

Questions and Answers for E00B1600023 TECHNICAL OPERATIONAL STORAGE AREA NETWORK (SAN) PROFESSIONAL SERVICES

Last Update: 2/23/2021

#	Question	Answer
1	<p>In your solicitation: You state: "The desired targeted technical support will be performed remotely and on-site as the situation allows."</p> <p>My question is what means are there for travel expenses when travel is required?</p>	<p>See TORFP section 3.3.6 3.3.6 Travel Reimbursement</p>
2	<p>Travel to the site. The RFP lists no reimbursement for travel that is not "routine". I'm wondering if we can get some clarification on this</p> <p>Question is what is considered "routine". Are you expecting the resource to be located within the Annapolis Maryland area for local travel?</p>	<p>Routine Travel is defined as travel within a 50-mile radius of the COM's base location, as identified in the TORFP, or the TO Contractor's facility, whichever is closer to the consulting site. There will be no payment for labor hours for travel time or reimbursement for any travel expenses for work performed within these radiuses or at the TO Contractor's facility.</p> <p>The COM does not dictate the location of offeror's resources. The COM expects the offeror to meet the service level agreement requirement presented in the proposal.</p>
3	<p>On page ii, it states "Task Order Type: Time and Materials</p> <p>Question, is this for a straight 40 hours a week or an on-call type arrangement?</p>	<p>There is an on-call component to this TORFP needed to address technical issues at any time, but there is also project work that would last longer periods of time. While there is the possibility that contractor staff could work full time, this is entirely dependent upon the type of technical work being executed and the length of time the work will take.</p>
4	<p>Bottom of page 3. The Contractor shall be available to provide 24x7x365(6) technical support with a minimum one hour on-site and remote response time for SERVICE LEVEL AGREEMENT (SLA) Emergency Service Priority Problems. COM is extremely concerned about response time.</p> <p>Question, does this imply the contracted technical resource to be on call 7x24x365? That is usually more than one person.</p>	<p>The contractor needs to determine the staffing levels necessary to provide the requested support.</p>
5	<p>As part of my TO Technical Proposal, is it required that I respond with how we will satisfy the requirement <u>for every subsection</u> listed in Sections:</p> <ul style="list-style-type: none"> • 2-Scope of Work and • 3-General Requirements? 	<p>No, a response to every subsection is not required however, the proposal should include enough technical approach for COM to understand how the bidder will meet those requirements.</p>

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6	Will you consider extending the due date?	No extension will be provided at this time
7	What's your Background Check process?	The contractor is responsible for background checks therefore refer to section 3.7.2 Criminal Background Checks for the specific requirements.
8	While COVID-19 restrictions in-place, what protocols do we need to abide by for access to the building located at [108 Carroll Street, Annapolis, MD 21404] and data centers (when required)?	All persons entering 108 Carroll street are subject to completing a questionnaire. All persons are required to wear a mask. The other Data Centers have their specific protocols that at a minimum meet these requirements however, they may conduct additional checks such as temperature.
9	Will the government provide space to work onsite at [108 Carroll Street, Annapolis, MD 21404] or is this a teleworking arrangement?	Telework is at the discretion of COM however, we fully support telework for tasks the can be done remotely. The expectations is that performance and quality standards are met and if not teleworking may be rescinded.
10	How will you track the minimum one hour on-site and remote response time for the SLA Emergency Service Priority Problems? What system is utilized for Service Priority SLAs?	No formal system is currently used, and we consider the clock started once we made the request for support.
11	Is Production running at both data centers? or Is RecoveryPoint considered a hot backup site?	RecoveryPoint is considered a hot backup site.
12	What level of service and response times does your existing support and maintenance cover?	The same as outlined in the TORFP.
13	Are we responsible for accompanying Customer or Field Engineers who are sent out to troubleshoot or replace failed components? power supplies, hard drives, etc.	The answer is site dependent but in most cases COM, Tierpoint, or Recovery Point staff will accompany the contractor for short term fixes or assignments. For longer term project or assignment, the Contractor may be submitted for more permeant access.
14	Do you have tools for monitoring storage area networks and arrays for errors, potential problems or bottlenecks?	Solarwinds and the IBM Storage Insights utilities.
15	What do you use for reporting storage capacities, backups and problems?	Spectrum Protect and Spectrum Protect +.
16	Are you utilizing stretch clusters or failover technology on the servers?	
17	How often do you test your Disaster Recovery Plan?	Annually.

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18	Are you utilizing cloud backup and recovery yet? DRaaS?	No
19	Are you looking to expand the existing environment? In terms of Storage Arrays, Virtualization and Backup Technology?	COM is always looking to stay current and improve our storage system.
20	Are you still using tapes or WORM devices? Long-term retention requirements?	No tapes or WORM devices. We keep everything.