Q1: Is the scope limited to DR Services and DR plan or does it include provision of cloud services as well?

ANSWER: Disaster Recovery Services/Solutions in the Cloud.

Q2: If XaaS platform services are needed, does the scope include managed services as well for XaaS components?

ANSWER: Anything as a Service (XaaS) Definition - What does “Anything as a Service (XaaS)” mean? Anything as a service (XaaS) is a term that describes a broad category of services related to cloud computing and remote access. With cloud computing technologies, vendors offer companies different kinds of services over the web or similar networks. Unclear what you are referring to as managed services.

Q1: Does DR include Crisis Management? Should the vendors proposal include activities to develop a crisis management plan that includes the activities for the senior executives to perform during a crisis?

ANSWER: NO – Crisis Management is not required.

Q2: Should the vendors’ proposal include activities for business continuity plans for the individual corporate functions (i.e. manual procedures for business departments to use while IT systems are down... such as accounting, HR etc.). If so, approximately how many departmental plans should be included in the proposal?

ANSWER: NO – Business Continuity is not Disaster Recovery; Business Continuity is not required.

Q3: Should the vendors’ proposal include activities to train your staff to continue to maintain and exercise the crisis mgmt., business continuity and/or disaster recovery program post-implementation, or do you want the vendor proposal to include ongoing resiliency program management? If so, what ongoing resources and consulting support is required?

ANSWER: NO – minimal training is required; I won’t say no training; training on architecture and process for operations within the disaster recovery environment.
Q4: Should the vendors’ proposal include activities to develop technical recovery procedures of procedure templates that contain the actionable keyboard scripts to be performed to recover the IT environment?

ANSWER: YES – Procedures on the technical recovery procedures.

Q5: Should the vendors’ proposal include the technical resources, in addition to the management oversight, to implement the IT recovery strategy at the alternate recovery location?

ANSWER: YES – provide in proposal and we have the option to cut or remove.

Q6: Should the vendors’ proposal include consulting to identify RTO/RPO's identified by application? Or is that information readily available? If so, can the State share that information so the vendors can properly solution the DR configuration for their RFP response?

ANSWER: RTO/RPO have been identified by application; the information is readily available and will be shared with the awardee.

Q7: Should the vendors include consulting to map the applications workloads to DR infrastructure (server, storage, network) and core support systems required during DR (firewalls, security, monitor, management, etc.)?

ANSWER: The vendor should include consulting as an option in the proposal. The vendor should provide a menu of services and an a la carte options/add-on.

Q8: Should the vendors’ proposal include activities to document upstream/downstream dependencies for each application workload?

ANSWER: State should know and document upstream/downstream dependencies for each application.

Q9: Is the prioritization of application start up sequence available or should the vendors include activities to document start up prioritization and sequencing?

ANSWER: Provided to awardee.

Q10: Should the vendor proposals include a part time or full time DR Program Manager to manage the entire program over the 5 years?

ANSWER: Previously answered.

Q11: Who will be maintaining the technical run books? Should the vendor’s proposals include consulting resources to maintain the run books? Test the DR capability on an annual basis? And/or perform annual maintenance of the DR Plan, BC Plan and/or Crisis Management Plan?

ANSWER: Previously answered.

Q12: Should all of the vendor’s proposals include capabilities to orchestrate and automate failover of applications and workloads to the DR site?

ANSWER: YES – applications may not be ready for automated failover, but a large goal and future features.
Q1: Can the state provide a list of the equipment to be included in the DRaaS and other configurations so the vendors can complete the RFP pricing?

ANSWER: General Infrastructure will be provided at a high level; specific topology will only be discussed after awarding contract.

Q2: Can the state provide a list of RTO/RPO’s, by system and application so the vendors can complete the RFP pricing?

ANSWER: General RTO/RPO’s will be provided.

Web as a Service (WaaS)

“A web service is any piece of software that makes itself available over the internet and uses a standardized XML messaging system. XML is used to encode all communications to a web service.

Web services are self-contained, modular, distributed, dynamic applications that can be described, published, located, or invoked over the network to create products, processes, and supply chains. These applications can be local, distributed, or web-based. Web services are built on top of open standards such as TCP/IP, HTTP, Java, HTML, and XML.

Web services are XML-based information exchange systems that use the Internet for direct application-to-application interaction. These systems can include programs, objects, messages, or documents.

A complete web service is:
- Is available over the Internet or private networks
- Uses a standardized XML messaging system
- Is not tied to anyone operating system or programming language
  - Is self-describing via a common XML grammar
  - Is discoverable via a simple find mechanism”

Q1: Given the understanding Web Services are self-contained, modular, distributed, dynamic applications that can be described, published, located, or invoked over the network to create
products, processes, and supply chains, would you please provide a list of the State of Delaware's Web Services applications along with a functional description of each Web Service application?

ANSWER: Provided to awardee.

Q2: Would you please provide the current Web Services architecture?

ANSWER: Provided to awardee.

Q3: Would you please provide the State of Delaware's existing infrastructure elements including Machine Type and Operating System?

ANSWER: High Level – General Overview; Expect Awardee to perform an Assessment of environment.

Q4: What is the desktop infrastructure strategy for the State of Delaware and how is the desktop distribution of Operating Systems, Applications, and Enterprise tools completed?

ANSWER: RFP is for production server disaster recovery services and solutions.

Q1: Is the scope limited to DR Services and DR plan or does it include provision of cloud services as well?

ANSWER: Previously answered.

Q2: If XaaS platform services are needed, does the scope include managed services as well for XaaS components?

ANSWER: Previously answered.

Q1: Does DR include Crisis Management? Should the vendors proposal include activities to develop a crisis management plan that includes the activities for the senior executives to perform during a crisis?

ANSWER: Crisis Management is not required, nor a part of the request for proposal.
Q2: Should the vendors’ proposal include activities for business continuity plans for the individual corporate functions (i.e. manual procedures for business departments to use while IT systems are down... such as accounting, HR etc.). If so, approximately how many departmental plans should be included in the proposal?

ANSWER: Business Continuity is a separate function and not part of the request for proposal.

Q3: Should the vendors’ proposal include activities to train your staff to continue to maintain and exercise the crisis mgmt., business continuity and/or disaster recovery program post-implementation, or do you want the vendor proposal to include ongoing resiliency program management? If so, what ongoing resources and consulting support is required?

ANSWER: The vendor should include training as an option.

Q4: Should the vendors’ proposal include activities to develop technical recovery procedures of procedure templates that contain the actionable keyboard scripts to be performed to recover the IT environment?

ANSWER: The vendor should include development of technical recovery procedures as an option.

Q5: Should the vendors’ proposal include the technical resources, in addition to the management oversight, to implement the IT recovery strategy at the alternate recovery location?

ANSWER: The vendor should include the IT recovery strategy at the alternate recovery location as an option.

Q6: Should the vendors’ proposal include consulting to identify RTO/RPO's identified by application? Or is that information readily available? If so, can the State share that information so the vendors can properly solution the DR configuration for their RFP response)?

ANSWER: The applications already have an RTO/RPO identified by the State and will share with the awarded vendor.

Q7: Should the vendors include consulting to map the applications workloads to DR infrastructure (server, storage, network) and core support systems required during DR (firewalls, security, monitor, management, etc.)?

ANSWER: The vendor should include this as an option. The workload should already be mapped out.

Q8: Should the vendors’ proposal include activities to document upstream/downstream dependencies for each application workload?

ANSWER: Dependencies should be available.
Q9: Is the prioritization of application start up sequence available or should the vendors include activities to document start up prioritization and sequencing?

ANSWER: The State is currently working on prioritization of application start up sequence. Will be available once the State completes the exercise.

Q10: Should the vendor proposals include a part time or full time DR Program Manager to manage the entire program over the 5 years?

ANSWER: The vendor should include a DR Program Manager as an option.

Q11: Who will be maintaining the technical run books? Should the vendor’s proposals include consulting resources to maintain the run books? Test the DR capability on an annual basis? And/or perform annual maintenance of the DR Plan, BC Plan and/or Crisis Management Plan?

ANSWER: The vendor should include these tasks as an option.

Q12: Should all of the vendor’s proposals include capabilities to orchestrate and automate failover of applications and workloads to the DR site?

ANSWER: The vendor should include automated failover of applications and workloads to the DR site as an option. And provide a roadmap on accomplishing such tasks in phases.

Section Number: Exhibit A Paragraph number: Scope – Disaster Recovery Implementation

Text of passage being questioned: The State will be provided with the equipment, software, facilities, and consulting services necessary to implement our developed disaster recovery plan, i.e. data/software recovery and replacement of computers, peripherals, network and telecommunication systems. The goal is to achieve recovery of critical systems in the shortest possible time after a disaster has occurred.

Q1: Can the state provide a list of the equipment to be included in the DRaaS and other configurations so the vendors can complete the RFP pricing?

ANSWER: The State will provide a general high-level overview of equipment. The detailed equipment will be provided to the awarded vendor. The State’s expectation is an assessment of equipment in the Biggs Data Center with recommendations for Disaster Recovery setup and tasks.

Q2: Can the state provide a list of RTO/RPO’s, by system and application so the vendors can complete the RFP pricing?

ANSWER: The State will provide RTO/RPO’s, by system and application to the awarded vendor.
Q1: How many locations are involved in the DR?

**ANSWER:** Primary location: Biggs Data Center, secondary location: Vendor Location (Cloud), tertiary location: Vendor Location (Cloud); expect vendor to provide a failover for the Cloud location.

Q2: Are some of the locations, NOT datacenters? Are you looking for Business Continuity?

**ANSWER:** Not looking for Business Continuity.

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**Section Number:** Exhibit A  
**Paragraph number:** Web Services  
**Page number:** 63  
**Text of passage being questioned:** Web Services

- A web service is any piece of software that makes itself available over the internet and uses a standardized XML messaging system. XML is used to encode all communications to a web service.

- Web services are self-contained, modular, distributed, dynamic applications that can be described, published, located, or invoked over the network to create products, processes, and supply chains. These applications can be local, distributed, or web-based. Web services are built on top of open standards such as TCP/IP, HTTP, Java, HTML, and XML.

- Web services are XML-based information exchange systems that use the internet for direct application-to-application interaction. These systems can include programs, objects, messages, or documents.

  A complete web service is:

  - Is available over the Internet or private networks
  - Uses a standardized XML messaging system
  - Is not tied to any one operating system or programming language
  - Is self-describing via a common XML grammar
  - Is discoverable via a simple find mechanism

Q1: Why just "Web as a Service" what about other applications? Is WaaS singled out because what you really are asking for is a High Availability Cloud Based Web environment?

**ANSWER:** Yes, we would like the option for high availability cloud-based web environment.
Q1: Does DR include Crisis Management? Should the vendors proposal include activities to develop a crisis management plan that includes the activities for the senior executives to perform during a crisis?

**ANSWER:** Crisis Management is not required or requested in this RFP.

Q2: Should the vendors’ proposal include activities for business continuity plans for the individual corporate functions (i.e. manual procedures for business departments to use while IT systems are down... such as accounting, HR etc.). If so, approximately how many departmental plans should be included in the proposal?

**ANSWER:** Business Continuity is a separate entity and not requested or required in this RFP.

Q3: Should the vendors’ proposal include activities to train your staff to continue to maintain and exercise the crisis mgmt., business continuity and/or disaster recovery program post-implementation, or do you want the vendor proposal to include ongoing resiliency program management? If so, what ongoing resources and consulting support is required?

**ANSWER:** Training should be an optional part of the RFP.

Q4: Should the vendors’ proposal include activities to develop technical recovery procedures of procedure templates that contain the actionable keyboard scripts to be performed to recover the IT environment?

**ANSWER:** YES – Recovery documentation is a requirement for the disaster recovery environment.

Q5: Should the vendors’ proposal include the technical resources, in addition to the management oversight, to implement the IT recovery strategy at the alternate recovery location?

**ANSWER:** The vendor proposal should provide options for technical resources.

Q6: Should the vendors’ proposal include consulting to identify RTO/RPO’s identified by application? Or is that information readily available? If so, can the State share that information so the vendors can properly solution the DR configuration for their RFP response?

**ANSWER:** The State has already identified RTO/RPO’s for all applications and/or hardware (equipment).

Q7: Should the vendors include consulting to map the applications workloads to DR infrastructure (server, storage, and network) and core support systems required during DR (firewalls, security, monitor, management, etc.)?

**ANSWER:** The State should already know the workload mapping of applications to hardware.
Q8: Should the vendors’ proposal include activities to document upstream/downstream dependencies for each application workload?

**ANSWER:** Vendor should provide these activities as an option in the proposal

Q9: Is the prioritization of application start up sequence available or should the vendors include activities to document start up prioritization and sequencing?

**ANSWER:** Prioritization of application start up sequence if not available.

Q10: Should the vendor proposals include a part time or full time DR Program Manager to manage the entire program over the 5 years?

**ANSWER:** Add it in the proposal and The State could accept or remove position.

Q11: Who will be maintaining the technical run books? Should the vendor’s proposals include consulting resources to maintain the run books? Test the DR capability on an annual basis? And/or perform annual maintenance of the DR Plan, BC Plan and/or Crisis Management Plan?

**ANSWER:** Add it in the proposal and The State could accept or remove position.

Q12: Should all of the vendor’s proposals include capabilities to orchestrate and automate failover of applications and workloads to the DR site?

**ANSWER:** Add it in the proposal and The State could accept or remove position.

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**Section Number:** Exhibit A  
**Paragraph number:** Scope – Disaster Recovery Implementation  
**Page number:** 66

**Text of passage being questioned:** The State will be provided with the equipment, software, facilities, and consulting services necessary to implement our developed disaster recovery plan, i.e. data/software recovery and replacement of computers, peripherals, network and telecommunication systems. The goal is to achieve recovery of critical systems in the shortest possible time after a disaster has occurred.

Q1: Can the state provide a list of the equipment to be included in the DRaaS and other configurations so the vendors can complete the RFP pricing?

**ANSWER:** General High-Level Infrastructure.

Q2: Can the state provide a list of RTO/RPO’s, by system and application so the vendors can complete the RFP pricing?

**ANSWER:** Provided to awardee.

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Q1: What risks do you face if you’re critical applications are unavailable for an hour, a day, a week, or longer?
ANSWER: Delawareans will not receive services.

Q2: What are your recovery time objectives (RTOs) by facility and application?
ANSWER: Available by application in a spreadsheet.

Q3: What are the recover points (RPO) are you trying to achieve?
ANSWER: Near time recovery, 4-hour data lose.

Q4: How is the security of your enterprise data going to be protected during the crisis and subsequent recovery processes?
ANSWER: Firewall, encryption, DMZ – Domain Level Access Points.

Q5: Is there an existing recovery plan? If so, does the recovery plan meet all compliance objectives? What format is it kept in?
ANSWER: Cold Site Recovery; Limited Documentation.

Q6: What was the scope of your last recovery test process? When was the last time you completed a full recovery test?
ANSWER: Scope – recover and test three applications at cold site location – remotely. Never performed a full recovery test.

Q7: Is the production environment virtualized today? If so, what Hypervisor is in use? What percentage is virtualized?
ANSWER: YES – 85% Virtual – Hypervisor?

Q8: Do you have legacy, non-intel based critical systems?
ANSWER: No

Q9: Do you have RunBooks built for your production environment?
ANSWER: No

Q10: What is the system scope for your recovery plan? Legacy, Intel based
ANSWER: ALL Infrastructure (Hardware) – Database – Web.

Q11: Do you use replication techniques now?
ANSWER: Tape Backup (CommVault).

Q12: Do you back up the data, if so how? Where is it stored? What type of media?
ANSWER: YES – Tape Backup; VRI - ; LTO5 & LTO7 Tapes.

Q13: Do you have a current application inventory? Does the inventory show dependency(s) upstream/downstream?
ANSWER: YES – application inventory; NO – dependencies.
Q14: Do you have EDI interfaces in your application environment?

ANSWER: Electronic Data Interchange (EDI) - unsure

Q15: Do you have your database(s) real time sync to an offsite environment?

ANSWER: NO real time sync offsite.

Section Number: B. RFP Submissions Paragraph number: 2 Page number: 1, 7

Text of passage being questioned: All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than 11:00 AM (Local Time) on April 26, 2019.

Q1: On page 7 of the solicitation, the due date is identified as April 26, 2019 however on page 1 of the solicitation, the due date is identified as May 3, 2019. Would the State please clarify when the solicitation is due?

ANSWER: May 16, 2019 at 11:00 am.

Section Number: y. Drug Testing Requirements for Large Public Works Paragraph number: 1 Page number: 27

Text of passage being questioned: Pursuant to 29 Del. C. 6908(a)(6), effective as of January 1, 2016, OMB has established regulations that require Contractors and Subcontractors to implement a program of mandatory drug testing for Employees who work on Large Public Works Contracts funded all or in part with public funds.

Q1: Does the State consider AWS, GCP and/or Microsoft as a Subcontractor or Vendor, with respect to requiring Drug Tests and Background investigations of Employees? This would be untenable if the Cloud Service Providers (CCSPs) were Subcontractors for this purpose.

ANSWER: This question is directed towards Large Public Works, and this is not a Public Works solicitation. However, a background check is required by IRM.

Section Number: Attachment 1 No Proposal Reply Form Paragraph number: Page number: 34

Text of passage being questioned: Q1: Was this an Invitation Only solicitation, or are Contractors who received this from sources other than the State of Delaware (such as the State’s Website or other, invited partners) eligible to bid as Prime?

ANSWER: No, this is not invitation only. This RFP is opened to the public to bid.
Text of passage being questioned: Each proposal must be submitted with 8 paper copies and 8 electronic copies on CD or DVD media disk.

Q1: On Page 6, the State requests 8 copies of each proposal be submitted, however on page 43, the State requires 10 copies. Will the State Clarify how many proposal copies are to be submitted?

ANSWER: Each proposal must be submitted with 10 paper copies and 10 electronic copies on CD or DVD media disk.

Section Number: I Overview – Mandatory Pre-bid Meeting Paragraph number: 1 Page number: 2

Text of passage being questioned: A non-mandatory pre-bid meeting has been scheduled for RFP HSS-19-26, on April 4, 2019, at 1:00pm at 1901 N DuPont Highway, New Castle DE 19720, Biggs Building Door 1, Conference Room 101.

Q1: Is the Pre-Bid Meeting in New Castle, DE on April 4, 2019 mandatory? The Section Heading on page 2 of the solicitation state that it is mandatory, however the contents of that section state that it is non-mandatory.

ANSWER: Non-Mandatory.

Q2: Will there be a Dial-In for the Pre-Bid Meeting for those contractors that cannot attend in person?

ANSWER: NO – Non Mandatory, therefore, No Dial-In.

Section Number: A. Minimum Requirements Paragraph number: 1 Page number: 4

Text of passage being questioned: Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work. Prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.

Question: Is Delaware Business Licensure Required at time of proposal submission, at the time of award, or is a complete application for the correct Licensure at time of award acceptable?

ANSWER: The license must be submitted prior to the execution of the contract.

Section Number: Paragraph number: Page number:

Text of passage being questioned:

Q1: Will the State confirm that there are no additional attachments, appendices or addendums not included in the main solicitation document?

ANSWER: All current attachments are posted. Should there be any additional addendums, they will be posted.
Q1: Given that Pricing has a weight of 20 points in the Evaluation Criteria, will the State clarify what and how the vendors are supposed to price in response to this solicitation? The current amount of information contained in the solicitation package is not enough for any firm not possessing intimate, institutional knowledge of the current primary and disaster recovery environment(s) to produce an accurate pricing model. Information such as current infrastructure designs, server/storage/networking details, bandwidth utilized, security considerations, SLAs required, etc. will be needed in order to structure a viable response for the State’s consideration.

ANSWER: General high-level overview of infrastructure/environment has been answered throughout these questions; more specific information will be communicated to the awarded candidate; The State expects an assessment of environment (for more detail) from vendor once awarded.

Q1: If the State is not planning to respond to Questions until April 18, 2019, will the state consider extending the deadline of submission to May 17, 2019, in order to provide the vendor community with adequate time to respond?

ANSWER: Not at this point. However, should there be any additional addendums, they will be posted.

Q1: Will the State only accept a Single Proposal from each Vendor that may include more than one Commercial Cloud Service Provider (CCSP) as part of the overall solution? Or would the State prefer one response per CCSP solution from each Vendor?

ANSWER: Single Proposal

Q1: Is there an incumbent doing the work described in this solicitation? If so, will the State please identify the company and contract number?

ANSWER: No
Q1: Is the State requiring that the responding vendors possess any specific industry or Commercial Cloud Service Provider (CCSP) accreditations or designations at the time of request for quotation such as Authorized Reseller for any of the CCSPs, Amazon Premier Consulting Partner, ISO 9001:2015 and/or CMMI L3? Requiring designations like these will provide an additional layer of confirmation of the level of expertise of the responding vendors for the State’s consideration.

ANSWER: No

Q1: Is this date correct?

ANSWER: No, the correct date is May 16, 2019 at 11:00 am.

Q1: Are all eleven divisions located in the same physical location OR are they located in different physical locations?

ANSWER: Different Physical Locations.

Q1: Is this date correct?

ANSWER: No, the correct date is May 16, 2019 at 11:00 am.
Q1: Is the winning vendor required to use Delaware residents in the execution of the statement of work? Is there a minimum requirement for the use of Delaware residents for either the prime or sub-contractor?

ANSWER: No

Section Number: IV - Professional Services RFP Administrative Information – 19. Potential Contract Overlap

Paragraph number: 19
Page number: 12

Text of passage being questioned: The State reserves the right to reject any or all bids in whole or in part to make partial awards, to award to multiple vendors during the same period, to award by types, on zone by zone basis or on an item by item or on a lump sum basis item by item, or lump sum total, whichever may be most advantageous to the state of Delaware.

Q1: Will the eleven divisions be divided individually, or will the award cover all eleven divisions?

ANSWER: The award covers the DHSS Production environment in the Biggs Data Center.

Section Number: Exhibit A – Cloud Services

Paragraph number: 1
Page number: 63

Text of passage being questioned: Enable rapid recovery with continuous replication of critical applications, infrastructure and data to the cloud.

Q1: How much data in total (TB) will need to be backed up (Estimate)?

ANSWER: 150TB.

Q2: How many flavors of operating system are in scope for DRaaS (Windows, Linux etc.)?

ANSWER: Several – Windows.

Q3: How many applications are in scope for DRaaS?

ANSWER: 140+ Applications.

Q4: What is the minimum network speed of the in-scope locations for DRaaS (10MB, 1GB etc.)?

ANSWER: The connection between the state and a proposed DR site will be able to take advantage of a 10 GB connection.

Q5: Are endpoints in scope for BaaS, DRaaS?

ANSWER: YES.

Q6: Exhibit A describes various cloud technologies and requirements for disaster recovery planning, consulting and implementation. However, there are no specifications for the IT infrastructure for which the disaster recovery planning, consulting and implementation should be performed. Without a
clear understanding of the IT infrastructure environment, including, but not limited to, the items below, it is impossible to quantify pricing:

- Quantity, size (CPU/memory/storage), Operating System and network requirements for each server.
- Recovery Time and Recovery Point Objectives (RTO/RPO) for each server or application.

**ANSWER:** General Overview

- 700 VM’s (Total) – vCenter 6.0 – ESXi 6.0
- 235 VM’s (Production)

Various Windows flavors

- 2 PB of Storage (1 PB – environments, 1 PB – Backup SAN)
- Grow to (5 PB – Backup SAN)

Q7: What are the geographic limitations on where the disaster recovery must take place?
**ANSWER:** negotiable; 75 mile radius

Q8: What is the time frame after award of a contract to have the disaster recovery plan completed and the first test scheduled?
**ANSWER:** 1 YEAR – iterative process (would not say completed necessarily).
Q1: Paragraph two states in part, “The State of Delaware is requesting proposals for services and solutions in furtherance of the disaster recovery and business continuity efforts. The purpose of this Request for Proposals (RFP) is to select one or more qualified Vendors to provide the services described above.” In addition, under Sections 18 and 19 on page 12, which allows an award to two more vendors and that there may be potential overlap. Consistent with these terms is it acceptable for a vendor to submit a proposal that may be specific to only one application and/or agency without being disqualified?

**ANSWER:** The proposal is for the entire disaster recovery environment, not one specific application; a single application proposal will be disqualified; such proposal needs to be discussed with agency/application directly

Q2: Can a vendor submit a proposal that requires vendor hosting as part of the vendor BC/DR solution?

**ANSWER:** Yes

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Q1: Does the customer have a development group? If so, how many developers?

**ANSWER:** The State or specific DHSS division does not have an official/true development group; the customer may support department or vendor development environment(s).

Q2: Does the customer have a prescriptive devOps methodology(s) they adhere to for in-house development?

**ANSWER:** Yes – The State adheres to a life cycle methodology for promotion of code to production (for all development).

Q3: What expertise does the staff for both operational and development have surrounding cloud compute for IaaS and PaaS?

**ANSWER:** Staff expertise in Cloud Compute for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) is limited.

Q4: Is there supporting legislation to enable the use of secure cloud compute in Azure?

**ANSWER:** Based on HIPAA and DTI Data Policy, the vendor will suggest private vs public cloud.

Q5: Can the customer define an assessment and migration strategy they would like vendors to adopt or adhere to?
Q&A

ANSWER: The customer (State) is looking for guidance from the vendor, after an assessment has been performed; the customer (State) assumes that the vendor will perform an assessment as the first task, then advise the customer (State) based on results.

Q6: Can the customer provide basic server metrics in an XLS spreadsheet (server name, # cores, # memory, # of used storage, server type: SQL, DC, Web, etc.)?

ANSWER: Possible or use “The State will consider alternative proposals on server metric reporting.”

Q7: Are there any additional compliance requirements outside of HIPAA that was not listed in RFP?

ANSWER: DTI Cloud Terms and Conditions; DTI Data Policy; (usually put in a link to the documents)

Q8: What is the desired timeline for transition? What is the timeline for modernizing custom applications?

ANSWER: Ideally – desired timeline for transition would be one year; timeline for modernizing custom applications – unknown factor(s), cost.

Q9: Does the state have dedicated connectivity into Azure (ExpressRoute)?

ANSWER: No

Q10: Has the agency done any previous assessments of their Datacenter to determine cloud maturity and direction?

ANSWER: No

Section Number: B. RFP Submissions - 2. Proposals  Paragraph number: Page number:  
Text of passage being questioned: Each proposal must be submitted with 8 paper copies and 8 electronic copies on CD or DVD media disk. However, Appendix A - MINIMUM MANDATORY SUBMISSION REQUIREMENTS Each state:

10. Ten (10) paper copies of the vendor proposal paperwork. One (1) paper copy must be an original copy, marked "ORIGINAL" on the cover, and contain original signatures.

11. Ten (10) electronic copies of the vendor proposal saved to CD or DVD media disk. Copy of electronic price file shall be a separate file from all other files on the electronic copy. (If Agency has requested multiple electronic copies, each electronic copy must be on a separate computer disk or media).
Q1: Will the State please clarify the submission instruction accordingly?

ANSWER: 10 paper copies and 10 electronic copies on CD or DVD media disk.

Section Number: B. RFP Submissions - 2. Proposals
Paragraph number: Page number: 1
Text of passage being questioned: Each required CD or DVD must contain a minimum of two files as follows:

1. Technical Proposal — One document in PDF or Word Format
2. Business Proposal — In Excel or Word However, Appendix A - MINIMUM MANDATORY
   SUBMISSION REQUIREMENTS Each state:

11. Ten (10) electronic copies of the vendor proposal saved to CD or DVD media disk. Copy of electronic
    price file shall be a separate file from all other files on the electronic copy. (If Agency has requested
    multiple electronic copies, each electronic copy must be on a separate computer disk or media).

Q1: Will the State please clarify if both the Technical Proposal & Business Proposal can be copied to a
single CD or DVD, or do both documents need to be submitted separately to a CD or DVD?

ANSWER: Both documents need to be submitted separately.

Section Number: B. RFP Submissions - 11. Confidentiality of Documents
Paragraph number: 8&9
Text of passage being questioned: “Vendor(s) may submit portions of a proposal considered to be
confidential business information in a separate, sealed envelope labeled "Confidential Business
Information" and include the specific RFP number. The envelope must contain a letter from the Vendor's
legal counsel describing the documents in the envelope, representing in good faith that the information
in each document is not "public record" as defined by 29 Del. C. § 10002, and briefly stating the reasons
that each document meets the said definitions.”

“Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware
will open the envelope to determine whether the procedure described above has been followed A
vendor's allegation as to its confidential business information shall not be binding on the State. The
State shall independently determine the validity of any vendor designation as set forth in this section.
Any vendor submitting a proposal or using the procedures discussed herein expressly accepts the State's
absolute right and duty to independently assess the legal and factual validity of any information
designated as confidential business information. Accordingly, Vendor(s) assume the risk that
confidential business information included within a proposal may enter the public domain.”

Q1: In order to comply with the Confidential Business Information procedures detailed in Section
IV.B.11 and the Freedom of Information Act, should vendors provide a redacted copy of Technical
Proposal?
ANSWER: No

Section Number: Appendix E-State Information Technology Requirements  
Paragraph number: 9  
Page number: 58  
Text of passage being questioned: “Vendor is required to submit technology costs that the State will be directly or indirectly responsible for as part of this contract. In addition to the Cost Schedule, the vendor will break down technology costs into three categories for implementation and the same three categories for out-year costs:”

1. Hardware  
2. Software  
3. Technical staffing

“For vendor hosted websites, hosting costs can be allocated to the above categories at the discretion of the vendor.”

Q1: Please provide the compute requirements (CPU, memory, used storage, OS) by server / VM for Intel based systems with DR/BCP Criticality Classification DR Levels, and the application supported.

ANSWER: General requirements/specifications will be provided at a high level.

Q2: Please provide a list of distributed systems (AIX, HPUX, SUN, Mainframe, etc.) are in scope for this RFP (CPU, memory, used storage, OS) LPAR / VPAR for with DR/BCP Criticality Classification DR Level, and the application supported.

ANSWER: Details will be provided to Awarded Vendor (Candidate).

Q3: Please provide the Total Number of applications with respect to the DRaaS requirements.

ANSWER: 130+.

Q4: Are the States applications home grown or vendor provided?

ANSWER: Mixture – Both.

Q5: How many SaaS based applications is the State using? How about the Total Number of databases such as SQL, Oracle, SAP, etc.?

ANSWER: Estimated SQL Databases = 100; Oracle on Intel = 2

Q6: Are there any legacy systems in place, such as Windows 2000 or 2003 Servers? If so, how many?

ANSWER: No

Q7: What’s the total storage for the servers that are moving to cloud/DR?

ANSWER: 2 petabytes

Q8: What is the daily data change rate?
Q9: What percentage of servers require flash storage vs spinning disk?

ANSWER: All (100%) production servers require spinning disk

Q10: Does the State have connectivity to any public cloud today? What are they? Site to Site VPN, AWS Direct Connect? Azure ExpressRoute?

ANSWER: NO – IRM does not have connectivity to any public cloud – currently (today)

Q11: Any servers require Physical to Virtual conversion prior to moving to the cloud? If so, how many?

ANSWER: 14 servers running Oracle processes and DB

Q12: Is the State planning on moving applications as is, or are there plans to re-factoring the application during the move?

ANSWER: The recommendation from the vendor to make it a fit into the disaster recovery environment. Negotiable, we understand that some applications may need to be re-factored.

Q13: Does the State have applications tiered or prioritized based on need for availability and recoverability?

ANSWER: Yes – tiered recovery with prioritization based on need for availability and recoverability

Q14: Does the State require to integrate on-prem monitoring with cloud monitoring? Is the State looking for one monitoring solution for all systems?

ANSWER: The vendor should provide this option in the proposal

Q15: How many public IP's are allocated for the application?

ANSWER: One IP per internet site, DHSS is assigned 167.21.108.0/24 block

Q16: Does the State require additional services such as public IP, external DNS hosting, load balancer, connectivity to third party, etc., if other please specify?

ANSWER: The vendor should provide these additional services as options

Q17: How is the State providing DNS service in DR today?

ANSWER: DNS is not provided by DTI at this time

Q18: How does the State authenticate its users today? Does the State require two-factor authentication?

ANSWER: authentication is based on the application in use, the state’s VPN solution requires two factor authentication
Q19: How many VPN client licenses are needed for testing?

**ANSWER:** Unknown.

Q20: How many remote VPN client licenses are needed at time of declaration?

**ANSWER:** Unknown.

Q21: Does the State require dedicated links between the State’s site and cloud?

**ANSWER:** The State does not require dedicated links.

Q22: Is the State currently using SSL acceleration?

**ANSWER:** The State does use SSL, not sure about the acceleration part.

Q23: Does the State require QoS configured for VLANs?

**ANSWER:** No.

Q24: Does the State have Load Balancer services for the application? If yes, please provide the details?

**ANSWER:** Yes, we use HAProxy appliances, Aloha 5100.

Q25: What type of Load Balancer does the State currently have on production site?

**ANSWER:** HAProxy appliances, Aloha 5100.

Q26: What type of Network core switches/firewalls does the State currently use?

**ANSWER:** Juniper.

Q27: How many IP’s per VLAN does the State currently have?

**ANSWER:** Some are /24 and others /23 subnets.

Q28: What about security devices? Does the State require managed security services?

**ANSWER:** Yes.

Q29: Does the State require physical Segmentation across the board for DMZ and Non-DMZ workload? Can they be logically separated via Virtual Private Channel?

**ANSWER:** DMZs are separated using VLANs on trunk connections.

Q30: Does the State require self-managed load balancer blueprint?

**ANSWER:** No.
Q31: Is the State planning to protect all Production systems or only few critical applications?

**ANSWER:** All Production systems

Q32: What NAS based solution is the State using today? Do they need to be part of a DR solution?

**ANSWER:** No NAS in use

Q33: Is the State using dedupe/compression today?

**ANSWER:** Yes

Q34: What is the state currently using for backup/storage policies?

**ANSWER:** We use CommVault to back to SAN nightly and then aux copy to tape daily.

Q35: What are the States RPO/RTO requirements?

**ANSWER:** Provide General High Level.

Q36: What are the States journaling retention requirements?

**ANSWER:** Negotiable; Open for guidance;

Q36: How about archiving backup for long term?

**ANSWER:** The State requires archiving backup for long term

Q37: What is the protected storage amount on all the servers?

**ANSWER:** 435TB.

Q38: What is the disk backup retention requirement?

**ANSWER:** Federal/CMS Regulation – 7 years.

Q39: What time zone does the State require on the DR side?

**ANSWER:** Daylight Savings Eastern Standard Time

Q40: Who is Chain of Command? Who would decide to declare full site/application/Storage/WAN failure disaster event?

**ANSWER:** Director of DMS (Lisa Bond) – Director of IRM (Midge Holland).
Q40: Does the State have third party APIs which need to be enabled during a disaster?

**ANSWER:** Yes

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Q1: Does the transmittal letter need to include the same amount of detail as Attachment 3 regarding any exceptions?

**ANSWER:** Yes, if it applies.

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Q1: Beyond a State of Delaware Business Licensure, what licenses/certifications does the State expect will be necessary here?

**ANSWER:** Besides the State of Delaware Business Licensure, you will be expect to have a Certificate of Liability Insurance.

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Q1: Does the State have a matrix, definition, or delineation as to what constitutes a “major” subcontractor? If not, are there any guidelines to the amount/type of work that a subcontractor would perform that would make that subcontractor “major” and, thus, require disclosure? We want to ensure we meet the State’s expectations in this regard.

**ANSWER:** All sub-contractors must be identified and submit attachment 6. There is no set criteria to determine if a sub-contractor is a major.
Q1: Will this period of 20 days be expanded to allow the parties to negotiate the final agreement, as referenced in the paragraphs immediately preceding this text?

ANSWER: The vendor has to return the signed contract in 20 days.

Q1: Please confirm that customer technology support services that do not require or allow access to customer data, conducted off shore do not constitute “activity” as used in this Section.

ANSWER: No activity is to be executed in an offshore facility.

Q1: Please confirm that the proposed Disaster Recovery services will be limited to use in the event of a catastrophic unrecoverable disaster impacting the primary data center facility and infrastructure or other situations where the entire data center is unavailable.


Q1: Please confirm that the proposal submission is due on May 3, 2019 as noted on Page 1 of the RFP.

ANSWER: The proposal submission date is May 16, 2019 at 11:00am.
software, facilities, and consulting services necessary to implement our developed disaster recovery plan, i.e. data/software recovery and replacement of computers, peripherals, network and telecommunication systems. The goal is to achieve recovery of critical systems in the shortest possible time after a disaster has occurred.

Q1: Please confirm that the required Disaster Recovery services are limited to providing computing, servers, storage and network connectivity required to maintain and operate restored critical systems.

ANSWER: Depends on proposal.

Q2: Please confirm that the facility requirements are limited to a selected number of state IT staff that are responsible for conducting disaster recovery activities.

ANSWER: Facility access will be limited to technical staff perform disaster recovery (DR).

Section Number: Exhibit A; Executive Summary Paragraph number: 2 Page number: 61
Text of passage being questioned: Disaster Plan Implementation (hardware replacement, software/data backup and restoration)

a) Backup Services
   • Backup as a Service (BaaS)
   • ii Storage as a Service (STaaS)
   b) Web Services
   • Web as a Service (WaaS)
     • 1 XML+HTTP
   c) Cloud Services
   • 1 Disaster Recovery as a Service (DRaaS)
   • 11 Software as a Service (SaaS)
   • 1m Platform as a Service (PaaS)
   • 1v Infrastructure as a Service (IaaS)

Q1: Please provide example use cases to provide a better understanding of the intended use of Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) and Web as a Service (WaaS). Are these capabilities required to support future requirements or current needs?

ANSWER: These are options to fulfill requirements.

Section Number: I Overview Paragraph number: Page number: 2 Text of passage being questioned: Mandatory Pre-Bid Meeting – A non-mandatory pre-bid meeting....

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Q1: Is the Pre-Bid Meeting mandatory or not?

ANSWER: This meeting is non-mandatory.

Section Number: II Scope of Services  Paragraph number:  C. Project Goals  Page number:  3

Text of passage being questioned: The State is seeking to establish Disaster Recovery Services and Solutions... DRaaS, IaaS, Paas, STaaS, BaaS, Waas

Q1: Is this a new business requirement or is there an incumbent currently performing this work?

ANSWER: New business requirement; no incumbent currently performing this work.

Section Number: IV Professional Services Administrative Information  Paragraph number:  B RFP Submissions Goals  Page number:  6

Text of passage being questioned: ...Each proposal must be submitted with 8 paper copies and 8 electronic copies on CD or DVD.

Q1: Appendix A indicates 10 copies of each format are required. What is the exact number of electronic and hard copies required?

ANSWER: 10 paper copies and 10 electronic copies on CD or DVD media disk.

Section Number: IV Professional Services Administrative Information  Paragraph number:  13 B Subcontracting  Page number:  N/A, 10

Text of passage being questioned: Any sub-contractors must be approved by the State of Delaware.

Q1: Is there a specific requirement for the Prime to have a specific amount of workshare in a Prime/Sub-contractor relationship for this contract?

ANSWER: No workshare is required.

Q2: What is the process for the subcontractor to be approved? Will the approval be granted prior to award or post award for new subs to the state’s existing Primes?

ANSWER: There is no formal process for approval, however every sub-contractor needs to submit/have an Attachment 6, so it is to the vendor and sub-contractor to sign this document. The vendor must be identified, and the vendor must identify the sub-contractor. We are not looking for sub-contractors for the existing prime. We are looking for vendors to provide the services and have a sub-contractor who has a relationship with the vendor and not with the State.
Q1: In a Prime/Sub relationship, can the references be that of the sub-contractor, if the subcontractor is performing most of the work?

ANSWER: The prime vendor will be responsible for all work provided by the sub-contractor, so it is up to the prime contractor to deem how much work the sub-contractor gets.

Q1: Any insurance costs for employees working on the program are typically included in the fully burdened labor hour rate. Can you provide a pricing example that breaks out a labor rate and additional costs to illustrate the model you are looking for? When indicating the fee, is it the employer total cost or employee’s portion of the medical benefits?

ANSWER: When indicating the fee, it is the employer’s total cost or employee’s portion of Medical benefits. The State does not dictate how its charge.

Q1: Is the State willing to migrate production resources to the cloud (AWS) or must production resources remain as on-premises servers?

ANSWER: The State does not object to a total solution; Candidate should include production migration into the Cloud as an option; the RFP is for Disaster Recovery as a Service (DRaaS) or focus on a disaster recovery solution; production and all other environments are follow-on phases.
Q1: If production resources remain on-prem, does the state require the backup system to be recoverable locally first (faster), or is it enough to be able to recover in the cloud only during a disaster?

ANSWER: Depends on disaster; expectation is if Biggs Data Center is taken out or experiences a significant interruption, then we would recover in the Cloud.

Q1: Can the state provide any information regarding backup/snapshot frequency needs and retention schedules?

ANSWER: Daily/Weekly/Monthly – 1.1 petabyte of data.

Q1: What bandwidth is available at the locations from which backup/DR services are desired? If there are redundant sources of bandwidth at each location, please identify them.

ANSWER: The connection between the state and a proposed DR site will be able to take advantage of a 10 GB connection.

Q1: Can the state provide a count of physical servers, amount of hard drive space for each and RAM for each? Estimates are sufficient.

ANSWER: 80 blades – 8 cores each – 768 gig of memory; 700 VM’s – 2 petabytes of disk space

Q1: Does the state have resources that are already located in Azure, AWS or other public cloud? In particular, does the DHSS have similar existing resources?

ANSWER: The State does not have similar existing resources already located in any public Cloud.
Q2: Does the state have existing RTO (Return to Operation) and/or RPO (Recovery Point Objective) goals in place now? Desired for the future? If so, please share.

ANSWER: Applications and subsequently servers (hardware) and databases have an RTO and/or RPO – that will be shared with the awarded candidate upon negotiating the contract.

Q3: Will DHSS consider an all-public cloud solution, like AWS, where production, backup and DR is located off-premises. Is this a preferred solution?

ANSWER: As long as solution/service meets DTI Terms and Conditions, along with Federal Regulations around Data Privacy and Data Security.

Q4: Describe how firewall and network changes are accomplished, when needed, for installation or DR purposes? What sort of SLA can be expected?

ANSWER: All Network changes are approved and facilitated through DTI, and subsequently follow DTI process, procedure, and timeline.

Q5: Will DHSS consider an all-public cloud solution, like AWS, where production, backup and DR is located off-premises. Is this a preferred solution?

ANSWER: As long as solution/service meets DTI Terms and Conditions, along with Federal Regulations around Data Privacy and Data Security.

Q6: Does the state have any GDPR requirements to maintain an inventory and location data for PII or other sensitive data?

ANSWER: The State does not have any General Data Protection Regulation (GDPR) requirements to maintain an inventory and location of data for PII or other sensitive data.

Q1: Is all data expected to be encrypted at rest and in transit at all times? To what standard?

ANSWER: Encryption during transit, encryption at rest is negotiable.

Q1: What, if any, daily/monthly/reporting is required? What, if any, incident management reporting and communication is required?

ANSWER: Reporting is required – negotiation on what we are reporting.
Section Number: I. Mandatory Pre-Bid Meeting Paragraph number: 1 Page number: 2
Text of passage being questioned:
MANDATORY PREBID MEETING: A non-mandatory pre-bid meeting has been scheduled for RFP HSS-19-026, on April 4, 2019, at 1:00pm at 1901 N DuPont Highway, New Castle DE, 19720, Biggs Building Door 1, Conference Room 101.

Q1: Please confirm if this meeting is mandatory or non-mandatory.
ANSWER: This meeting is non-mandatory.

Section Number: D.1 (Requirements) Paragraph number: 3 Page number: 3
Text of passage being questioned:
D.1 Requirements... The awarded contracts will allow Participating Entities to choose cloud solutions that meet the following descriptions:
• Commercially available cloud computing services
• Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing, Open to all deployment models (private, public, community or hybrid), vendors specify deployment models

Q1: Can you please clarify the term Participating Entities? Who would that be?
ANSWER: State Agencies/Divisions/Departments.

Section Number: N/A General Question Paragraph number: N/A General Question Page number: N/A General Question
Text of passage being questioned: N/A General Question

Q1: Can you please confirm if it is acceptable to propose the use offshore staff to fulfill the requirements of this RFP?
ANSWER: The vendor shall not store or transmit data outside of the US.

Section Number: Exhibit A Paragraph number: 2 Page number: 66
Text of passage being questioned: System Documentation Requirements...2. Manuals shall address the issue of alternate recovery sites.

Q1: Could you please provide clarification/more detail related to “2. Manuals shall address the issue of alternate recovery sites.”
ANSWER: Manuals need to reference primary recovery site and alternate (secondary) recovery site.
Q1: What is the level of Cyber Security for the DR Environment?

**ANSWER:** The security controls within the DR environment must match the controls on premise.

Q2: Does the environment have to reside in a private container, government container, or public container?

**ANSWER:** The proposed Cloud recovery environment must demonstrate that it meets the all State Security requirements, as defined in the RFP. While FEDRAMP Certification is a plus, all solutions which clearly demonstrate that they meet the State security requirements will be considered.

Q3: Can the equipment housing Delaware Data, co-locate with other states, or entities outside of the state? Same Rack?

**ANSWER:** While the State would like to prefer not to share rack space, the vendor must demonstrate security of equipment and data in a shared environment. In other words, Delaware and Wisconsin residing in a private or government cloud should have clearly defined boundaries and no cross-data interaction (secure).

Q4: Does the Data Center have to be Fed Ramp Certified?

**ANSWER:** The proposed Cloud recovery environment must demonstrate that it meets the all State Security requirements, as defined in the RFP. While FEDRAMP Certification is a plus, all solutions which clearly demonstrate that they meet the State security requirements will be considered. While the State would like to prefer not to share rack space, the vendor must demonstrate security of equipment and data in a shared environment. In other words, Delaware and Wisconsin residing in a private or government cloud should have clearly defined boundaries and no cross-data interaction (secure).

Q5: What is the bandwidth between Biggs Data Center and DR Site (Cloud)?

**ANSWER:** The connection between the state and a proposed DR site will be able to take advantage of a 10 GB connection.

Q6: Has a bandwidth assessment been done?

**ANSWER:** NO; but the state has concurrent internet circuits at 10 GB each.

Q7: Once we award a contract to vendor, how are we connecting and exchanging data?

**ANSWER:** Outbound SSL is available from the state and an externally facing SFTP server. Offline methods should be available too. Outbound push from the State via tunnel.

Q8: Are we extending the State Network to include the Vendor?

**ANSWER:** No

Q9: Will the Vendor have to connect (via 100MB) into the State Network?
ANSWER: The vendor will not have a direct connection into the state network. Outbound via existing proxies will exist. There will be no inbound connection into the state networks.

Q10: Is there a higher capacity network/connection (i.e. Dark Fiber, etc.)?
ANSWER: It is a high capacity network.

Q1: Are there any DR requirements that where individual data references are within the Cloud? Now, back on the networking side of things: DTI handles the networking, but you said the vendor should supply networking- in case for things having to be re-routed in the case of a disaster who is going to take care of routing for the fail over and fail back-is it on the vendor who may not know the latest changes on the Network or is it on DTI to know the current state-How is that going to work in your vision?

ANSWER: The DR site will be considered an independent network. It will have to provide remote access services for the DHSS partner to get into the network during a disaster and to use the solutions within that network. The network will have to be able to pass an IRS audit.

Q2: Just to be clear about your last statement about not sharing resources you’re saying that Public Cloud, AWS is not acceptable... it needs to be dedicated infrastructure?

ANSWER: We need to define Gov Cloud ... we need to define “Share”....my understanding was we were talking about the rack level... you know having Delaware’s data next to North Dakota’s data or DE’s hardware sitting next to ND’s hardware... they can all be in the cloud but we have to make sure we are not violating any Federal Regulations in terms of proximity, so the Security Solution needs to detail how that is managed.

ANSWER: The proposed Cloud recovery environment must demonstrate that it meets the all State Security requirements, as defined in the RFP. While FEDRAMP Certification is a plus, all solutions which clearly demonstrate that they meet the State security requirements will be considered. While the State would like to prefer not to share rack space, the vendor must demonstrate security of equipment and data in a shared environment. In other words, Delaware and Wisconsin residing in a private or government cloud should have clearly defined boundaries and no cross-data interaction (secure).

Q3: Are you looking for a dedicated or shared solution the various systems broken down from Mainframe server? Are you looking for a dedicated environment or a shared environment-you mentioned?

ANSWER: We are looking for, we have HIPPA, and we have Federal stuff so I’m not telling you how to do a Proposal, but we can’t share with other states organizations, the rack or the server. (Correct)

ANSWER: The proposed Cloud recovery environment must demonstrate that it meets the all State Security requirements, as defined in the RFP. While FEDRAMP Certification is a plus, all solutions which clearly demonstrate that they meet the State security requirements will be considered. While the State would like to prefer not to share rack space, the vendor must demonstrate security of equipment and
data in a shared environment. In other words, Delaware and Wisconsin residing in a private or government cloud should have clearly defined boundaries and no cross-data interaction (secure).

Q4: Regarding the question about resources being private or public, you said the Cloud where the DR would happen if it were Fed/ HIPPA compliant that it would meet the requirements?

ANSWER: The proposed Cloud recovery environment must demonstrate that it meets the all State Security requirements, as defined in the RFP. While FEDRAMP Certification is a plus, all solutions which clearly demonstrate that they meet the State security requirements will be considered. While the State would like to prefer not to share rack space, the vendor must demonstrate security of equipment and data in a shared environment. In other words, Delaware and Wisconsin residing in a private or government cloud should have clearly defined boundaries and no cross-data interaction (secure).

Q1: On pg. 4 of the Solicitation, the due date is identified as April 26, 2019; however, on pg. 1 of the Solicitation the due date is identified as May 3, 2019. Will the State please clarify when the Solicitation is due?

ANSWER: The proposal submission date is May 16, 2019 at 11:00am.

Q2: Does the State consider AWS, GCP, and/or Microsoft as a sub-contractor or vendor with respect to requiring drug test and background investigation for employees?

ANSWER: The answer is directed towards large Public Works and this is not a Public Works solicitation. However, background checks are required by IRM.

Q3: Was this an Invitation-Only Solicitation or are contractors who receive this from sources other than the State of Delaware such as State website or other invited partners eligible to be as prime?

ANSWER: No, this is not invitation-only. This RFP is open to the public to bid.

Q. Is the Pre-Bid Meeting in New Castle, Delaware on April 4, 2019 mandatory?

ANSWER: This is a non-mandatory meeting.

Q. Will there be a dial-in for those Contractors who could not attend in person?

ANSWER: No, a dial-in will not be available for those who cannot attend in person.

Q. Is a Delaware business license required at the time of Proposal submission, at the time of Award, or is a complete application... with the current license... of the Award acceptable?

ANSWER: The license must be submitted prior to the execution of the Contract.

Q. Will the State confirm that there are no additional attachments, Appendices, or Addendums not included in the Main Solicitation document?

ANSWER: All current attachments are posted. Should there be any additional Addendums, they will also be posted.
Q. Is the winning vendor required to use Delaware residence in the execution of the Statement of Work? Is there a minimum requirement for the use of Delaware residence for either the prime or the sub-contractor?

A. The answer to this is No.

Q. Is there a specific requirement for the prime to have specific amount of workshare in a prime/sub-contractor partner relationship for this contract?

ANSWER: The prime vendor will be responsible for all work provided by the sub-contractor, so it is up to the prime contractor to deem how much work the sub-contractor gets.

Q. What is the process for sub-contractors to be approved? Will the approval be granted prior to the award, if so the State existing prime?

ANSWER: There is no formal process for approval; however, every sub-contractor needs to submit/have an Attachment 6, so it is to the vendor and sub-contractor to sign this document.

ANSWER: The vendor must be identified, and the vendor must identify the sub-contractor. We are not looking for sub-contractors for the existing prime. We are looking for vendors to provide the services and have a sub-contractor who has a relationship with the vendor and not with the State.

Q. In a prime/sub-contractor relationship, can we reference that of the sub-contractor…. if the sub-contractor is performing the majority of the work?

ANSWER: The answer to this is No. Any insurance policy for employees working on the Program are typically included in the full burden labor hour rate.

Q. Can you provide a pricing example that breaks down/out the pay labor rate no cost and illustrates the model you are looking for?

ANSWER: When indicating the fee, it is the employer’s total cost or employee’s portion of Medical benefits.

Q. Can you please confirm if it is acceptable to propose the use of offshore staff to fulfill the requirements of this RFP?

ANSWER: The vendor shall not use or transmit data outside of the US.

Q. In order to comply with confidential business information, procedures detailed in Section 4 B-11 in the Freedom of Information Act, should Vendors provide a redacted copy of the Business Proposal?

ANSWER: No, Vendors should not provide a redacted copy.

Q. Does the Transmittal Letter need to include the same amount of detail as Attachment 3 regarding any exceptions?

ANSWER: Yes, if it applies.

Q. Does the State have a Metrics definition or a delineation as to what constitutes a major sub-contractor? If not, are there any guidelines to amount/type of work that a sub-contractor would perform that would make the sub-contractor a major and thus require disclosure?
ANSWER: A sub-contractor must be identified and submit Attachment 6, which is in the RFP. There is no set criteria if a sub-contractor is major.

Q. Will this period of 20 days be expanded to allow the parties to negotiate the final agreement as referenced Paragraphs immediately preceding this text?

ANSWER: The vendor has to return the signed contract within the 20 days.

Q. Please confirm the customer technology support services that do not require or allow access to customer data conducted off shore not to constitute activities as used in this section.

ANSWER: No activities are to be used/executed in an offshore facility.

Q. Is it acceptable for a Vendor to submit a Proposal that may be specific to only one application and/or agency without being disqualified?

ANSWER: All applications are required. You cannot pick and choose the application to be covered.

Q. Can a Vendor submit a Proposal that requires Vendor hosting as part of the Vendor BC... Solution?

ANSWER: Yes, that is allowable, with a caveat ...(Midge) If a vendor wants to propose a solution that includes Vendor hosting and that is not what we are looking for, it could limit the competitiveness ... we will entertain Proposals that require Vendor hosting, but it is not required.

Q. What are the geographic limitations on when the Disaster Recovery must take place?

ANSWER: At least 50 miles away from 1901 N. DuPont Highway.

Q. What is the maximum allowable distance from the Primary production data site for the State to a Disaster Recovery Data site?

ANSWER: There is no maximum as long as it stays onshore.

Q. What is the time frame... of a contract to have the Disaster Recovery Plan completed in the first Test Schedule?

ANSWER: We would like 1 year from the Award to start doing testing with the Production environment.

Q. How many tests do you want per year?

ANSWER: Our preference is to test at least twice a year.

Q. How many hours per test?

ANSWER: I cannot answer that at this point.

Q. Please confirm that the proposed Disaster Recovery Services will be limited to use in the event of a Catastrophic Unrecoverable Disaster at the Primary Data Center impacting the Primary Data Facility and Infrastructure or other situations where the entire data center is unavailable.

ANSWER: The answer is No; we are going to perform tests twice a year, so it is not only going to be used in a Catastrophic Disaster.

Q. Who is your Tape Facility?
Q. Are you looking to maintain your current Data Production Center?

ANSWER: We currently share the space with the Department of Technology & Information; we have about 30% of the footprint and they have 70%, so our plans are moving in parallel with theirs. I am not saying at this time that we intend to abandon the Biggs Data Center but were also not attempting to expand our on-prim data center-so static at best-we would prefer to make it smaller but we are not committed to abandoning it yet.

Q. Do you have different flavors of storage... fiber... how are you structured?

ANSWER: Fiber Channel Storage Arrays

Q. Will you be maintaining your own Network environment or will that be for the Vendor to maintain...

ANSWER: Our Network environment is managed by DTI, so we will look to extend with the Vendor. We are looking to Vendor to provide Network support in the Cloud.

Q. (In Regard to Tape) Is it one copy or multiple copies?

ANSWER: It’s one copy, the petabyte is when it’s written to tape because it’s de-duplicated and decompressed when its written to tape on the current SAN is about 580 terabytes... so we have weekly-daily tapes to go off, weekly tapes to go off, monthly, tapes to go off, and yearly tapes to go off.

Q. Do you have a current application inventory? Does the inventory show dependencies upstream, downstream?

ANSWER: Yes we do have a current application inventory; we have about 130+ applications that are in production and supported by IRM.

Q. Will you release those?

ANSWER: It would only be released to the winning-awarded bidder.... We do not have upstream, downstream in that inventory.

Q. What is the system scope for your recovery plan legacy Intel base, all infrastructure, hardware database and webs of the 130 apps?

ANSWER: Currently all production infrastructure, hardware, database, and webs supporting the 130+ applications is in-scope for disaster recovery services/solution. The non-production artifacts are not in-scope for this phase of the project.

Q. Will the State only accept Proposals from each vendor that may include more than one commercial cloud service provider as part of the overall solution or would the State prefer one response per Cloud Service Provider solution from each vendor?

ANSWER: Only one Proposal is to be submitted. Any duplicates or any others will be disqualified, so combine everything into one.
Q. One proposal per vendor with different options.

Q. He just wanted to confirm that options are allowed and the answer is yes.

ANSWER: Yes.

Q. Is there an incumbent doing the work described in this Solicitation? If so, will the State please identify the company and contract number?

ANSWER: The answer is no that is why we have it out for bid. There is no one doing this work currently.

Q. What are your requirements for/or Recovery time objectives by facility and application?

ANSWER: We do not have it by facility; we do have it by application in the application spreadsheet that will be released to the awarded bidder... the Recovery hours you are trying to achieve will also be listed for each application.

**Q. In order for us to give you a price ... we need to understand the percentage of the applications that have RTO/RPO of an hour verses 24-hour vs 7 days. Can you give us, not necessarily?**

ANSWER: We can put that together by percentages, we’re not going to give you specific applications at this point, however we will look at the portfolio and come up with a percentage for each range of RTOs and provide that.

Q. How many State of Delaware employees will have access?

ANSWER: we are working on our Continuity of Operations with the Division and the Department and to a certain extent, it depends. The Department has yet to actually prioritize who comes first, so while we do have RTOs that IRM has established for the systems based on conversations with the businesses, the danger the Disaster might dictate who has to get access first and when, so to give you some background on Department of Health & Social Services: we have 4500 +/- employees, we have 11 divisions that are responsible for the financial benefits for the citizens of Delaware for Temporary Assistance to Needy Families, Medicaid, Services to the Disabled (both Residential and Community-based), Substance Abuse & Mental Health (both Community and Hospital), we have Long-Term Care hospitals that we operate, in additional to wide range of community services that we provide. We have roughly 52 locations Statewide that employees-where DHSS employees work, and it would depend obviously on the availability of both LAN and WAN services for those facilities. We do offer Telecommuting for some employees, but obviously we will have to go to congregate spaces to provide services to citizens in the state of emergency, so I know it’s difficult to price but we’ll accept a range within the options and we’ll work on details.

This is kind of by nature a work in progress. This is the first time we’ve attempted to build a Disaster Recovery and Storage Solution that is scalable to our entire enterprise so, there’s a lot of “We don’t knows” but the industry knows what the State of Delaware doesn’t yet so we’ll be looking-I will be personally looking to see if folks who can suggest models perhaps from other jurisdictions that are similarly organized to Delaware and how they might do it to give us suggestions but it could be anywhere from 20-4500, so it just depends on the nature of the emergency.

Q. What sort of services are you looking for... spelled out....
ANSWER: We are looking for obviously, since we said we would accept options we are also looking for folks to identify best practices and help us in right sizing and right structuring our solution so it’s that kind of consulting support. I am looking for... the more complete the Proposals are, the more supportive of the State’s ability to achieve a successful Disaster Recovery, to achieve and maintain a successful Disaster & Recovery Storage Solution and not only viability from a structural purpose but we are State government, we are tax dependent, so I am also looking for best value.

Q. Will you be narrowing the field and interviewing those participants that you’ve narrowed the field to before selecting or are you going to be selecting directly from the RFP responses?

ANSWER: I am not going to say we are going to necessarily use that to narrow the field if we decide once we see the proposals that we’re going to ask folks for presentations, we will probably do it from all of the credible bidders.

Q. How did ... come up that the... right now is inadequate? Was it an audit finding? Was it internal staff deliberation?

ANSWER: It’s just not sized, it was based only what the State thought it could afford and it’s just not sized to recover all of solutions, it just can’t do it. It’s not a vendor fault; it’s just what the State brought. We are attempting-we have requested support to get this correct, given the state of the world, we thought it was important for us to have a solution that would get us back into business of being able to provide services, which we really don’t have at this point in time.

Q. Have you already... of your own DR system?

ANSWER: Yes

Q. Do you know the computer and memory size for the hosts the applications are running on...?

ANSWER: The majority of blades are 8 cores and that raises about... the others are about of 768-gig memory.

Q. How big?

ANSWER: I would say about 80 blades.

Q. You said the current budget came out of what was available. What is the current budget?

ANSWER: I am not going to make that information available at this time. We have some estimates that we believe were sufficient for the proposal that we have released and we also have made budget request for 2020 that we are planning to support going forward but I'M not going to give you a number because that’s silly.

Q. Are there any DR requirements that where individual data references are within the Cloud? Now, back on the networking side of things: DTI handles the networking, but you said the vendor should supply networking- in case for things having to be re-routed in the case of a disaster who is going to take care of routing for the fail over and fail back-is it on the vendor who may not know the latest changes on the Network or is it on DTI to know the current state-How is that going to work in your vision?
ANSWER: I see it being a team effort and we will pose that question specifically to DTI and see if they have a different take on it.

Q. A Security issue were brought up the qualities to secure ... assume would to have the same security if you are in a DR situation, whose going to run that show? Does it include protection or in the Proposal or does the Proposal make an allowance for that to happen but be done by someone else?

ANSWER: We are expecting the Vendor to provide the full range or security.

Q. Are you looking for a dedicated or shared solution... the various systems broken down from Mainframe server? Are you looking for a dedicated environment or a shared environment—you mentioned?

ANSWER: We are looking for, we have HIPPA, we have Federal stuff so I’m not telling you how to do a Proposal, but we can’t share with other states organizations, the rack or the server.

Q. When it comes to licenses and requirements for the DR sites hardware, testing is that a part of the Vendor expenses or-

ANSWER: Yes.

Q. Just to be clear about your last statement about not sharing resources you’re saying that Public Cloud, AWS is not acceptable... it needs to be dedicated infrastructure?

ANSWER: We need to define Gov Cloud. We need to define “Share.” My understanding was we were talking about the rack level. You know having Delaware’s data next to North Dakota’s data or DE’s hardware sitting next to ND’s hardware, they can all be in the cloud but we have to make sure we are not violating and Federal regulations in terms of proximity, so you Security solution needs to detail how that is managed.

Q. So if licensing is at vendor’s expense how do we know what we need by application you are running, software you are running?

ANSWER: It’s not the application license. You have the operating system, etc., so we take care of the applications; anything operations related is up to you guys.

Q. Do you need Desktop services for those people who are going on site performing tasks?

ANSWER: We just did a Disaster Recovery remotely so we are looking to get away from sending boots on the ground running into a Date Center, so a solution should be that we could do any fail over or recovery remotely. That is the preference obviously. We may want to visit the location if we can, just to do periodic inspections, but the preference would be in the event of a disaster that we’d be able to fully recover remotely.

Q. Are you interested in during a tour onsite of the Data Center during this process or after the vendor/candidate is chosen?

ANSWER: Likely after—we want to keep this moving forward.

Q. Can you clarify the comment of offshore resources, I mean everybody here is offshore the project as long as the data stays onsite?
Q. While we are doing the testing?

ANSWER: Yes.

Q. With regard to the question about resources being private or public, you said the Cloud where the DR would happen if it were Fed/ HIPPA compliant that it would meet the requirements?

ANSWER: Yes.

Q. When are we going to hear about the awarded partner?

ANSWER: The estimated notification of award is expected on June 20, 2019. However, you should still check the website for any changes that may come about.

Q. You mentioned that this RFP does not require the Data Center to be FED RAMP certified does it?

ANSWER: The actual data itself? Yes. I will answer the question based off of our experiences with DTI; DTI has a Cloud Services and Data Usage Agreements and obviously preferences are given to centers that are FED RAMP certified, have other high-level certifications. If they are not, then there are additional requirements in both of those documents to assure the security of the State’s data.

Q. Are any of these applications higher than Level 4 Security?

ANSWER: Data is classified as both Confidential and Secret in DTI’s scheme, so I can’t tell you off the top of my head how that relates to the federal certifications. I do believe that the cloud storage operating terms and conditions and the data usage agreement were appended to the RFP so you can take a look at those documents and that will give you what you get with FED/RAM certification as opposed to not.

Q. Does following the guidelines to DTI’s previous RFP?

ANSWER: I’m not sure the date of DTI’s previous RFP but DTI has changed those forms and those requirements within the past year, so if the solicitation is over a year old then those would have changed.

Q. What would be the bandwidth that would be preferred at the DR site?

ANSWER: We’ll have to pass that question on to DTI.

Q. Just to be clear in terms of copy of data-just one DR site?

ANSWER: More than one. I expect the vendor to provide a DR site, for their DR site to have a DR site so I don’t want to put all my eggs in the cloud, you only give me one site, and it goes down. So, yes, I expect to have a redundant site when we do this.

Q. Is there a specific distance on that one to, miles?

ANSWER: Not currently

Q. If you are moving to the cloud, you’re going to need bandwidth. Has it been tested yet to see if it’s going to work with your DR solution?
ANSWER: As we said, that’s a conversation that we are going to have with DTI and we will provide you their response to it and we thank you for the advice, we’ll consider that as we move forward.

Q. I got the impression that you don’t want the data off of US soil. Is there also a restriction where you only want US citizens working on the project?

ANSWER: No, as long as the folks who work on the solution meet the background check and they are on US soil.

Q. I have the impression that you don’t want to move production out of the Data center to the Cloud, so this is strictly just for DR there is no flexibility or desirability to keep it over the 5 yr. period …. the production and DR, the triple redundancy...

ANSWER: That’s not contemplated in this RFP however, if vendors want to propose a solution that offers that as an option, we’ll certainly take that into consideration but that is not a part of our immediate 5-year strategic plan.

Q. The assistance with the Admins on site here, is the personnel required to have any sort of security clearance?

ANSWER: The only security clearance is the appropriate background check prior to onboarding to this particular project. They don’t have to have any Federal security clearance per say. DTI agreement and disclosures, that sort of thing.

Q. How long does your background clearance take? I work with Federal and it can take anywhere from 6 months to a year. So, with your timeline, how long does your background clearance take?

ANSWER: The State portion of that will come back fairly quickly; we also require fingerprints that go to the Federal Government, but once the background check is completed/submitted, people can onboard and if we get a negative report, we will be going back to the Vendor and asking for a change in personnel.

Q. What is your personnel change management—what is the system? What is someone leaves, resume review?

ANSWER: I am not sure how this RFP is written—in the past, it is key personnel only that we look at the resumes for. It’s on the project manager, engagement manager to make the selection

Q. When are you looking to start?

ANSWER: It depends on how long it takes to negotiate the contract, as soon as possible… this year definitely. We’re looking to start the implementation planning and all that stuff this year.

Q. Award—multiple?

ANSWER: The RFP says we may award to one or more vendors, and that’s why I did say that if we ask for demos from everybody because we may get a mix of services so every responsive proposal will be considered, and we may award to more than one.
Q. In the RFP specifically, you guys discussed infrastructure as a service platform storage back-up and web-app services. So this bid is all encompassing correct? It’s not just for back-up services as in the title?

ANSWER: You can bid on any or all of the offerings in the RFP, so a vendor has a particular interest of expertise just in storage, they can bid that.

Q. For the IT guys, are there any “Must Haves” you’d like to see.

ANSWER: Nothing in addition to what we’ve already talked about.

Q. If we are not on State contract.

ANSWER: You don’t have to be on State contract. If you apply to this RFP, you will-and get awarded, you will get a contract, so you don’t have to be on DTI’s contract in addition to applying for this one.

Q. submitting the response to the RFP, is there another registration process of some sort that needs to be applied to as a registered vendor to work?

ANSWER: If you are awarded a contract, we will ask you, to submit your proof of insurance, your business license, and then there is an I-9 registration that you’ll do to be paid. Nothing else prior to.