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## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Number 3796 for the Mississippi Office of the Secretary of State (SOS)

**From:** Craig P. Orgeron, Ph.D.

**Date:** July 21, 2015

**Subject:** Responses to Questions Submitted and Clarifications to Specifications

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The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

**Question 1:** Would the State consider a solution that is hosted in Atlanta as local? Does the State consider Texas as part of the Southeast?

**Response:** **No, the State does not consider Atlanta as local. The State considers Texas as the southwest.**

**Question 2:** VII.2 - Is all data written into Data Domain from Avamar? If not, what is the ratio from Avamar and other sources?

**Response:** **All data is written into Data Domain from Avamar.**

**Question 3:** VII.2 - What is the metadata size of the current implementation?

**Response:** **The size is 35TB with all data included.**

**Question 4:** VII.2 - How many Avamar nodes are currently used in the existing solution?

**Response:** **SOS has one (1) Avamar unit and one (1) Data Domain**

**Question 5:** VII.5.2 and VII.5.4 - Will you provide a simple network diagram to clarify the connections and speeds mentioned in 5.2 & 5.4? Our assumption is that you require a 100Mbps connection into our primary data center and a 1Gbps connection between that primary data center and the non-Southeast region site. Is this correct?

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**Response:** Yes, a diagram is attached. Yes, the assumption is correct.

**Question 6:** VII.5.6 - What is the business reason driving the need to have an additional backup DC outside of the Southeastern US?

**Response:** The business driver is to insure data availability in the event of a disaster that may affect the southeastern part of the United States.

**Question 7:** VII.5.6 - What functions will the non-Southeast region site serve?

**Response:** This site will function as a disaster recovery site to insure data availability.

**Question 8:** VII.5.11 - Please provide the street address for the circuit connection at SOS.

**Response:** 125 South Congress Street, Jackson, MS 39201

**Question 9:** Does SOS currently have a Retention Policy (i.e. how long data is to be stored & in what format, etc.)? If so, will ITS provide that Retention Policy to potential bidders?

**Response:** SOS keeps backups for 45 days in house and the replication site holds them for two (2) weeks. A copy of the Retention Policy can be provided upon request to the awarded Vendor.

**Question 10:** If a bidder's southeastern site and secondary out-of-region site are in Alabama and Texas respectively, would that AL to TX separation meet the requirements of Section VII specifications 5.3 & 5.5?

**Response:** Yes.

**Question 11:** SOS is currently using EMC Avamar & EMC Data Domain to backup per VII.2. Does SOS wish to replace Avamar and/or Data Domain with a different solution? If not, would a bidder need to provide a replication target for both Avamar and Data Domain, or just Data Domain?

**Response:** No. The SOS does not wish to replace the current backup solution. The Vendor is required to provide the hardware and the circuit at the Vendor's replication site only. See Section VII, Item 5.11.

**Question 12:** Does SOS only wish to use the vendor's data replication site for archive retention, or does SOS also require the vendor to provide any infrastructure needed to recover from backup in the event of a disaster (for quick recovery)?

**Response:** These items are not requirements for this RFP, but SOS may consider these options if proposed. The Vendor may propose these items as options in Section VIII, Cost Information Submission.

**Question 13:** If a vendor fails to meet the required uptime, the penalty stated in Appendix-A specification 2.2 is as follows: “the Contractor shall reimburse 25% of the monthly service fees to Customer for each 24 hour day during which there were any incidents of unavailability.” Does “monthly service fees” in this specification refer the one month’s service fee in which the incident(s) of unavailability occurred?

**Response:** Yes.

RFP responses are due July 30, 2015, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Debra Spell at 601-432-8132 or by email at [debra.spell@its.ms.gov](mailto:debra.spell@its.ms.gov).

cc: ITS Project File Number 42055

Attachment: Network Diagram

# Network Diagram

