

## LOC Questions and Clarifications Memorandum

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**To:** Solicited Vendors for Letter of Configuration (LOC) Number 41517, dated September 15, 2014 for the Mississippi Department of Human Services (MDHS)

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

**Date:** October 8, 2014

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

**Contact Name:** Patti Irgens

**Contact Phone Number:** 601-432-8223

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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:** Does installation include configuration of NetScalers?

**Response:** Yes, in the initial setup.

**Question 2:** Is this Layer 3, Layer 4, or Layer 7 Load balancing?

**Response:** Yes, load balancing will be on all three layers.

**Question 3:** Is there a middleware tier?

**Response:** No, MDHS does not have a middleware tier.

**Question 4:** What applications or services are being load balanced?

**Response:** LDAP, Exchange, Web, and SQL in the future.

**Question 5:** What documentation is required for authorization to provide installation?

**Response:** Citrix Certification for the individual doing the installation.

**Question 5:** Can you please provide you customer number for Citrix?

**Response:** Citrix Account ID 45078330.

LOC responses are due Friday, October 17, 2014, 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 Patti Irgens at 601-432-8223 or via email at [patti.irgens@its.ms.gov](mailto:patti.irgens@its.ms.gov).

cc: ITS Project File Number 41517