE). The inventory provided was outdated and it was not clear what component hardware and software were still in use, and what had been retired.

A: The datacenter equipment list has been updated.

Question 16) May SBE provide a copy of the incumbent Transition Out Plan for coordinated approach and assumptions.

One point that is not clear is any obligations to the state by incumbent with regards to equipment and software transfer to incoming offeror.

A: No, the transition plan cannot be provided. Once the award has taken place the TO Contractor will work with the incumbent on transition.

Question 17) Could SBE provide clarity on **Section 3.3.7 Retainage**? “*Retainage shall be withheld for each deliverable specified in this TO and released upon completion and acceptance of the project*”.

- a. Does the word “*project*” here refer to the deliverable project on the payment schedule?
- b. As such, is the intent to release the 10% of progress payments at the acceptance of each deliverable, or hold 10% of all payments for the 2-year duration of the program?

We fully understand and respect the desire to withhold 10% of progress payments for each deliverable to ensure successful completion of each deliverable.

We respectfully request upon completion and acceptance of a deliverable, that full payment from the payment schedule for that specific deliverable be paid in full at that time.

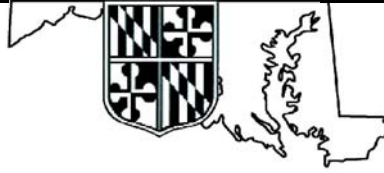
A: Correct, the word project refers to each deliverable. Provided the deliverables are completed on time, the general course of business is that full payment is made upon TO Manager approval. If deliverables are delayed, then payment would be delayed until the deliverable is completed to the satisfaction of the Task Order Manager.



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**Q&A Set #4**  
**MDVOTERS IV- DC Data Center Operations TORFP**  
**D38B9400008**  
**09/4/2019**

Ladies/Gentlemen:

SBE is issuing this Question and Answer Set #4 in response to the questions asked through September 3, 2019 for TORFP D38B9400008. The statements and interpretations of contract requirements, which are stated in the following questions of potential offers, are not binding on the State, unless the State expressly amends the TORFP. Nothing in the State's responses 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 asking the question as to what the contract does or does not require.

Question 1) What SQL Edition is currently licensed and clarify if SBE owns/ will provide ALL SQL licensing or only some SQL licensing?

A: SQL Server 2016, with Software Assurance. SBE will be upgrading to SQL Server 2017 in the near future. MDVOTERS SQL Server licensing is provided by SBE. MDVOTERS. Voter Services SQL Server licensing is provided by the TO Contractor. SBE would like the TO Contractor to provide all SQL licensing.

Question 2) Regarding Section 2.3.5.2 item "7) Be prepared for peak periods in the election cycle (approximately 80,000 OLVR users during a 24 hour period)." Could SBE provide the peak 24 hour period and during a typical day period performance utilization statistics for the firewalls, load balancers, databases, web servers, and inbound and out bound connections, VMware ESXi and individual VM vCPU, Memory and data IO utilization statistics to ensure we understand the scope of this capacity requirement correctly? What was found in the reading room was a data bandwidth load report that did not specify what communication links and direction, nor the systems' performance metrics. Such statistics are needed to ensure a right sized solution will be procured.

A: The additional information requested will be made available during the transition period with the incumbent contractor.

Question 3) Can Citrix be exchanged for a VMware/Microsoft solution that meets the architecture and 2 factor requirements?

A: SBE is open to different applications that will allow for 2 factor authentication. But, with the 2020 Presidential Election standing up new architecture will not be an option until after the election.

Question 4) What backup software is currently in use? Do we need to continue to use the same software?

A: SQL server and it is preferred to continue using SQL.

Question 5) Are there Smart hands available at the COOP facility in Cumberland?

A: Smart hands is not available.

Question 6) The TORFP mentions KIWI Server for Syslog – can we propose an alternative?

A: Kiwi Server is preferred, but SBE is welcome to proposed alternatives.