

Template K
Maintenance Requirements
Including Response Template
Instructions for RFP Response

RFP #: 03410-128-14

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Liquidated Damages, Warranty, Software Maintenance and Support

The Vendor must include a narrative of the Vendor’s proposed Liquidated Damages, Warranty, Software Maintenance and Operations Support approach.

1. Production Support and Transition Approach

Describe the Production Support and Transition Approach and methodology planned for the deployment of the Care Management System.

<Response>

2. Liquidated Damages for Critical Milestones

Liquidated damages shall be applied as payment reductions against Deliverable invoices for failing to meet mutually agreed upon due dates for Deliverables. The failure by a Vendor to meet each Critical Milestone, as defined by the parties in the Contract, will cause the State to suffer substantial damages which are difficult to estimate. The liquidated damages are reasonable estimates of the damages which the State will suffer for a failure to meet each Critical Milestone. Vendor agrees that the liquidated damages are not a penalty. Liquidated damages are intended to be reasonable estimates of the actual damages that the State would suffer, and will be enforceable, valid and binding upon the Vendor.

Liquidated Damages will be assessed for each work-day, or portion thereof, exceeding the due date mutually agreed upon for each Deliverable, up to a maximum amount for each Critical Milestone. The due dates for Critical Milestones in the agreed upon and approved Project Work Plan may be amended upon request by Vendor and approval by the State. Imposition of liquidated damages as described above may be waived or partially waived by the State for good cause shown. Any liquidated damage amount would be credited by the Vendor against the appropriate invoice for the Critical Milestone submitted to the State. The adjusted invoice would be processed for payment as specified in the Contract. Imposition of liquidated damages for failure to meet deliverable due dates will not preclude the Vendor from proceeding to the next Critical Milestone with the State’s express written approval.

Table 1 SLR Liquidated Damages

| LD REQUIREMENT FOR DELIVERABLES | VENDOR ACCEPTS LD REQUIREMENT | |
|---|-------------------------------|-----------------------------|
| Vendor agrees to meet all the requirements for ‘Liquidated Damages for Critical Milestones’ as stated above | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

Note: If Vendor does not accept LD Requirements for Deliverables, Vendor may be disqualified.

3. Service Level Requirements

The State will monitor the performance of the Contract issued under this RFP. All services and deliverables under the Contract shall be provided at an acceptable level of quality and in a manner consistent with acceptable industry standards, custom, and practice.

Instructions: The Vendor must use the following Table 2 to propose Service Credits to each of the Service Level Requirements (SLRs) listed below. Please refer to RFP Section 2.5.9 for SLR definitions.

Respondents are not to change any of the pre-filled cells in the following Table 2. Any changes to the pre-filled cells in the following table could lead to the disqualification of a respondent. Vendor must only complete the last column of the table as instructed.

Table 2 SLR Liquidated Damages

| SLR NAME | SERVICE LEVEL REQUIREMENT | MEASUREMENT OF NONCOMPLIANCE | FREQUENCY OF MEASUREMENT | VENDOR ASSESSMENT OF SERVICE CREDITS (SC) |
|-----------------------------|---|--|-------------------------------------|--|
| Virus Contamination | All software developed and delivered by the Vendor must be free of viruses. | Each virus that is included in software developed and delivered by the Vendor. | Monthly after deployment of Phase 1 | [\$ proposed SC] per virus |
| On-line Availability | The components of the Solution under Vendor control as delivered into production shall be available at a level agreed to in the Contract (the contracted target level of availability). This will be chosen from one (1) of the three (3) availability levels shown in Table 3 Levels of Availability of the future Case Management System**. | Each tenth of percentage point less than the contracted level of availability. | Monthly after deployment of Phase 1 | [\$ proposed SC] for each percentage point below the contracted level of availability for the month |

| SLR NAME | SERVICE LEVEL REQUIREMENT | MEASUREMENT OF NONCOMPLIANCE | FREQUENCY OF MEASUREMENT | VENDOR ASSESSMENT OF SERVICE CREDITS (SC) |
|---|---|--|-------------------------------------|---|
| On-line Search and Lookup queries Response Times | The System response time during operations will be 5 seconds or less for 95 percent of the search and lookup queries (does not include ad hoc queries and analytics). Maximum response time will not exceed 15 seconds except for agreed to exclusions. Response time is defined as the time elapsed after depressing an ENTER key (or clicking on a button that submits the screen for processing) until a response is received back on the same screen. | Each .5 second that the monthly average response time exceeds the maximum response time. | Monthly after deployment of Phase 1 | <p>[\$ proposed SC] per 0.5 seconds that the monthly average response time exceeds the maximum response time.</p> <p>For purposes of this SLR and the following response time SLRs, seconds will be rounded up to the nearest 0.5 of a second.</p> |
| Dashboard Report Response Times | The System will return a Dashboard report within 5 seconds or less, 95% of the time. | Each .5 second that the monthly average response time exceeds the maximum response time. | Monthly after deployment of Phase 1 | <p>[\$ proposed SC] per 0.5 seconds that the monthly average response time exceeds the maximum response time.</p> |
| Static Standard Report Response Times | The System will return a Static Standard report within 5 seconds or less, 95% of the time. | Each .5 second that the monthly average response time exceeds the maximum response time. | Monthly after deployment of Phase 1 | <p>[\$ proposed SC] per 0.5 seconds that the monthly average response time exceeds the maximum response time.</p> |
| Parameter-based Report Response Times | The System will return a parameter-based report within 20 seconds or less. | Each .5 second that the monthly average response time exceeds the maximum response time. | Monthly after deployment of Phase 1 | <p>[\$ proposed SC] per 0.5 seconds that the monthly average response time exceeds the maximum response time.</p> |

| SLR NAME | SERVICE LEVEL REQUIREMENT | MEASUREMENT OF NONCOMPLIANCE | FREQUENCY OF MEASUREMENT | VENDOR ASSESSMENT OF SERVICE CREDITS (SC) |
|---|--|--|--|---|
| On-line Application Response Times | The System will achieve performance for interactive transactions other than the reporting-related transactions above, conforming to the minimum acceptable performance standard of 5 seconds response time, for 95% of interactions. | Each .5 second that the monthly average response time exceeds the maximum response time. | Monthly after deployment of Phase 1 | [\$ proposed SC] per 0.5 seconds that the monthly average response time exceeds the maximum response time. |
| Software Maintenance Request Resolution Times: *Severity 1 - Emergency | The service provider must resolve Severity 1 Maintenance requests within 4 hours. | Each hour beyond the requirement for resolving Severity 1 Maintenance requests. | Monthly after deployment of Phase 1 | [\$ proposed SC] per hour beyond the 4 hour time requirement. |
| Software Maintenance Request Resolution Times: *Severity 2 - Urgent | The service provider must resolve Severity 2 Maintenance requests within 8 hours. | Each hour beyond the requirement for resolving Severity 2 Maintenance requests. | Monthly after deployment of Phase 1 | [\$ proposed SC] per hour beyond the required 8 hour time requirements. |
| Software Maintenance Request Resolution Times: *Severity 3 - Important | The service provider must resolve Severity 3 Maintenance requests within 3 calendar days. | Each calendar day beyond the requirement for resolving Severity 3 Maintenance requests. | Monthly after deployment of Phase 1 | [\$ proposed SC] per calendar day beyond the required 3 calendar days. |
| Quality of Code Delivered to UAT | All priority 3 or higher defects (testing defects) resulting from software development activities shall be resolved by the Vendor prior to the software being delivered for User Acceptance Testing (UAT) and prior to deployment to production. | Each priority 3 or higher defect that is uncovered in UAT. | Monthly after start of the UAT phase of each Phase | [\$ proposed SC] per priority 3 or higher defect discovered in User Acceptance Testing. |

| SLR NAME | SERVICE LEVEL REQUIREMENT | MEASUREMENT OF NONCOMPLIANCE | FREQUENCY OF MEASUREMENT | VENDOR ASSESSMENT OF SERVICE CREDITS (SC) |
|---|---|---|--|--|
| UAT Defect Resolution Times: Response to *Priority 1 test defect | The Vendor must respond to priority 1 test defects within 1 hour. | Each instance that a response is not provided within the required timeframe for each test defect. | Monthly after start of the UAT phase of each Phase | [\$ proposed SC] per instance of failure to meet response timeframe for each test defect. |
| UAT Defect Resolution Times: Response to *Priority 2 test defect | The Vendor must respond to priority 2 test defects within 4 hours. | Each instance that a response is not provided within the required timeframe for each test defect. | Monthly after start of the UAT phase of each Phase | [\$ proposed SC] per instance of failure to meet response timeframe for each test defect. |
| UAT Defect Resolution Times: Response to *Priority 3 test defect | The Vendor must respond to priority 3 test defects within 8 hours. | Each instance that a response is not provided within the required timeframe for each test defect. | Monthly after start of the UAT phase of each Phase | [\$ proposed SC] per instance of failure to meet response timeframe for each test defect. |
| UAT Defect Resolution Times: Response to *Priority 4 test defect | The Vendor must respond to priority 4 test defects within 5 days. | Each instance that a response is not provided within the required timeframe for each test defect. | Monthly after start of the UAT phase of each Phase | [\$ proposed SC] per instance of failure to meet response timeframe for each test defect. |
| UAT Defect Resolution Times: Response to *Priority 5 test defect | The Vendor must respond to priority 5 test defects with each reporting phase (timeframe to be determined with State). | Each instance that a response is not provided within the required timeframe for each test report. | Monthly after start of the UAT phase of each Phase | [\$ proposed SC] per instance of failure to meet response timeframe for each test defect. |
| Disaster Recovery RTO | The System's Recovery Time Objective (RTO) will be within 4 hours. In case of a disaster that affects the Care Management operations, the entire service will be restored within 4 hours. | For each 10 minutes longer than the 4 hours it takes to restore the entire service. | Annual review of any disaster incidents. | [\$ proposed SC] per each 10 minutes or part of 10 minutes over the RTO. |

| SLR NAME | SERVICE LEVEL REQUIREMENT | MEASUREMENT OF NONCOMPLIANCE | FREQUENCY OF MEASUREMENT | VENDOR ASSESSMENT OF SERVICE CREDITS (SC) |
|------------------------------|---|--|---|--|
| Disaster Recovery RPO | The System's Recovery Point Objective (RPO) will be no more than 1 hour of data loss. In case of a disaster that affects the Care Management operations, 1 hour of data inputs to the System (but no more) may be lost and needs to be re-entered. | For each 10 minutes more than 1 hour of data loss. | Annual review of any disaster incidents | [\$ proposed SC] per each 10 minutes or part of 10 minutes over the RPO. |
| Record Retention | The System will include the capability to maintain all data according to State-defined records retention guidelines (i.e. record schedule). General schedules can be found at: http://vermont-archives.org/records/schedules/general/ . Specific retention disposition orders can be found at: http://vermont-archives.org/records/schedules/orders/ . In general, record retentions range from 3 to 10 years. In addition to the above, note that case records including Child Support-related data must be retained for a minimum of 3 years after Case closure and the youngest child in the case is 18 years old. | Each record instance the System fails to achieve compliance with the agreed schedule for the class or type of records. | Annual review of record retention. | [\$ proposed SC] per record instance out of compliance with the defined retention schedule. |
| Document Retention | The System will include the capability to maintain all images and electronic documents according to State-defined document retention guidelines (i.e. record schedule). General schedules can be found at: http://vermont-archives.org/records/schedules/general/ . Specific retention disposition orders can be found at: http://vermont-archives.org/records/schedules/orders/ . In general, document retentions range from 3 to 10 years. | Each document instance the System fails to achieve compliance with the agreed schedule for the class or type of documents. | Annual review of document retention. | [\$ proposed SC] per document instance out of compliance with the defined retention schedule. |

| SLR NAME | SERVICE LEVEL REQUIREMENT | MEASUREMENT OF NONCOMPLIANCE | FREQUENCY OF MEASUREMENT | VENDOR ASSESSMENT OF SERVICE CREDITS (SC) |
|-------------------------------|--|---|---|--|
| On-line Case Retention | The System will provide on-line access of all active cases and up to 12 months for closed cases. | Each case instance the System fails to achieve compliance with the agreed schedule for the cases. | Annual review of online case retention. | \$ proposed SC per case instance out of compliance with the defined retention schedule. |

*Please note that Priority is used for defects uncovered during User Acceptance Testing (UAT) phase, and Severity is used during production phase to distinguish the relative importance and response time requirements for the type of defect encountered.

**Table 3 below shows possible levels of availability that Vermont expects the Vendor to propose at differing price levels. For the Contract, one level of availability will be chosen (the contracted target level of availability).

Table 3 Levels of Availability of the future Care Management System

| AVAILABILITY % | DOWNTIME PER YEAR | DOWNTIME PER MONTH | DOWNTIME PER WEEK |
|-----------------------|-------------------|--------------------|-------------------|
| 99.9% ("three nines") | 8.76 hrs | 43.2 min | 10.1 min |
| 99.95% | 4.38 hrs | 21.56 min | 5.04 min |
| 99.99% ("four nines") | 52.56 min | 4.32 min | 1.01 min |

4. Warranty Requirements

The Vendor shall be responsible for fixing any errors that occur during the first contract year and the two subsequent contract years following the State’s acceptance of each phase deployed at no additional cost. The Software Warranty period applies to all “corrective” maintenance / reactive modification of the new System performed after completion of deployment to correct discovered faults with any functionality within the scope of original software development efforts. All such fixes are required to occur in a reasonable timeframe (depending on severity as defined below) and shall be produced at no additional cost to the State of Vermont.

Table 4 Production Defect Severity Response Time Requirements

| | |
|------------|----------|
| Severity 1 | 4 Hours |
| Severity 2 | 8 Hours |
| Severity 3 | 72 Hours |

Defect Severity Definitions:

- Severity 1 – The New System no longer functions at all, or a System component is unavailable to more than 20% of active production users.
- Severity 2 – Any defect that affects less than 20% of the New System functionality or less than 20% of active production users.
- Severity 3 – The new System is able to function with a temporary workaround.

Table 5 Warranty Requirements

| REQ # | REQUIREMENT DESCRIPTION | VENDOR AGREES TO MEET? | | REFERENCE TO PROPOSAL RESPONSE SECTION |
|-------|--|------------------------------|-----------------------------|--|
| 1 | The Vendor shall provide two (2) years of Application Warranty following deployment of each phase at no additional Cost. | YES <input type="checkbox"/> | NO <input type="checkbox"/> | |
| 2 | The Vendor shall provide the equipment needed to support its staff for duration of the project. | YES <input type="checkbox"/> | NO <input type="checkbox"/> | |
| 4 | The Vendor shall be responsible for the root cause analysis activities to demonstrate whether a defect is related to the scope of functionality delivered by the Vendor. | YES <input type="checkbox"/> | NO <input type="checkbox"/> | |

Instructions: Detail the proposed approach to system warranty, including the type of warranty being offered. In addition, provide a summary of the Vendor’s proposed strategy for supporting that warranty. Please address the following areas (at a minimum):

- Two-Year Application Warranty
- Staff Resources and Supporting Equipment

■ Meeting Service Level Requirements (SLRs)

<Response>

5. Maintenance and Operations (M&O) Approach

The Vendor must propose a Base Software Maintenance period to begin with confirmation from the State that the project deployment has been successfully completed and ending five (5) years starting two (2) months prior to Phase 1 go-live date. Two (2) one-year optional extension periods must also be proposed. The five (5) year agreement will be subject to annual review and renewals. The State, at its discretion, may conduct a market pricing survey to determine if the current pricing arrangement is in the best interest of the State. Based on the results of third party surveys, the State may choose to negotiate different terms or pricing with the Vendor. The Software Maintenance periods include “adaptive” maintenance / modification of the new System performed after completion of deployment to keep the System usable in a changed or changing environment, and “perfective” maintenance which is modification of the new System after completion of deployment to improve performance or maintainability. During this period, the Vendor shall be in charge of Software Maintenance, and optionally hosting and operating the System and providing Disaster Recovery services.

Table 6 Software Maintenance and Enhancement Requirements

| REQ # | REQUIREMENT DESCRIPTION | VENDOR AGREES TO MEET? | | REFERENCE TO PROPOSAL RESPONSE SECTION |
|-------|---|------------------------------|-----------------------------|--|
| 1 | The Vendor must propose a Base Software Maintenance period to begin two (2) months prior to Phase 1 go-live. Costs for this item should be clearly defined in the Template N - Cost Workbook. | YES <input type="checkbox"/> | NO <input type="checkbox"/> | |
| 2 | The Vendor shall communicate and document all software faults that are not part of the scope of the original development effort during the Software Maintenance period. | YES <input type="checkbox"/> | NO <input type="checkbox"/> | |
| 3 | For all System enhancements (over 200 hours of effort) that are not part of the original scope, the Vendor shall analyze the changes and provide cost estimates for performing those changes to Vermont AHS. | YES <input type="checkbox"/> | NO <input type="checkbox"/> | |
| 4 | The Vendor agrees to propose two (2) one-year optional Software Maintenance periods at the expiration of the initial five (5) years of Software Maintenance period. The State shall be able to exercise its option to sign-up for services similar to those offered in the initial software maintenance period. | YES <input type="checkbox"/> | NO <input type="checkbox"/> | |

1.1 Production Support and Transition

Instructions: This section defines Vendor requirements regarding the M&O Support approach (availability of staff, lead time for on-boarding of staff, staff due diligence process, knowledge transfer

and documentation processes, etc.). The Vendor's Proposal must provide information that can be used by Vermont AHS to evaluate the Vendor's knowledge of, and intended approach to, the M&O Support requirements. This information must include at least the following:

- Proposed approach for providing ongoing maintenance and support services, including a flexible and scalable approach to providing the various types of personnel, including:
 - Architect
 - Business Analyst/Functional Lead
 - Change Management Lead
 - Communication/Network Specialist
 - Database Administrator
 - Database Designer
 - Help Desk Specialist
 - Hardware Specialist
 - Operations Lead/Manager
 - Project Director
 - Project Manager
 - Programmer
 - Quality Assurance Manager
 - Security Systems Engineer
 - Systems Administrator
 - Technical Writer
 - Test Lead/Manager
 - Tester
 - Training Lead/Manager
 - Training Specialist
- Detail the proposed Termination Assistance Services strategy including documentation and knowledge transfer to Vermont AHS which may include other subcontractor(s).
- Detail the proposed approach to system operations support, including the levels of support offered and the process for requesting support. In addition, provide a summary of the Vendor's proposed strategy for maintaining and repairing the System. Please address the following areas (at a minimum):
 - Base Software Maintenance Period
 - Incident and maintenance request reporting
 - Optional Extension Software Maintenance Periods

<Response>

1.2 Defect Resolution and Solution Acceptance

Instructions: Detail the proposed approach to Defect Resolution and Solution Acceptance that shall incorporate methodologies and practices which will assist the State and its hosting Vendor in successfully managing the enterprise's M&O life cycle phase and shall address at least the following areas:

- Support Model
- Triage Procedures
- Tools
- Identification of Roles and Responsibilities of support personnel
- Release Management
- Upgrades
- Maintenance
- On-going Operations
- Customer Support
- Specific support procedures for production
- Deliverables
- Resource Requirements (staff loading)
- Capacity Management
- Technology Refresh
- Solution Security
- Backup and Recovery
- Disaster Recovery
- Defect/Issue management

<Response>

1.3 System Administration

Instructions: Detail the proposed approach to System Administration that shall incorporate methodologies and practices which will assist the State and its hosting Vendor in successfully Administrating the System and shall address at least the following areas:

- Archive/Purge of Log files
- Version control capabilities
- Logging, reporting for accessing errors and exceptions and unauthorized access
- Public key/private key encryption Secure Socket Layer (SSL) certificates

- Single sign-on capability and integration with Vermont's Active Directory authentication and authorization
- Admin tools and maintenance routines
- Firewalls and Demilitarized Zone (DMZ) for external access and remote access
- Administration of User Accounts, User Roles, User Groups etc.

<Response>

1.4 System Management

Instructions: Detail the proposed approach to System Management that shall incorporate methodologies and practices which will assist the State and its hosting Vendor in successfully managing the System and shall address at least the following areas:

- Generate Administrative Alerts
- Updates to Distributed components
- SLA Monitoring
- Remote control support
- Event Management and Monitoring using ITIL v3 or equivalent best practices
- Application Performance Monitoring

<Response>

6. Hosting and Disaster Recovery Services

The State has requirements to host the environments associated with the initial development phases of the project, provide support services to longer term development environments, provide application support services and hosting for production environment(s), as well as disaster recovery site and technical services.

At a high level, these requirements are summarized in Table 7.

Table 7 Hosting and Disaster Recovery Services

| Capability Area and <u>Representative</u> Attributes | High Level Environments | | | | | | | |
|--|---|--------|------------------------------------|--------|---------------------------|--------|----------------------------------|--------|
| | Initial Program Phases – Non Production | | Post Initial Term – Non Production | | Production Environment(s) | | Disaster Recovery Environment(s) | |
| | State | Vendor | State | Vendor | State | Vendor | State | Vendor |
| System/Environment Operations <ul style="list-style-type: none"> ▪ Production Operation(s) ▪ Tier 1 Help Desk and Tiers 2 and 3 Service Desk (i.e., functional and technical support) ▪ System Availability Management ▪ Capacity planning ▪ Configuration Management ▪ Performance Management ▪ Production Control Job Scheduling | | ✓ | | ✓ | | ✓ | | ✓ |
| Migration Services <ul style="list-style-type: none"> ▪ System Test Execution ▪ User Acceptance Testing Support ▪ Code and Version Control ▪ System and Performance Testing ▪ Migration of Releases to Production Environment(s) | | ✓ | | ✓ | | ✓ | | ✓ |
| Application/Environment Management <ul style="list-style-type: none"> ▪ Routine Patching ▪ Break/Fix ▪ Database Administration and Tuning ▪ Ongoing Disaster Recovery Site Replication (Data and Applications) ▪ Application Availability/Management | | ✓ | | ✓ | | ✓ | | ✓ |
| Infrastructure Provision and Operation <ul style="list-style-type: none"> ▪ Server Provision / Administration ▪ Storage Provision / Administration ▪ Security Provision / Administration ▪ Data Center Network Provision / Administration ▪ Wide Area Network Connectivity ▪ Data Backup/Offsite Storage/Restoration ▪ Infrastructure Maintenance Services ▪ System Availability Management | | ✓ | | ✓ | | ✓ | | ✓ |
| Data Center Facility <ul style="list-style-type: none"> ▪ Secure Data Center Environment ▪ Redundant Power and Cooling ▪ Uninterruptable Power Supply / Onsite Power Generation | | ✓ | | ✓ | | ✓ | | ✓ |

| Capability Area and <u>Representative</u> Attributes | High Level Environments | | | | | | | |
|--|---|--------|------------------------------------|--------|---------------------------|--------|----------------------------------|--------|
| | Initial Program Phases – Non Production | | Post Initial Term – Non Production | | Production Environment(s) | | Disaster Recovery Environment(s) | |
| | State | Vendor | State | Vendor | State | Vendor | State | Vendor |
| <ul style="list-style-type: none"> ■ Data Center monitored for electrical, cooling and environmental issues ■ Disaster Recovery Site Capabilities Similar to Production Site | | | | | | | | |

Non Production Environments

The Vendor will propose, provide and operate all required environments to support its Proposal for the specification, design, development of the project including, but not limited to the following environments:

- Demonstration or Conference Room Pilots
- Patch Testing/Staging
- Development
- Configuration
- Quality Assurance/ Testing
- Performance Testing
- Training Development
- Training Delivery
- Training Practice
- Proof of Concept
- Release Candidate or Pre-Production
- Other Environments as deemed necessary to support the full development of the Vendor proposed solution

These environments should be sized in accordance with planned use and be inclusive of all hardware, storage, networking, backup/restore, database, file system, monitors and other items as required to comprehensively support the development effort.

Upon mutual State and Vendor determination that these initial environments are no longer required, and upon completion of any mutually agreed migration and direction from the State, these environments should be decommissioned by the Vendor. Any Vendor hardware usage charges arising from the use of this equipment shall no longer be the responsibility of, nor billed to the State, and all State data or other artifacts resident on this hardware shall be destroyed or otherwise deleted.

Production Environments

In advance of use, and in consideration of State procurement, installation and commissioning cycles, the Vendor will specify all required environments to support its Proposal for the ongoing specification, design, development of the project associated with subsequent phases including, but not limited to the following environments:

- Full Production Operation
- Production Replica for Fault Resiliency / Onsite Disaster Recovery Purposes and debugging/issue resolution purposes
- Offsite Disaster Recovery Replication (see Disaster Recovery Section below)
- Other environments deemed necessary by the Vendor to support production operations

These environments should be sized in accordance with planned use and be inclusive of all hardware, storage, networking, backup/restore, database, file system, monitors and other items as required to comprehensively support the ongoing development operation of the System as well as to support the debugging or resolution of issues within the production environment.

Upon notification by the State of receipt of the hardware to support these environments in the State Data Center, the Vendor shall install, configure and commission for ongoing use in the project this hardware within the State Data Center.

As a priced option in the Template N - Cost Workbook, Vendors are instructed to provide a quotation (expressed annually on a monthly basis) for the ongoing operation of Infrastructure related activities.

Disaster Recovery Environments

The Vendor will specify all required environments to support its Proposal for the ongoing operation of the production system in the event of a disaster or outage condition associated with the following environments:

- Full Production Operation
- Systems Development inclusive of then current code bases and associated data associated with the development effort
- Other environments deemed necessary by the Vendor to support production operations in the event of an outage or disaster

These environments should be sized in accordance with planned use and be inclusive of all hardware, storage, networking, backup/restore, database, file system, monitors and other items as required to support limited development effort during the disaster or outage condition as well as to not adversely impact or jeopardize phases that are being developed.

Detail the proposed approach to System hosting and disaster recovery support services, including the type and levels of services offered and the process for requesting changes to the services. In addition, provide a summary of the Vendor's proposed strategy for ensuring stable and uninterrupted operations. Specifically, describe any industry best practices employed (e.g. ITIL) or certifications achieved (e.g. ISO 20000) that would provide assurances that the Vendor shall be able to provide a consistent and high quality level of services.

As a priced option in the Template N - Cost Workbook, Vendors are instructed to provide a quotation (expressed annually on a monthly basis) for the ongoing provision of a disaster recovery site (not at a State facility) for the solution.

<Response>