



State of Delaware  
**DEPARTMENT OF TECHNOLOGY AND INFORMATION**  
William Penn Building  
801 Silver Lake Boulevard  
Dover, Delaware 19904

July 11, 2014

TO: All Offerors

FROM: Carmen Herrera  
IT Procurement Officer

SUBJECT: Addendum to Request for Proposal: #DT114601-DERFIAAS

**Addendum #1 - Questions and Answers**

- 1) The Statement of Work section 1 ON-SITE SUPPORT states contractor shall provide technicians and consultants to support installations and testing. Can you provide more detail on what is covered under installations and testing? What will the techs or consultants be installing or testing?
  - a) Contractors shall support the installation and testing of any collocated server equipment.
- 2) Does the State of Delaware expect responding vendors to have their own data center or can the responder use another vendors data center (ie can we use Expedient)?
  - a) Per the RFP, multi-vendor solutions and subcontracting are not permitted.
- 3) Which systems are in scope for the hosting services?
  - a) The scope consists of data center collocation services, including rack and floor space.
- 4) What is the existing hardware/infrastructure footprint for these systems?
  - a) The scope consists of data center collocation services, including rack and floor space.
- 5) Does the datacenter need to be located within the state of Delaware?
  - a) The data center location shall be suitable to the operational needs of the State of Delaware and the Service Provider shall not store or transfer State of Delaware data and equipment outside of the State of Delaware. This includes backup data and Disaster Recovery locations.

- 6) If not, are there geographic limitations that need to be considered?
  - a) As stated previously, the data center location shall be suitable to the operational needs of the State of Delaware.
  
- 7) Who will be supplying the necessary infrastructure (servers, network equipment, storage, back up environment)? The state or the facility?
  - a) At this time, the State plans to provide servers, storage and back-up.
  
- 8) Will there be any additional services, such as managed security services, or back up services, as a part of the solution?
  - a) Contractors shall supply qualifying data center requirements listed under RFP section II. Scope of Services and supply services listed in Appendix B.
  
- 9) If the state is supplying the infrastructure can we have a detailed list of equipment and associated power needs?
  - a) Currently, a list of equipment and associated power needs is not available.
  
- 10) If the facility is supplying the infrastructure (IaaS) can we have a detailed list of server, storage, and back up requirements?
  - a) The Contractor must provide data center rack and floor space.
  
- 11) Per Attachment 6, paragraph 3, page 30, "The Service Provider shall not store or transfer State of Delaware data and equipment outside of the State of Delaware. This includes backup data and Disaster Recovery locations." Can the Data Center be located in another U.S. state?
  - a) See #5.