

## LOC Questions and Clarifications Memorandum

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**To:** Solicited Vendors for Letter of Configuration (LOC) Number 39684, dated June 20, 2012 for the Mississippi Department of Transportation (MDOT)

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

**Date:** July 10, 2012

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

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**Question 1:** What are the hardware requirements - capacity, performance, functionality, etc.?

**Response:** **Hardware will be installed on VMs (virtual machines), so MDOT will be able to make changes to the VMs based on what the awarded vendor's solution requirements are.**

**Question 2:** Is a current network diagram available for the Jackson Headquarters MDOT Data Center?

**Response:** **There is 1G in the datacenter, a 6MB connection from the district offices, and a T1 from the project and maintenance offices.**

**Question 3:** Is the 10GB portion of the network available for this project, or will we be running with an expectation of a 1GB network?

**Response:** **MDOT has a 10GB backbone, but connectivity to servers will be at 1GB.**

**Question 4:** Have any network performance analytics been run recently?

**Response:** **No.**

**Question 5:** Do you plan to allow installation of the new e-mail archiving and discovery solution on the existing production servers? Are there test/development servers available, or would you expect the Vendor to provide any equipment required for a best-practices implementation?

**Response:** **The solution will be installed in a virtual environment that is in production.**

**Question 6:** Have any analytics been run on the current 610GB mail store? For example, do we know anything about age/type of the existing data or what data is causing the most significant growth...e.g. PowerPoint attachments, pictures, etc?

**Response:** **Please see response to Question 4.**

**Question 7:** Can you be more specific on the types of regulatory compliance issues you face today and in the future?

**Response:** **MDOT currently has 1-year retention for emails. With the archive solution, that policy could change to become more granular for their users.**

**Question 8:** In addition to single-instance storage, are you expecting to benefit from deduplication or compression? Are there any tools which have already been procured or available to take advantage of these features?

**Response:** **MDOT expects to benefit from deduplication. No tools have been procured, as deduplication should be a part of the solution.**

**Question 9:** Can you provide specifics on the 12 current server models, and will these same servers be used once you migrate from Exchange 2007 to Exchange 2010?

**Response:** **The current servers are HP DL380 G5's Dual Quad-Core with 32GB of RAM. These servers will not be used for Exchange 2010. Exchange 2010 will be on VM's.**

**Question 10:** Can you provide specifics on the existing EMC VNX 5500? Drive types, Flash, Cache, FAST license, etc? When replicating from the primary site to the DR site, will the model be the same?

**Response:** **The EMC VNX 5500 has flash drives for FAST Cache. MDOT is licensed for FAST, and they also tier between SAS and NL-SAS drives.**

**Question 11:** Will MDOT be open to an alternative, appliance-based approach for the entire email, archiving, SharePoint, MS Lync, and file management solution?

**Response:** **MDOT is not open to an appliance-based approach at this time.**

**Question 12:** Will the DR site be the ITS State Data Center operating across the fibre network?

**Response:** MDOT's current DR side is in the MDOT Lab Complex.

**Question 13:** In 5.2.5.3 you require a description of our business continuity solution. Will this be in addition to the replication/DR request? Are you looking for more of an active-active BC capability for immediate failover should we have a failure at the primary site?

**Response:** No; MDOT is implementing SRM and RecoverPoint. MDOT is requesting an active-passive business continuity solution.

**Question 14:** Is there a possibility that the production side would move to ITS?

**Response:** Yes.

**Question 15:** Is there any documentation describing the setup of the existing Active Directory and can this be shared?

**Response:** MDOT has one domain and one forest. There is no documentation that can be shared.

**Question 16:** Are the current retention policy guidelines available for review?

**Response:** Please see response to Question 7.

**Question 17:** How many personnel are dedicated as full-time and how many are dedicated as part-time or backup to manage the existing Exchange and SharePoint environment?

**Response:** MDOT has one backup administrator, two Exchange administrators, and two SharePoint Administrators.

**Question 18:** Do you require pricing for both 3,000 as well as 5,000 users? Should we expect a proportional increase in e-Discovery users from 100 to 175?

**Response:** Yes to both.

**Question 19:** 5.2.2.10.5 Cloud Storage: Are you also looking for a Vendor provided Cloud Solution? On-premise or off-premise?

**Response:** MDOT is requesting that the Vendor provide a list of storage options that the proposed solution supports, including cloud storage. If a Vendor offers cloud storage, MDOT wants to know how the solution can use it.

**Question 20:** Are you expecting an automated facility for storage tier selection, or do you expect this to be a selection made by an administrator?

**Response:** MDOT's VNX storage uses an automated facility for storage tier selection based on the pool of drives that is used by the solution.

**Question 21:** Are there any remote users operating through a VPN or utilizing any type of VDI or thin-client access? Are users accessing Exchange email through smartphones or iPads?

**Response:** MDOT has users who use VPN and get their email through smartphones and iPads. MDOT is testing VDI (virtual desktop infrastructure), but currently has no users in production.

**Question 22:** Insomuch as most IT companies operate with a skeletal sales support staff on the week of July 4<sup>th</sup>, one could argue that the limited availability of resources for the preparation of a response to LOC 39684 (during that week) has shortened the available LOC response time by up to one week. In light of that, will ITS extend the due date for LOC responses to 7-24-12 with a corresponding extension of "Installation" to 9-17-12?

**Response:** No. The Addendum with Vendors' Questions and Answers will be sent to the Vendors on July 10, with proposals due on July 17. The Independence Day Holiday on July 4 should not be a hindrance to this response time.

**Question 23:** A date is listed for "Installation" in Section 3. Since the LOC provides no deadline date for the completion of installation services and training services, would it be correct to assume that: (1) this Section 3 "Installation" date is the target date for the initiation of installation and training services; and (2) that the award winner should make its best effort to meet customer expectations regarding the completion of such services, but that the LOC is silent on any requirement for a firm completion date?

**Response:** The firm completion date shall be November 9, 2012, or 60 days after the date of the MDOT purchase order, whichever is later.

**Question 24:** A three year warranty is required in the Warranty Section of the LOC. Is it the intent of the State to pay the cost of all three years of an annual performance bond at one time (after the project is initiated)? Given the high cost of a performance bond for years 2, and 3, will the state reduce the term of the performance bond to the 1<sup>st</sup> year (to cover the installation services and the 1<sup>st</sup> year of warranty coverage)? In our judgment, the LOC provides only summary information concerning the installation and warranty requirements. Will the state provide specific details or examples at this time as to what would trigger a claim by the State against the performance bond? If not, would it be correct to assume that the state and the award winner will be expected to make their mutual best efforts to define such details during post-bid, pre-contract negotiations?

**Response:** The State agrees to reduce the term of the performance bond to the first year to cover the installation services and the first year of warranty coverage. A claim would be triggered against the performance bond in the event the Vendor could not complete installation and training on or before November 9, 2012, or 60 days after the date of the MDOT purchase order, whichever is later.

**Question 25:** No mention is made of the date that the PO will be received by the award winner. What is the minimum number of days between the PO receipt date and the target date for the initiation of installation services?

**Response:** Once MDOT has accepted the proposed solution, MDOT will pay the vendor within 45 days of receipt of the invoice. Please refer to Article 5 of the Standard Purchase Agreement.

**Question 26:** Would it be acceptable to manage the retention policies using parallel retention policies instead of prioritized retention policies?

**Response:** No.

**Question 27:** Can the entire solution be cloud based, including software and archived data?

**Response:** No.

LOC responses are due July 17, 2012, 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 Teresa Washington at 601-432-8049 or via email at [teresa.washington@its.ms.gov](mailto:teresa.washington@its.ms.gov).

cc: ITS Project File Number 39684