

**Invitation To Bid
By
State of Connecticut
Office of Policy and Management**

Vendor to Host Internet Applications

Amendment #2
October 29, 2008

Responses to Questions

Below please find the responses to the questions that the Office of Policy and Management (OPM) has received in regards to the Invitation To Bid for Internet Hosting Services. All questions have been copied and pasted into this document and OPM responses are in **Blue**. Please read all the questions and answers below two similar questions can have different answers based on how the questions were asked.

1. What is the purpose of 2 firewalls?

Answer: **One firewall will be in front of the Web Server (IIS) and the second firewall will be between the web server and the database server.**

2. Do you have any more specific information for the Xeon Servers?

Answer: **A minimum of dual-core on the Web Server and quad-core on the SQL Server. Processor speed of at least 2GHz.**

3. Windows Server: How many client access licenses will you need for the Windows Servers? Will you have actual users or computers talking to this server?

Answer: **We will require up to 5 users having access to each of the servers for setup and maintenance of the website and database.**

4. What version Visual Studio?

Answer: **Visual Studio 2005 Professional Edition.**

5. What version of SQL Server?

Answer: **SQL 2005 Standard edition.**

6. Will you have actual computers or users talking to the SQL server?

Answer: **OPM will have the ability to login to the server remotely and administer the SQL databases, but only the application server will be able to access the data on the SQL Server.**

7. DNS and SSL certificate support is required. No certificates are requested in this agreement, what certificates are required – internally generated Windows certificates or third-party certificates?

Answer: **OPM is looking for the vendor to purchase and install SSL certificates on our server as needed by our applications.**

8. Will we backup the data only?

Answer: **Yes.**

9. Will we backup the OS?

Answer: **No, but if a server fails, there needs to be a way to rebuild our server in a timely manner so that we are not without our websites for an extended period of time.**

10. Will we have to complete bare-metal restore images?

Answer: **No.**

11. Where will the backups go?

Answer: **We have no preference as long as we can get them back in a timely manner if they are needed for any reason.**

12. What is the revision level – how far do the backups need to go back?

Answer: **For the duration of the contract.**

13. The RFP states a requirement for 2 managed firewalls. Will the firewalls be used as an HA pair or as single units? Is the intent to use the second firewall to segregate the Web server from the Database server?

Answer: **Yes.**

14. How many instances of SQL Server run on the Database server?

Answer: **One.**

15. What is the total size of the databases running on the database server?

Answer: **2 GB.**

16. Is the SQL server backup tool sufficient for SQL backups, or will a hot backup agent be needed?

Answer: **The SQL Server backup tool will be sufficient.**

17. Please define SSL Certificate support. Will State of CT purchase the certificate and have Qwest install it?

Answer: **OPM will purchase from vendor and vendor will install.**

18. What is the size of a Full Backup for the environment?

Answer: **Up to 40GB**

19. SQL reporting tools are referenced in the RFP. Does this refer to the native tools in SQL server, or a 3rd party reporting package?

Answer: **We are referring to SQL Server Reporting Services.**

20. What are the expectations for Visual Studio? These are applications that are generally installed without specific management and monitoring. Is the expectation for Qwest to install these applications and have State CT configure to their needs?

Answer: **Visual Studio is used to deploy SQL Server Reports on the database server. OPM will configure to meet our needs.**

21. Is the FTP referenced in the RFP Microsoft FTP or a 3rd party FTP package?

Answer: **We need to be able to copy files and limit by user logins so whichever is easier for you to support.**

22. Referring to Server #2, it requires Microsoft Visual Studio, and MS Access. Will the State be supplying those licenses, or would you like the vendor to provide them?

Answer: **OPM will not be supplying those licenses.**

23. You seem to be requesting hosting for 6 servers to host internet applications and are specifying hardware. It isn't clear if you are providing the hardware. Do we need to include costs for purchasing hardware & software licenses?

Answer: **We are requesting hosting using two servers, a database server and a web server. The cost should include hardware and software licenses.**

24. If hardware / software is to be purchased, do you want to purchase or lease?

Answer: **We will not be purchasing or leasing the hardware/software. When the contract is over the selected vendor will retain the hardware and operating system software, OPM will own no hardware.**

25. If they are providing servers, we need the Rack Unit size of all servers. Do you provide?

Answer: **No.**

26. If the servers are provided are apps configured and ready to go? If not, app setup & detail is needed.

Answer: **OPM will be developing web-enabled applications internally and deploying them on the vendor's servers for public access. No app setup will be performed by the vendor.**

27. There is no explicit bandwidth requirement. Can we add an assumption with cost on Pricing schedule?

Answer: **Yes.**

28. You have only 1 SSL certificate...this will support only one application...correct?

Answer: **OPM currently has one SSL certificate and since we don't know our future requirements we wanted to include the cost of at least one certificate to compare costs between vendors.**

29. The RFP requests 2 firewalls. Would OPM like these firewalls configured in a failover arrangement or should one sit at the edge in front of the IIS server and the second sit between then IIS server and the DB server?

Answer: **One firewall will sit in front of the IIS server and the second firewall will sit in front of the DB server.**

30. Question 1: In Exhibit A, it reads "The applications are small to medium sized with varying degrees of transaction volume." What are the total number of users, and the average number of concurrent users? Can you provide information as to heaviest and lightest utilization periods during a typical workday and weekend?

Answer: **The average volume is 5,000 transactions per month and for the most part usage is during normal business hours (Monday – Friday 8:00am to 5:00pm). The average number of concurrent users is between 10 and 40 concurrent users on any given day.**

31. Question 2: Also in relation to Exhibit A, "The applications are small to medium sized with varying degrees of transaction volume." What is the anticipated data volume? Can you provide estimate of volume growth during year 2 of the contract?

Answer: **The collective size of all the databases on the server is 2GB and we expect minimal growth of less than 5%.**

32. Question 3: In Exhibit A, under "Server Software Requirements," the State indicates that they would like Visual Studio 2005 placed on Server 2. What is the reason for placing this development tool onto a production environment server?

Answer: **We need this to deploy SQL Server Reports onto the server.**

33. Question 4: In Exhibit A, under "Server Features Required," the State lists port monitoring. What is the State's definition of port monitoring? What are the expected outcomes from port monitoring?

Answer: **The port monitoring would be utilized by support personnel to identify server and/or service outages on our dedicated servers.**

34. Question 5: In Exhibit A, under "Vendor Services To Be Provided," the State lists 24x7 Technical Support. Can you please clarify the type of technical support needed?

Answer: **Help desk support to do basic troubleshooting on servers if they go down in the middle of the night. If issues are more complex, OPM doesn't expect night time on-call engineers. OPM does expect patches and upgrades to Operating Systems to be done before or after normal business hours.**

35. Windows Server 2003 Enterprise for both web and database server?
Answer: **OPM internal staging and development servers are Enterprise Edition.**
36. 32 bit or 64 bit Windows?
Answer: **32-Bit.**
37. Number of Windows and SQL Client Access Licenses required?
Answer: **No more than 5 users will have remote access to the server and OPM will be using SQL Processor Licensing and not CALs.**
38. SQL processor license instead of SQL CALs?
Answer: **SQL Processor License.**
39. How many transactions per second?
Answer: **5,000 per month.**
40. Number of transactions at peak time(s)?
Answer: **Transactions are evenly spread out during the day.**
41. What is peak time(s)?
Answer: **Monday – Friday 8:00am to 5:00pm**
42. Are these applications available to an external user who is not a state of Ct. employee, or similar personnel of the state or its affiliates, and is not someone to whom you provide hosted services using the server software?
Answer: **The majority of the transactions come from towns / municipalities that are not on the State of CT network. Approximately 1,000 transactions per month originate from inside the State network.**
43. What type of processors are you looking for in the servers? x64, dual-core, quad-core, number of sockets, etc.
Answer: **Minimum of dual-core on the Web Server and quad-core on the SQL Server.**
44. What is the minimum speed for the processors?
Answer: **Minimum of 2Ghz.**
45. What type of disks are you looking for? SATA, SAS, SCSI, etc.
Answer: **SATA.**
46. What level of RAID would you like?
Answer: **RAID 10.**
47. Do you have any preference on the FTP software provided?
Answer: **No**

48. Do you have any preference on the AV software provided?
Answer: **No**
49. What version of Visual Studio are you looking for? Standard, Professional, Team
Answer: **Visual Studio 2005 Professional.**
50. What version of MS Access do you want?
Answer: **MS Access 2003.**
51. How many IP addresses do you need?
Answer: **At least 5.**
52. How much space do you need for managed backups?
Answer: **Up to 40 GB.**
53. What type of backups do you want? offsite tape, disk, SAN/NAS, etc.
Answer: **No preference.**
54. MS Access is not listed on the pricing schedule, where do you want the pricing for this line item?
Answer: **Add the price to the setup fees.**
55. Will the servers and software become the property of the State of Connecticut at any time?
Answer: **OPM will only own the applications that we develop and the data that resides on the SQL Server as well as all the backup media with our application files and data.**
56. Is there a specific type of VPN you want and does it have servers side software, or can it terminate at the firewall?
Answer: **OPM has no preference as to the specific type of VPN software.**
57. Do you want the 32-bit or 64-bit versions of the O/S and applications such as SQL Server?
Answer: **32-bit versions of the O/S on both servers.**
58. Are you expecting the winning bid to supply all the Hardware and Software or are you looking to collocate your existing hardware and software?
Answer: **The winning bid will supply all the hardware and software to host our applications that OPM develops internally.**
59. Will the State own the equipment or is it just “rented” as part of the monthly fee?
Answer: **It is just “rented” as part of the monthly fee.**
60. Why is the state not using the internet hosting capabilities of DoIT? Is there a reason this is not being hosted by them?
Answer: **OPM was granted permission by DoIT to use an external web hosting provider.**

61. Is the Agency aware of the State of Connecticut Contract Number 08ITZ0057, which includes website hosting and analytic services?

Answer: **Yes.**

62. What factors determined the usage of the Invitation to Bid in lieu of the Contract?

Answer: **As we see it, the contract is limited to website hosting for marketing services. Our project does not include marketing services; therefore, the use of the contract would not be appropriate.**