



**STATE OF NEW YORK
DEPARTMENT OF TAXATION AND FINANCE
Office of Budget & Management Analysis
Bureau of Fiscal Services
Building 9, Room 234
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Albany, NY 12227**

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**Response to Bidder Questions and Amendment 2 to Request for Proposal 11-01
Disaster Recovery Services**

July 22, 2011

To All Potential Bidders:

Attached is the Department's response to bidder questions. In addition, the Department is amending RFP 11-01, Disaster Recovery Services for the following:

- Requirement 2.2.2.3, Intel (VSphere/Windows) Systems (M). All changes are in red.

All other requirements and conditions remain as indicated in the RFP.

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1	B.2.5 General Overview	20	Can the state describe additional details regarding the Cisco VoIP Call Center infrastructure components? How will the state be recovering the IVR Servers and databases? Will the Call Center/VoIP recovery solution connect back to the state network for SIP traffic?	The Department plans on configuring our Syracuse District Office as a disaster recovery site for the Albany based VoIP Call Center and will manage recovery of IVR servers and databases internally. The RFP's specification of a 1GB data connection to the Syracuse District Office (section D2.2.2.4) is aimed to accommodate this plan.
2	B.4 General Overview	23	What are the recovery requirements for the Green Island print and mail facility that the contractor is required to satisfy?	Because of the specialized equipment and services involved, the Department has an existing Disaster Recovery plan with the NYS CIO/OFT for printing services if equipment failures should occur at the Green Island Print and Mail facility. Since it is not anticipated that a disaster will affect all Department locations, the Contractor should assume the Green Island facility is available should a disaster occur involving Buildings 8, 8A & 9 at the Harriman State Campus. For the purposes of this RFP, the recovery requirement would consist of reestablishment of data connectivity as detailed in D3.3.
3	D. Technical Requirements	30-72	What is the purpose of Exhibits A to O? Are there requirements in the Exhibits that require a recovery solution but not specified in Section D?	The exhibits demonstrate the scope of hardware and software in use by the Department and are referenced in the technical requirements of Section D. There are no additional requirements specified in the exhibits themselves.
4	D.1.0 Technical Requirements	30	Can the state clarify the requirement for the contractor to provide an "Integrated Disaster Recovery Plan?" What is the scope of the Integrated DR plan? Who needs to be involved in the creation and execution of the plan (e.g. contractor, state, or both)? Does this plan need to be completed and	The Integrated Disaster Recovery Plan should provide a clear description of the full range and extent of disaster recovery services being offered and the Contractor's demonstrated business commitment to provide these services. The description should clearly articulate how the proposed services have been integrated into a plan which meets the Department's strategic objectives and specific needs as

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			presented as part of the RFP response or is this a request for consultation services to be performed after the contract is awarded to the contractor?	stated in D.1.0. The Plan is an overall (higher level) action plan submitted with the proposal which represents the Contractor's view as industry experts on what range and level of services would best meet the needs of the Department as specified in the RFP. The Integrated Disaster Recovery Plan also looks for the Contractor to identify areas/services which were not included but may be needed, and/or which were included but may be excessive.
5	D.2.2.1 Technical Requirements	34	Who (contractor or state) will be responsible for executing the technical recovery procedures, including data restoration? If the contractor is responsible then what are the specific tasks the contractor must execute?	The Department will be responsible for executing the technical recovery and data restoration.
6	D.2.2.1 Technical Requirements	34	What does the symbol "(M)" indicate in D.2.2.1 and subsequent sections?	Mandatory requirement.
7	D.2.2.1 Technical Requirements	34	What are the specific requirements the contractor must address in regard to "b. Operating system generation support?" What are the contractor responsibilities?	The Contractor must commit that the proposed hardware will be compatible with future software releases or upgrades to Operating System and/or Department Software and provide troubleshooting and configuration support if necessary.
8	D.2.2.1 Technical Requirements	34	What are the specific requirements the contractor must address in regard to "e. Console operations?" What are the contractor responsibilities?	The Contractor must provide general technical, troubleshooting and configuration support related to mainframe console operations if necessary.
9	D.2.2.1 Technical Requirements	34	What are the specific requirements the contractor must address in regard to "f. IPL's and z/OS Communication Server Configurations Support?" What are the	The Contractor must provide general technical, troubleshooting and configuration support related to mainframe IPL and z/OS Communication Server operations if necessary.

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			contractor responsibilities?	
10	D.2.2.2.1 Technical Requirements	36	Is the total CP MIPS requirement equal to 1125 MIPS (75% of 1500 MIPS)? If not, what is the total CP MIPS requirement?	Yes.
11	D.2.2.1 Technical Requirements	36	Does the state require one 2097 zIIP in addition to the total CP MIPS requirement?	Yes, zIIP MIPS requirement would be 350.
12	D.2.2.1 Technical Requirements	36	What type (e.g. TS1120 or TS1130) and how many tape drives need to be connected to the 3592-C06 controller?	TS1130 - 4 drives TS1120 - 12 drives
13	D.2.2.1 Technical Requirements	36	Does the state require a TS7740 VTS in the recovery solution? If so what type (e.g. 39TS1120 or TS1130) and how many tape drives need to be connected to the TS774040?	No, VTS is not required.
14	D.2.2.2.2 Technical Requirements	39	Do the standalone LTO-3 and LTO-4 tape drives require a Fibre Channel or SCSI interface?	Standalone tape drives (items ii. and iii.) are SCSI interface. Item i. is Fibre Channel.
15	D.2.2.2.3 Technical Requirements	40	Does the state require an additional Intel Server to provide support for utilities such as VMware Consolidated Backup and vCenter support? If so, what is the required specification?	No. The Department will have a rack of DTF systems on-site with a permanent connection to the Central Office location that would include VCS, VCB and AD/DNS/DHCP servers. See response to question 17.
16	D.2.2.2.3 Technical Requirements	40	How many GB of external disk storage does the contractor need to provide in support of the Intel Servers?	See Amendment to Section 2.2.2.3

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17	D.2.2.2.6 Technical Requirements	44	What are the specifications for the 19 inch rack? What equipment will be located in the rack? What is the bandwidth requirement in Mb? What is the functional purpose of the rack configuration? What type of data will be replicated and what is the method of replication?	The Department will co-locate at least 2-3 physical servers and 1 or 2 firewall appliances at the primary hot site assigned by the Contractor. The contractor must provide a lockable server cabinet enclosure which is a minimum of 42U high and 42" deep with 19" EIA Rails. The functional purpose of the rack will be to house servers which hold replicated, critical data and configurations which will assist in the recovery of Department resources in the case of a disaster. The minimum bandwidth proposed should be 10 MB, however, the Department is looking for any additional bandwidth options the Contractor has as stated in section D2.2.2.6 requirement d. Data is replicated using nightly scheduled server to server file copies and typical Microsoft domain controller replication procedures.
18	D.3.2 Technical Requirements	48	Does the cold site need to house the list of equipment specified in Exhibits A to O, Section D of the RFP, or some other list of equipment?	The Department's cold site would need to be of sufficient size to house the following equipment: Exhibit D – Midrange Hardware Exhibit E – Intel Hardware Exhibit H – Security Exhibit I – Enterprise Storage Exhibit M – Network (data center related)
19	D.5.2 Technical Requirements	58	How much climate controlled locked storage space referenced in item "b" is required for use by the state? What types of items will the state be storing in this space?	A standard lockable cabinet measuring at least 60"Hx36"Wx18"D. Documentation, DR plans, miscellaneous supplies, software, tapes.
20	D.5.5.1.1 Technical Requirements	60	How many test hours are required for each of the semi-annual scheduled tests?	At a minimum, 40 hours are required for each test with an option to extend the tests as necessary with scheduling agreed upon by the Contractor and Department in advance.
21	Exhibit C	10	Can the state provide an original color copy	Yes. Please provide a contact name and mailing address for the color document to be mailed.

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			of the network map?	
22	Exhibit C	10	Can the state provide a technical description of ePort communications services?	All Department locations utilize the New York State Chief Information Officer/Office for Technology (CIO/OFT)'s NYeNet ePort offering for WAN connectivity and high speed data transport services. ePort allows users to connect on an 'any-to-any' basis to all other subscribers of the NYeNet. Network access points are located throughout the State of New York and may be available out of state. NYS CIO/OFT manages ePort services and further details are available at http://cio.ny.gov/nyenet and http://cio.ny.gov/assets/documents/servicefactsheets/inSERVICE-NYENETConnectionTypeComparison.pdf
23	Exhibit C	10	What base network system (Internet, MPLS etc.) is used to create the site to site VPN's?	The Department does not have specific knowledge as to the network system in use. NYS CIO/OFT manages ePort services and further details are available at http://cio.ny.gov/nyenet and http://cio.ny.gov/assets/documents/servicefactsheets/inSERVICE-NYENETConnectionTypeComparison.pdf
24	Exhibit C	10	What are the hardware devices used to create the VPN connections?	The Department uses Cisco VPN Routers for our hardware devices to establish GRE over IPsec tunnels from site to site.
25	Exhibit C	10	Do the terms 100 and 10 Base refer to the site to site bandwidth or the remote site LAN speed?	These terms refer to the WAN bandwidth from the remote site to Albany over the NYeNet.
26	Exhibit C	10	Could the contractor provide network services to the state by provisioning a dedicated circuit from the contractor facility to a point on the NYeNET backbone? If yes, can the state provide additional details about	Yes. Network access points are located throughout the State of New York and may be available out of state. NYS CIO/OFT manages ePort services and further details are available at http://cio.ny.gov/nyenet and http://cio.ny.gov/assets/documents/servicefactsheets/inSERVICE-NYENETConnectionTypeComparison.pdf

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			a connection point that the contractor could use?	VICE-NYENETConnectionTypeComparison.pdf
27			Does NY State Dept. of Tax & Finance need to improve Recovery Time Objective for their most critical applications?	No official RTO has been established at this time; however, the Contractor can discuss this subject in the Integrated Disaster Recovery Plan.
28			Does NY State Dept. of Tax & Finance need to improve Recovery Point Objective for their most critical applications?	No official RPO has been established at this time; however, the Contractor can discuss this subject in the Integrated Disaster Recovery Plan.
29			Is NY State Dept. of Tax & Finance planning to recover their OS and data from tape media?	Yes.
30			<p>Would NY State Dept. of Tax and Finance be interested in a programmatic approach (Managed Recovery Program) that provides:</p> <ul style="list-style-type: none"> ▪ Recovery Life Cycle – Maintain recovery configurations and recovery procedures. ▪ Technical staff – to execute OS restoration, application restoration, install backup restoration environment and startup database and applications. ▪ Test Management – complete pre-test planning and coordination, 	At this time the Department is not requesting this information.

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			comprehensive exercise analysis and recommendations for improvement.	
31			Is NY State Dept. of Tax & Finance interested in any data replication services – such as server based replication, SAN replication or disk to disk backup environments?	At this time the Department is not requesting this information.
32			Is NY State Dept. Tax & Finance interested in Cloud Recovery Services?	At this time the Department is not requesting this information.
33			Are Technology Recovery Plans/Data Center DR plans currently in place? If not, is development of plans an RFP requirement?	The Department has core network infrastructure recovery plans in place. Development of the Department’s Internal Business Continuity plan is not a requirement of this RFP.
34			<p>If plan development is required as part of the RFP:</p> <p>What are the type and number of servers/platforms - physical and virtual? <i>Technology Recovery Plans are typically written to address requirements for each major platform/server type, regardless of the number of units of a given type. However, if the same type of platform has several different configurations requiring different recovery processes or strategies, each configuration</i></p>	See response to question 33.

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			<i>should be identified.</i>	
35			Should plan development reflect both replicated (fail over) and traditional recovery (tape based) procedures?	See response to question 33.
36			Should a test plan be included?	See response to question 33.
37			Should a plan maintenance and enhancement option be included as part of the service? <i>Vendor would assist in maintaining the plans on an annual basis through on-site meetings and Walk-through exercises.</i>	See response to question 33.
38			If formal documented IT/Data Center DR plans are in place, when were the plans last updated and tested? Do plans reflect the current technology environment and recovery/availability strategies? Is assistance needed in updating/enhancing existing plans? If so, provide the following: <ul style="list-style-type: none"> ○ Provide the type and number of DR plans that are currently in place. <i>Plans are typically written for each Technology Team, Platform Type, Data Center Location, or a combination.</i> ○ When were the plans last updated? What is the type and 	The Department's IT/Data Center DR core network infrastructure recovery plans are updated semi-annually in conjunction with scheduled recovery tests. The last test took place in May of 2011. Assistance in updating plans is not a requirement of this RFP.

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			<p>number of servers/platforms - physical and virtual - included in the Technology Recovery "Disaster Recovery" plans?</p> <ul style="list-style-type: none"> ○ Provide the number of recovery scenarios included in each plan. <i>Recovery Scenarios are the types of situations that may create a business disruption. Examples could include location unavailable, systems unavailable, security breach.</i> 	
39			<p>What software tool was used to develop the plans (WORD, Excel, etc.)? Was a standard plan template used to develop Technology Recovery Plans?</p>	LDRPS, Excel, Word, Wiki
40			<p>Have Recovery Timing Objectives (RTO - recovery priorities) and Recovery Point Objectives (RPO - tolerance for data loss) been defined and documented as part of the plan? Have business functions/processes and applications been prioritized?</p>	A project for prioritizing business functions/processes including establishing RTO/RPO is currently underway.
41			<p>Are recovery strategies in place and current for the resumption of critical applications and systems in the event of a disaster to the main</p>	A project for prioritizing business functions/processes and mapping them to associated applications and systems is currently underway.

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			Data Center? Have business functions been mapped to associated applications and systems?	

2.2.2.3 Intel (VSphere/Windows) Systems (M)

The Contractor shall propose hardware configurations which are compatible with the Department's IBM x3650 M3 servers with Xeon class quad core processors capable of supporting VMWare Vsphere 4. Each proposed configuration must be capable of executing the corresponding inventory of Department's applications and related software specified in Exhibit O. The Contractor must also commit that the proposed hardware will be compatible with future software releases or upgrades to Department Software.

Equipment will be available immediately upon notification by the Department that a disaster has been declared.

The proposed hardware configuration must be available for any scheduled recovery tests required by the Department.

The minimum proposed configuration must include ten (10) servers consisting of the following:

- a. Base Configuration – per server
 - i. CPU – Four (4) Intel Quad Core 3.460GHz processors(64 bit) – per server
 - ii. Memory – include at a minimum 72GB
 - iii. Disk - 700 GB internal disk (usable) or 280GB (usable) if item b. is available
 - iv. RAID Controller
- b. Direct Access Storage
 - i. One (1) Dual-Port Fiber Host Bus Adapter –per server
 - ii. Include a minimum of 12,000 GB of fiber connected, RAID protected disk with SAN fabric switch (16 port) (per ten (10) server group).
- c. Network Connectivity
 - i. One (1) GB Ethernet port – per server

- ii. ~~One (1)~~ Two (2) 1GB Quad-Port Ethernet NIC - per server

d. Miscellaneous

- i. One (1) CD/DVD ROM drive – per server
- ii. One (1) Color Monitor with graphics adapter – per server
- iii. Consoles – include at least two (2) operator consoles for remote management of the VSphere/Windows systems (per ten (10) server group).
- iv. Keyboard, Mouse

Exhibit E lists Intel (VMware/Windows) hardware in the Department's Harriman Campus data center.

Response Requirement:

The Contractor must provide a detailed description of equipment and services provided to establish the Department's data center configuration, including but not limited to:

- a. Equipment provided by Contractor at the hot site to meet the Department's configuration identified in a. through d. above (e.g. make, model, quantity and description);
- b. Installation or set up procedures with clear identification of Contractor responsibilities and Department responsibilities;
- c. Control procedures for problem diagnosis and problem resolution with clear delineation of Contractor responsibilities and Department responsibilities; and
- d. Any other facilities, equipment and services necessary to reestablish the Department's data center operations at the hot site.