

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 41032, dated April 23, 2014, for the Mississippi Department of Human Services (MDHS)

From: Craig P. Orgeron, Ph.D.

Date: May 16, 2014

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Patti Irgens

Contact Phone Number: 601-432-8223

Contact E-mail Address: patti.irgens@its.ms.gov

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 MDHS have Citrix 6.5 environment ready or is the environment expected to be setup by the Vendor?

Response: The Citrix 6.5 environment is ready; some adjustments may be required by the Vendor for their product. It resides at the ITS Data Center in a Virtual environment. Users will be connected to shared Server 2008 R2 desktops served through Citrix, the Vendor will provide a solution to serve the MACWIS application seamlessly into the user's environment by the user clicking on a MACWIS icon on their desktop.

Question 2: Does MDHS have the pre-staged Virtual Infrastructure in place or does it need to be built from scratch?

Response: The Virtual Infrastructure for Citrix is in place at the ITS Data Center. Requirements for Virtual Machines needed to serve the MACWIS solution must be provided by the Vendor and will require a short amount of lead time to prepare.

Question 3: Does MDHS have a required Server/Storage hardware infrastructure in place to set up the Citrix Xen 6.5, if a new Virtual Infrastructure has to be established?

Response: The data network used by state government consists of two distinct infrastructures. The wide area network (WAN), which connects remote office locations throughout the state back to the Capitol Complex fiber network, utilizes Multi-Protocol

Label Switching (MPLS) technology for transport. AT&T is the provider of this service under a long-term agreement which allows for all products and services to facilitate the co-existence of all governmental entities on the network with multiple options for connectivity, performance, and quality of service. The network supports the following for state government use.

- **LAN/WAN interconnection**
- **High-speed image transport**
- **Host-to-host connections**
- **Client/server applications**
- **TN3270 applications**
- **Statewide Email**
- **Remote Systems Management**
- **Intranet web-based services**
- **Internet access, services, and web-based applications**
- **Voice IP trunking**
- **H.323 IP-based video**
- **GIS**

The Capitol Complex Metro Area Network (MAN) is an infrastructure component that supports high speed data, voice, and video connectivity for all major state government buildings in the Capitol Complex, the Education and Research (E&R) Complex, as well as buildings along the diverse fiber paths between the two core network hubs. The infrastructure includes fiber connectivity within and between buildings plus the necessary routing and switching hardware. The resulting fiber network provides both redundant and resilient access to the State Data Center (enterprise servers, E-Government portal, and the State Voice Communications Platform), and the Internet by utilizing Cisco's Virtual Switching System (VSS) architecture. The MAN is also a gateway to and from other agency sites statewide via the AT&T Multi-Protocol Label Switching (MPLS) network.

The Mississippi Department of Human Services is one of several logical networks that utilize the State's MPLS and Capitol Complex fiber network infrastructures. Workstations are located at the central office, district offices and remote field offices. Workstations have access to the State's mainframe current PIMS application, which resides at the State Data Center

Question 4: Does MDHS have the all required software licenses in place to build the new Virtual Infrastructure?

Response: Yes.

Question 5: Can you share the architecture of legacy farm including zone configuration in current Citrix 200?

Response: No, the new farm has been built from scratch, and the legacy 4.5 farm will be decommissioned as it is no longer supported by Citrix.

Question 6: Is the MACWIS Application a 32-bit or 16-Bit Application?

Response: MACWIS is a 32-bit application written in Visual Basic 6. There are various components that are included in MACWIS that have 16-bit installers with no source code available, so the build machine must support 16-bit (and thus be a 32-bit machine). The latest OS that has been proven to work 100% with all of MACWIS functions and features is Server 2003 R2 32-bit. The servers actually running MACWIS that will serve the end users via this solution will run this OS.

Question 7: Specify the number of Sites in the current setup. Are the remote sites coming under Single Zone or different Citrix Zones?

Response: 82, Single Zone.

Question 8: How many users are from Intranet and Internet?

Response: There will be approximately 1,500 users, greater than 90% are on the intranet, coming from WAN sites. Some users (will be coming from an Internet Gateway served through Netscaler. No part of the Vendor solution will be exposed directly to the Internet unless absolutely necessary, only to the Citrix farm and any servers required for operation (like DC controllers, etc.).

Question 9: Do you have particular preference for Data Store Database? For example SQL 2008, SQL 2012

Response: This is already set up for Citrix on SQL 2008.

Question 10: Clarify whether Remote Users will connect via VPN or NetScaler in the new solution.

Response: Netscaler.

Question 11: The new environment is proposed to have VM Servers, how about the old farm are they physical servers, if yes what is the configuration?

Response: The old farm will be decommissioned. Servers are old and will not support a 64-bit server OS.

Question 12: What is the mode of delivery of application in the new solution? Installed or Streamed.

Response: The MACWIS application will run in the 2003 R2 environment with single sign-on seamlessly streamed into the 2008 R2 Citrix user environment. The user will not

interface with a 2003 desktop and should not have to do anything other than double-click the MACWIS icon to launch the application.

Question 13: Are there any plans to host the New Solution in a Cloud environment?

Response: **Not at this time. All servers required for this solution will be at the ITS Data Center managed by vCenter.**

Question 14: How many Web Interface Servers are available in the Current Setup?

Response: **Two.**

Question 15: What is the number of Data Collectors / Zone Data Collectors in use?

Response: **Two.**

Question 16: Are the users categorized as per Function or Department?

Response: **No, users are granted access to MACWIS by membership in an Active Directory group & separate provisioning of MACWIS account. The user's AD account username and MACWIS account name are and must be identical.**

Question 17: What is the Hardware Model / VM Configuration to be used for the New XenApp Solution?

Response: **vSphere 5.5**

Question 18: To integrate the old MACWIS Application with the new solution, we have to buy and use AppDNA 6.1 or 6.2 or 6.3?

Response: **MDHS must be able to run the MACWIS application in Server 2003 R2. Based on testing, it cannot be built or run on a newer server OS without major recoding. A replacement application is simultaneously being built that will eventually replace MACWIS. Some of the components of the MACWIS build have 16-bit installers and the source code is not available (companies are out of business); this is not a viable option. MDHS does not believe AppDNA can provide the needed solution given their situation.**

Question 19: Other than the MACWIS application what are the other applications hosted?

Response: **MACWIS will be the only legacy application hosted by the Solution. All other Citrix-served applications will be installed and served from the 2008 R2 environment. These include LibreOffice, MyCIDS, Internet Explorer, PTouch Editor, etc.**

Question 20: Is MACWIS a business critical application? Share the list of business critical applications to be hosted in new environment other than MACWIS.

Response: **MACWIS is the most business critical application. LibreOffice, IE, Print and Label Maker are used within the Citrix application.**

Question 21: Is MDHS looking for a software solution to integrate MACWIS to an existing XenApp 6.5 environment?

Response: Yes, but the old Citrix platform will be shut down. The solution must be supported by the Vendor.

Question 22: Is MDHS looking for third party publishing software because the MACWIS app is not supported by the new Citrix XenApp 6.5/Windows 2008 R2 environment?

Response: Yes.

Question 23: Why does the proposed solution need to run on Windows 2003 R2 when ITS already supports windows 2008 in their environment?

Response: The MACWIS front-end applications will only run in a Windows 2003 environment. Since MDHS-DFCS will be implementing a new MACWIS system in 2018, it is not cost effective to re-write the front-end at this time.

Question 24: Can we get an application architecture diagram?

Response: There is no current diagram available.

Question 25: Is the MACWIS application supported to run via remote desktop application, or does it required code change to make it compatible in the proposed infrastructure?

Response: The MACWIS application can run via Remote Desktop; however the user must be able to seamlessly operate the MACWIS application as if it is locally installed. MDHS does not want a 2003 desktop within a 2008 desktop. This solution must be single sign-on and not require the user to login twice. Print jobs must be sent from the 2003 session to the 2008 session to be printed via Citrix Printing Services.

Question 26: Can the primary vendor partner with another company to supply the software, or in other words, is the primary vendor allowed to do sub-contracting?

Response: Yes.

Question 27: Who is your current vendor managing/supporting this application?

Response: MACWIS is supported in-house by the MIS staff.

Question 28: Is the State of Mississippi flexible to engage resources from near-shore (Canada) or offshore (India)?

Response: Yes, but will need to be fluent in English.

Question 29: What is the overall budget for this project?

Response: Cannot answer budget questions; however, all State Agency budgets are considered public record and may be view at www.dfa.state.ms.us.

Question 30: Should the resources be US Citizen?

Response: No; however, any person assigned to perform services must meet employment eligibility requires of all immigration laws of the State of Mississippi.

LOC responses are due May 23, 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.

cc: ITS Project File Number 41032