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Amendment #4

Enterprise Content Management System RFP

Solicitation Number 060B6400035

Document Imaging Workflow System 2 (DIWS 2) Task Order 1 TORFP

Number V-HQ-16025-IT

Ladies/Gentleman:

This Amendment #4 is being issued to amend and clarify certain information contained in the above referenced Request For Proposal (RFP) and Task Order Request For Proposal (TORFP) 1. All information contained herein is binding on all Offerors who respond to this solicitation. For the following changes/additions, any new language has been underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikeout (i.e., ~~deleted~~).

1. Appendix 11, Section 12.2 Disaster Recovery, Requirement 19,
 19. Deliver high-availability between data centers with no loss of system functionality or data in the event of a data center outage.
 - a. ~~New and in-flight transactions shall automatically fail-over to the alternate location.~~

For the purpose of:

- **this requirement, the Contractor should plan for data (e.g., database and unstructured content) to be backed up real-time to an alternate location, consistent with:**
 - **Appendix 11, Section 12.2 Disaster Recovery, Requirements 8-12, and**
 - **Appendix 5, Section 4.9 Administration, Requirements 1 and 2.**
- **sizing the hardware required for an alternate site, the Contractor should plan for functionality to be provided through an alternate site within 48 hours in terms of AWS Pilot Light.**

2. Appendix 11, Section 12.2 Disaster Recovery, Requirements 20-22,

20. The RPO shall not exceed one-hour.

- **For the purpose of this requirement, the RPO must be consistent with Section 12.2 Disaster Recovery, Requirements 1-7.**
- **In the event that the connectivity provided between the main site and the recovery site is insufficient to meet this RPO time, the State will adjust the time accordingly.**

21. The RTO shall not exceed 48 hours.

- a. **Performance degradation due to network latency and other disaster-related degradation shall not exceed 500% of the values specified in Appendix 5, Section 6.3 Performance.**
- b. **The State shall be able to prioritize the order that content and capability is restored without being required to wait for all content and capability to be restored.**

For the purpose of this requirement:

- **The RTO must be consistent with Section 12.2 Disaster Recovery, Requirements 1-7.**
- **The hardware, operating system, remote access software, and related infrastructure for the recovery site shall be specified by the Offeror, with modifications made by the Contractor, and configured by the State in a manner consistent with:**
 - **RFP, Section 3.4.5.1 Hardware and Software Infrastructure, Requirement C,**
 - **Appendix 1, Section 2.6 Architecture & System Environments, Requirements a-h.**

For the purpose of sub-requirement “b”:

- **The State may prioritize the recovery of some volumes ahead of other volumes. For example, the volume containing the DLS images may be a significantly higher business priority compared to the business priority of the volume containing the HR content.**

22. The Contractor shall access the recovery site using remote access software, consistent with Appendix 1, Section 2.6 Architecture & System Environment, Requirement f, and Appendix 3, Section 2.3 MVA Provided Tools, Requirement 1.

For the purpose of this requirement:

- **no assumption should be made about the physical location of the recovery site. Contractor access to the systems located at the recovery site is expected to be through remote access software.**
- **The location of the main site is identified by the Offeror consistent with:**
 - **RFP, Section 1.1 Summary Statement, Requirement 1.1.2,**
 - **RFP, Section 3.3.5 Contractor-supplied Hardware, Software, and Materials, Requirement 3.3.5.1,**
 - **RFP, Section 3.4.5.1 Hardware and Software Infrastructure, Requirement C; and**
 - **other requirements applicable to hardware and its location.**

3. Appendix 11, Section 14 Response to Technical Requirements, Response Requirements.

<p>Error! Reference source not found.</p>	<p>Error! Reference source not found.</p>	<ul style="list-style-type: none"> a. The Offeror must provide a narrative overview of how the proposed solution shall meet DIWS 2 Administration and Disaster Recovery requirements including MVA Regulatory and Security standards, recovery documentation, recovery strategy, disaster recovery plans, and MVA requirements elicitation. b. Describe your approach to operational management and explain how it aligns with the State's strategy, as outlined in section 1 – Overview, in this document. Additionally, describe automated and manual tools proposed as well as details on recommended processes to ensure effective system control, reliability, documentation, and recovery. c. Describe the Offeror's approach for the proposed solution to meet Performance Standards related to MVA Regulatory and Security standards, response time, reporting, interactions, system availability, Dashboards, system maximum lookup performance, screen refresh, SLRs and interactive system transactions. d. <u>Specify the bandwidth requirements for all I/O between primary data center and the AWS.</u> e. <u>Specify the Amazon-related costs associated with set up and operations of the DR site in the Price Sheet (Attachment F-1).</u>
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