

Addendum No.: 2 to the following Invitation to Negotiate (ITN):

State Data Center Managed Service Provider

DMS-20/21-031

Date: August 17, 2020
To: Prospective Respondents to ITN No.: DMS-20/21-031
From: Trey Collins, Procurement Officer
Subject: Respondent Questions and Department Answers

The Invitation to Negotiate, ITN No: DMS-20/21-031, is hereby amended as follows (deletions are shown by strikethrough and additions are bold and highlighted):

1. Section 3.2, MFMP Registration, is hereby amended as follows:

3.2 MFMP Registration

The awarded Respondent(s), if any, must register in MyFloridaMarketPlace (MFMP) prior to Contract execution. For additional information, please visit:

https://www.dms.myflorida.com/business_operations/state_purchasing/myflorida_marketplace/mfmp_vendors/requirements_for_vendor_registration.

The awarded Respondent(s) will be required to pay the required MFMP transaction fee(s) as specified in ~~subsection 3.8 of Attachment B – Draft Contract~~ **Section 14 of the PUR 1000**, unless an exemption has been requested and approved pursuant to Rule 60A-1.031, Florida Administrative Code.

2. Section 3.6, Mandatory Responsiveness Requirements, subsection 3.6.7, is hereby amended as follows:

3.6.7 The Respondent must certify that it has five (5) years of experience operating data center infrastructure containing or processing sensitive data with a **Moderate or High** classification compliant with ~~FEDRAMP Moderate or High~~ pursuant to NIST Publication FIPS-199. Note: The Department reserves the right at any time during the ITN process to require the Respondent to submit documentation to verify that the Respondent meets this minimum mandatory requirement. If the Department determines that the Respondent does not meet the minimum mandatory requirement, the Respondent will be deemed non-responsive and eliminated from further consideration.

3. The table in section 4.3.1, Scoring, is hereby amended as follows:

EVALUATION SUMMARY SCORE SHEET					
Section (Sections correspond with the evaluation criteria in section 4.4 below)	Maximum Possible Raw Score		Weight Factor		Maximum Possible Weighted Score
B. Organizational Structure and Prior Experience	4	X	40	=	160
C. 1.4 Cloud First					
1.4.1 Support for Customer Cloud First Procurement Strategy Development	4	X	15	=	60
1.4.2 Support for Customer Application Cloud Migration Plan Development	4	X	15	=	60
1.4.3 Support for Execution of a Customer Application Cloud Migration Plan	4	X	15	=	60
1.4.4 Support for Customer Development of Cloud Service Level Agreements	4	X	15	=	60
D. 1.5 Interoperability Strategy and Solution Enterprise Architecture					
1.5.1 Support for Customer Enterprise Architecture Procurement Strategy Development	4	X	10	=	40
1.5.2 Support for Infrastructure Modernization to Promote Interoperability	4	X	10	=	40
1.5.3 Support for Customer Enterprise Data Catalog	4	X	10	=	40
E. 1.6 Cyber Security Strategy and Solution					
1.6.1 Security Policy and Documentation	4	X	5	=	20
1.6.2 System Security Plan Requirements	4	X	5	=	20
1.6.3 Security Assessment and Control Implementation	4	X	5	=	20
1.6.4 Access Control and Identity	4	X	5	=	20
1.6.5 SDC Endpoint Security Management	4	X	5	=	20
1.6.6 Continuous Monitoring Program	4	X	5	=	20
1.6.7 Security Incident Reporting and Response	4	X	5	=	20
1.6.8 Threat Research	4	X	5	=	20
F. - K. 2. Deliverables					
F. 2.1 Staffing and Staffing Plan	4	X	30	=	120
G. 2.2 Transition Plan Transition Services, Start of Contract Transition Plan, and End of Contract Transition Plan	4	X	30	=	120

H. 2.3 Cloud Migration Support Plan	4	X	30	=	120
I. 2.4 Interoperability Plan Enterprise Architecture Support Plan	4	X	30	=	120
J. 2.5 Cyber Security Plan	4	X	30	=	120
K. 2.6 Enterprise Architecture Reporting	4	X	30	=	120
Maximum Possible Final Weighted Score:					1400

4. Attachment A – Statement of Work, section 1.2.1.15, table G. Facilities Manager, is hereby amended as follows:

G. Facilities Manager

Minimum Required Skills and Required Qualifications	Minimum Years of Experience
Leading IT project teams and work scheduling	7
Operational Infrastructure Management	7
Data center operations and facilities management	10
IT operational planning and process design	7
Data center solution architectural design	5
Business case development	5
Personnel Management	7
Technical and Strategic Planning	5
Experience maintaining inventories systems and capacity	5
Experience implementing new systems and changes	7
Expertise in the coordination of maintaining, securing, and controlling the application of upgrades, service packs, patches, firmware, configuration backups, and maintenance agreements of systems	7
Experience overseeing data center facilities and infrastructure	7

5. Attachment A – Statement of Work, section 1.2, Staffing, subsection 1.2.1, is hereby amended as follows:

1.2.1. The Contractor shall provide sufficient, qualified personnel to oversee and carry out the services required by this Contract as delineated in section 1.2.1.14. Contractor shall designate individuals within its organization, **or individuals employed as contracted staff or employed by a Department-approved subcontractor**, to be contacts for the Department and its Customers in accordance with the following subsections:

6. Attachment A – Statement of Work, section 1.6, Cyber Security, subsection 1.6.3, Security Assessment and Control Implementation, subsection D is hereby amended as follows:

D. The Contractor will conduct site audits, pursuant to Chapter 60GG-2, F.A.C., of the information technology and information security controls for all facilities used in complying with its obligations under the contract, including, but not limited to, obtaining a network-level vulnerability assessment performed by a ~~recognized~~ third-party audit firm based on recognized industry best practices.

7. Form 5 is hereby replaced in its entirety as presented on the following page of this addendum. Respondent should submit this version of Form 5 with its Reply to the ITN.

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**FORM 5 – MANDATORY RESPONSIVENESS REQUIREMENTS
(REVISED IN ADDENDUM NO. 2)**

<p>The Respondent certifies that it is in compliance with the requirements of this ITN, including subsection 3.9.</p>
<p>The Respondent certifies that neither it, nor its affiliates, is a convicted vendor or a discriminatory vendor as described in section 287.133 and section 287.134, Florida Statutes, respectively.</p>
<p>The Respondent certifies that the Respondent is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List, and is not participating in a boycott of Israel.</p>
<p>The Respondent certifies that, if awarded a Contract, it will provide the Department with a PDF file of its current and active registration with the Florida Department of State, Division of Corporations (www.sunbiz.org), prior to execution of a Contract or, if exempt from registration, a statement to that effect noting the basis for the exemption. Respondents should note that foreign entities are required to obtain a Florida Certificate of Authorization pursuant to applicable Florida Statutes, from the Florida Department of State, Division of Corporations (www.sunbiz.org), to transact business in the State of Florida.</p>
<p>The Respondent certifies that it will provide all required services contemplated within this ITN.</p>
<p>The Respondent certifies that it has five (5) years of experience operating one or more data centers that has at least 10,000 square feet of operational floor space and provides multiple services offerings, including, at a minimum, managed services and colocation services, to multiple customers. Note: The Department reserves the right at any time during the ITN process to require the Respondent to submit documentation to verify that the Respondent meets this minimum mandatory requirement. If the Department determines that the Respondent does not meet the minimum mandatory requirement, the Respondent will be deemed non-responsive and eliminated from further consideration.</p>
<p>The Respondent certifies that it has five (5) years of experience operating data center infrastructure containing or processing sensitive data with a Moderate or High classification compliant with NIST Publication FIPS-199. Note: The Department reserves the right at any time during the ITN process to require the Respondent to submit documentation to verify that the Respondent meets this minimum mandatory requirement. If the Department determines that the Respondent does not meet the minimum mandatory requirement, the Respondent will be deemed non-responsive and eliminated from further consideration.</p>

Signature below certifies that the signatory has the authority to respond to this solicitation on the Offeror's behalf and certifies conformance with all Responsiveness Requirements listed above.

Name of Respondent's Organization

Printed Name of Organization's Authorized Representative

Signature of Organization's Authorized Representative

Date

Invitation to Negotiate (ITN)

State Data Center Managed Service Provider

DMS-20/21-031

Addendum No. 2 Questions and Answers Exhibit

The Department’s responses to timely submitted questions are below.

Question Number	Section	Page Number	Question	Response
1			I noticed an ITN for MSP for Data Center, where there is Staffing requirements for the RFP. Have a couple of questions: Does the Contractor have to respond to all SOW services, or can we just apply/respond to staffing requirements? We are a temp staffing firm women owed, minority, small business and are capable of providing the staffing for this contract.	Please see ITN section 3.6, Mandatory Responsiveness Requirements, and specifically, section 3.6.5.
2			Can a staffing firm partner up with a MSP to respond as a teaming/partnership for the RFP?	Please see the answer to question 1. Also, please see section 3.11 of the ITN.
3			Are you looking for the responder to provide services including, hardware, software, implementation, integration, moving systems, etc? or are you just looking for the human staff?	Please see the Department’s response to question 1.
4			When clicking the link for...SECTION 3. GENERAL INSTRUCTIONS 3.1 Introduction In accordance with Rule 60A-1.002(5), F.A.C., Form PUR 1000, the General Contract Conditions, is incorporated by reference into the Contract. Form PUR 1001, the General Instructions to Respondents, is also incorporated by reference into this solicitation, but is superseded to the extent set forth herein. Both forms can be accessed at: http://www.dms.myflorida.com/business_operations/state_purchasing/documents_forms_references_resources/purchasing_forms . Sections 3, 5, 9,	The Department has verified that the link in section 3.11 of the ITN document is correct. The link can be accessed by copying and pasting it into a web browser.

Question Number	Section	Page Number	Question	Response
			and 14 of the PUR 1001 (General Instructions to Resp The response received when clicking this link is that it no longer exists.	
5			<p>The industry is coming to us with questions around the State Data Center MSP. I am hoping you can provide some clarity to help us ensure you have vendors responding who are focused to best meet the State's needs. I am pleased to say we have industry leaders who are committed to improving our state, which is half the battle.</p> <p>The question I'm hearing the most is around the State's desired outcome. Is the State looking to do a rip and replace to support as is? Or are you seeking a vendor to raise the level of value that's being delivered to States and our agencies? The concern they have is that if we simply pull out the current support and replace them with a vendor it leaves a great deal of risk for the vendor community. (Think Unemployment System) Is there a catalog of services the State would like to see developed? Is there opportunity (funding) for the contract holder to deliver better service?</p>	The Department seeks one or more vendors that will provide the best value to the State to manage the service catalogue offered by the data center and assist agencies and the Department with migrating agency applications to the cloud in support of the state's cloud first policy. Please refer to ITN section 1, Introduction, and Attachment A – State of Work, section 1, Statement of Work, for the purpose of the ITN.
6	SOW 1.2.1.4	9	The SOW states, "the Contractor is required to employ all key staff positions..." Can the Contractor selectively subcontract these roles, subject to Agency review and approval?	Yes. Please see the revision to Attachment A – Statement of Work, section 1.2.1 in Addendum No. 2. Also, please see Attachment B – Draft Contract, section 7.2.
7	SOW 1.4.3	18	The SOW states, the Contractor is to provide "support for execution of the Customer Application Cloud Migration Plan". What contract vehicle(s) will cover the project management and execution of Agency workload migration and modernization of workloads that are migrated to the cloud? Can the State Data Center managed service provider compete for this work?	Services required by state agencies for application cloud migration will be procured in accordance with Chapter 287, Florida Statutes. The MSP's participation in future procurements will be governed by Chapter 287, Florida Statutes. This question can be further discussed during negotiations.
8	SOW 1.2.1.15	16-Oct	The key positions descriptions do not require demonstrated experience operating cloud	Please see the Department's response to question 7.

Question Number	Section	Page Number	Question	Response
			workloads and providing cloud managed services. What contract vehicle(s) will cover the execution of cloud managed services? Can the State Data Center managed service provider compete for this work?	
9	Exhibit 4 – Hardware	N/A	Exhibit 4 lists mainframe systems as well in the excel spreadsheet. Is mainframe management in scope for this ITN?	Yes, mainframe management is in scope for this ITN, beginning in 2024. The Department is currently finalizing a mainframe-as-a-service agreement that will run through July 31, 2024, with renewals available.
10	Exhibit 1 - 7	N/A	Do the total costs listed in Exhibits 4-7 reflect the total current FY21 cost of operations? If not, can the information to reflect total current cost be provided?	No. The total appropriation for FY 2020-2021 is \$59,116,843.
11	ITN 1.2	4	Will annual General Appropriations Act funding for the State Data Center management include the cost of application migration and modernization to the cloud? Is there a timetable for migrations to be completed?	Agencies will be responsible for securing funding to migrate their systems to the cloud via the budget process. Agencies will set the timetable themselves in consult with various external stakeholders such as the Executive Office of the Governor and the Legislature.
12	Exhibit 6 and 7	N/A	Does the State expect the vendor to retain all State and contractor staff listed in these Exhibits 6 and 7 or can they selectively rebadge resources based on a transition assessment?	The Contractor can selectively rebadge resources based on a transition assessment.
13	ITN 1.7	5	Since responses to questions are not expected until August 11 and will inform and be very important to the ITN response, will consideration be given to extend the submission deadline to September 29 th ?	No.
14	Exhibit 4	N/A	Is there a plan to refresh hardware that is older than 5 years? Does the State expect a hardware refresh approach and plan to be included in the scope of the ITN?	Any hardware refresh will be the responsibility of the Contractor. The Contractor will have the discretion to refresh hardware when appropriate and at its own expense.
15	1.1	4	Will you be awarding multiple contracts?	The Department seeks one or more vendors that will provide the best value to the State.

Question Number	Section	Page Number	Question	Response
				The number of awarded contracts will be based on the outcome of negotiations.
16	1.1	4	If the state is planning on multiple contracts, what would be the SOW for each scope of work/contract?	The Statement(s) of Work included in the awarded contract(s) will be based on negotiations.
17	1.2	4	Is mainframe included in the \$59M appropriation?	Yes.
18	1.2	4	Are mainframe services in scope to this ITN?	Yes. Please see the Department's response to question 9 for additional information.
19	3.6.7	12,13	Why is FEDRAMP a requirement?	Please see the revisions to this requirement in Addendum No. 2. State agencies are required to comply with the Florida Cybersecurity Standards promulgated in Chapter 60GG- 2, F.A.C.
20	3.6.7	12,13	What is an acceptable substitution for FEDRAMP accreditation?	The Department will consider other security accreditations that comply with FIPS 199. Please see the revisions to this requirement in Addendum No. 2.
21	4.3.1	17-18	Will the selected supplier be responsible for the Application strategy portion of the Customer Application Cloud Migration Plan Development?	No.
22	4.3.1	17-18	Will the selected supplier be responsible for the application portion of execution of the Application Cloud Migrations? Or just the infrastructure portion?	No, neither. The Contractor will be responsible for providing access to the infrastructure within the data center in support of cloud migrations.
23	4.5.1	20	How will evaluation be conducted during negotiation if multiple suppliers are selected to participate in negotiations?	Please see section 4.5 and 4.6 of the ITN.
24	1.4.4	17-18	Will agencies be required to use the Cloud First compliant cloud services of the selected supplier or will they be able to procure cloud services on their own provided they meet the states Cloud First policy?	No, to the first part of the question. Yes, to the second part of the question.
25	1.5	18-20	Can you provide insight into what the DMS retained organization will be so we can align to that model?	No, the DMS organization is outside the scope of this procurement.

Question Number	Section	Page Number	Question	Response
26	Exhibit 6/7	NA	Do these lists include any mainframe staff?	Yes.
27	Exhibit 6/7		Is it the states expectation the selected supplier will offer positions to all of the state employees and contractors?	No.
28	Exhibit 6/7		Will the state be retaining any of these employees for their retained organization?	The State may retain a handful of these employees. The exact number can be discussed in negotiations.
29	Attachment A SOW - 1.1.3	6	Citrix – how many published/managed applications are currently hosted?	There are 131 published/managed applications.
30	Attachment A SOW - 1.1.3	6	Is there currently a designated DR site? Location? Active/Active? Active/passive?	Yes. Winter Haven, FL. There is a mixture of Active/Active and Active/Passive depending on the agency applications.
31	Attachment A SOW - 1.1.3	6	Is the designated DR site managed by a DR provider and if so who provides this service?	The DR site is currently managed by DSM Technologies. They manage the facility, but the environment/equipment is managed by SDC.
32	Attachment A SOW - 1.1.3	6	Does the DR site contain High Availability infrastructure? If so what system platforms?	Yes. Networks, VMWare, SQL and Oracle database servers, Object and SAN storage.
33	Attachment A SOW - 1.1.3	6	Does the State conduct annual DR testing for all critical system platforms?	Joint exercises are performed with DR-subscribed customer agencies for configuration items identified as critical.
34	Attachment A SOW - 1.1.3	6	Does the State maintain run books for all system platforms?	Yes, for all systems included in DR exercises.
35	Attachment A SOW - 1.1.3	6	Has the State developed and Disaster Recovery or Business Continuity Plan? Is the plan tested as part of the annual DR test?	<p>The SDC maintains a Disaster Recovery and/or Business Continuity Plan that is for the SDC systems only. The SDC conducts Business Continuity exercises once per quarter and the Disaster Recovery exercise as an agency is done once a year.</p> <p>The SDC has a Continuity of Operations Plan (COOP) and has quarterly COOP exercises. The quarterly COOP exercises have incorporated various activities, including table-top exercises, remote work testing, staff</p>

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				reminders, staff training, alert testing, data collection, etc.
36	Attachment A SOW - 1.1.3	6	Has application analysis been performed to determine application teering is consistent with the State's requirement for RTO/RPO's?	Yes, we have performed yearly exercises per agency to ensure we comply with RPO/RTO. For replicated VMs it is 2/24 and for servers being restored using our Backup product it would be the time taken to restore all the data per server.
37	Attachment A SOW - 1.2	8	Are you open to other positions (not listed or identified) that may be needed to fill a gap?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
38	Attachment A SOW - 1.4	17	Have you ever had a cloud readiness assessment completed in the past? If so, can you share the outcome?	An assessment was completed in 2015, but it is outdated. The assessment was completed before the Cloud First policy was enacted.
39	Attachment A SOW - 1.5	18	Do you currently leverage any form of formal lifecycle management for the hardware OR software?	No.
40	Attachment A SOW - 2.5	28	Does the State outsource Cyber Security? If so, who provides this service?	No.
41	Exhibit 4 – hardware	NA – performance	Have you experienced any performance issues on any of the platforms? If so can you share?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
42	Exhibit 5 – software	NA – automation	Are you leveraging automation for any other platforms besides the mainframe?	Yes, but due to the complexity of the answer, this question can be better addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.

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43	Exhibit 5 - software	NA - Past EOL dates	Do you have production workloads running on the software that is past EOL/support? This could effect migration planning.	Yes.
44	Exhibit 3-SLAs	15	Data protection – are copies of the data currently going to tape? Cloud? Mixture of both?	The Department uses both tape and/or Cloud for data protection.
45	Exhibit 3-SLAs	15	Data protection – any requirement for immutability?	The existing systems are not configured for absolute immutability. This question can be discussed in negotiations.
46	Exhibit 7 - Exhibit 6		Does the State employ additional mainframe engineers other than contracted. If so are they listed as part of the State Staff in Exhibit 6?	Yes. Yes.
47	General	NA	Given the details which are required to construct the detailed solution for the Florida DMS, (ITN NO: DMS-20/21-031)could you provide additional time to ask follow-up questions?	No.
48	1.2	4	The Department anticipates that it will be appropriated \$59,116,843 in the General Appropriations Act for Fiscal Year 20-2021 for the management of the State Data Center. Can we get the ballpark split of this appropriation for our understanding? Are the amounts listed in Exhibits 6 and 7 (salary components) included in the \$59 M above?	The Department does not have a ballpark split. The amounts listed in Exhibits 6 and 7 are included in the \$59M.
49	3.6.7	12	Can the respondent meet the mandatory criteria (viz certify that it has five (5) years of experience operating data center infrastructure containing or processing sensitive data with a classification compliant with FEDRAMP Moderate or High pursuant to NIST Publication FIPS-199) through a sub-contractor?	No.
50	3.1	16	Is it a correct understanding that the Respondent is not required to submit pricing with its initial Reply on september 8th?	Correct.
51	3.11	16	Are there any stipulated conditions for selecting and working with a sub-contractor related to State of Florida which has to be listed in Form - 4?	Please see section 3.11 of the ITN and section 7.2 of Attachment B – Draft Contract.

Question Number	Section	Page Number	Question	Response
52	3.11	16	Are there any evaluation benefits for respondents to include MWBE/SLBE vendors as part of the Form-4?	No.
53	A- 1.1.2	6	The SDC is located in the Capital Circle Office Complex and is a Tier III facility - where are the DR services located for all agencies supported by the SDC?	Please see the answer to question 30. Some customers maintain their own disaster recovery operations.
54	A- 1.1.2	6	The State would like the Contractor to lease the SDC facility building from the State for the duration of the contract, as determined during negotiations. Is the DMS open to relocate all the HW/SW assets to a different colocation facility solution proposed by respondent?	Yes. This question can be further discussed during negotiations.
55	A- 1.3.4	17	The Contractor will retain transitioned SDC employees for at least 1 year. What is the expectation with regards to the Exhibit # 6 and 7, are all employees listed need to be transitioned to respondent?	No.
56	A-1.4.2	18	Can DMS share the current status/list of all the applications supported in SDC with application readiness for a cloud migration and any timelines planned for each application? Has there been any assessment done for the Application landscape of SDC?	Please see the Department's response to question 11. No, there has been no assessment done by the SDC.
57	A-1.5.2	19	Could DMS share the current infrastructure modernization projects underway and the high level architecture design documents and associated timelines ?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
58	A-7	32	The Contractor shall provide a transition plan to be executed upon written notice by the Department of its intent to commence the end of contract transition plan. This plan will operate on an eighteen (18) month timetable with no loss of service to the SDC customers. Could you please share more insights and thought process for the rationale of 18 month transition plan duration?	The intent is to ensure that services are transitioned properly at contract termination to the next entity providing the services.

Question Number	Section	Page Number	Question	Response
59	Business Case Confidential	10	Could DMS share the details of the 433 applications from 14 different agencies utilising DR services? What is the location of DR services?	No. Applications are owned by the customers. Details about function and architecture should only be answered by them. Also, please see the answer to question 30.
60	Business Case Confidential	11	Can DMS share the details of the vendor contracts of the several mentioned Public agencies and non-profits which will be impacted by the outsourcing? Respondent would like to understand the impact of the restrictive termination clauses?	Details for contracts entered into by a state agency may be viewed at https://facts.fldfs.com , pursuant to s. 215.985(14), Florida Statutes. This question can be further addressed during negotiations
61	Bus Case - Opt IA Confidential	16	Who will own the Software and the current SDC staff and contractors?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
62	Bus Case - Opt IB Confidential	16	Respondent would like to understand the DMS thought process for selling the SDC to third party? Who would be owning the Software and SDC staff and contractors in Option 1B?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
63	Bus case - Opt 1C Confidential	16	Who will own the SDC staff and contractors in the Option 1C?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
64	Business Case Confidential	17	Is the expectation of the DMS to provide the Option 1C solution as recommended by the scoring in the Bus case?	Please see the Department's response to question 1.
65	Business Case Confidential	25	DMS maintains various monitoring and instrumentation tools to support the delivery of services. Respondent would like to understand the tools strategy and the detailed inventory of tools currently used in SDC for delivery of services?	The Department uses numerous tools to monitor service delivery. The Department's monitoring tool strategy is to centralize monitoring and alerting where

Question Number	Section	Page Number	Question	Response
				<p>possible, but supplement centralized monitoring with vendor or platform-specific tools. These tools include: Solarwinds, Nagios, CloudControl 13c, CloudControl 12c, Top, Oracle Database and Weblogic, Quest Toad, Password Safes, BigFix, SentialOne, Qualys, Pydio, NoMachine, EDI, LDAP, Oracle OID/SSO/IAM, O365, Teams, IBM Sterling Gentran Processor, NGINX, MySQL, Git, Python, Perl, PHP, NoMachine, VMWare, Workspace One, Centrify, Oracle PCA, Elastasearch, AWS Cloudwatch, AWS EC2, AWS S3, sftp, ftp, Mobaxterm, putty, HyperV, WSL, VirtualBox, OVM, Smartsheet, and OSWatcher.</p> <p>Solarwinds alert data is forwarded via email to Cherwell, our ITSM, relating to reboots, disk, CPU, hardware, memory, and node status. The alerts are available on the Customer Portal, and emails are automatically sent to customers if they elect to receive them.</p> <p>For the mainframes, the Department uses OMEGAMON XE Storage, DCOLLECT, and Quickref to monitor storage hardware.</p> <p>In our managed services environment, the Department also uses ExtraHop, Idera, RedGate, VMware, BigFix, RoyalTS, and Putty tools for performance monitoring.</p> <p>In Storage platforms, the Department uses NetApp Oncommand Insight, SolarWinds and</p>

Question Number	Section	Page Number	Question	Response
				DCNM as the primary tools to monitor and report on storage devices.
66	Business Case Confidential	31	The State data center relies heavily on the use of state-owned equipment installed at the State data center facility located in the state's Capital Circle Office Center in Tallahassee for the provision of data center services, often financed through the Department of Financial Services' Consolidated Equipment Financing Program and through lease-purchase arrangements with hardware vendors. This equipment must be replaced periodically, usually around five years. Respondent would like to understand the details of the refreshed equipment in SDC?	Acquisition dates and costs for data center hardware are provided in Exhibit 4.
67	Business Case Confidential	41	DMS spends approximately \$19M annually across a subset of 11 vendors, which represents approximately 43% of the total annual data center spend by DMS on vendors? Respondent would like to understand the details of the contracts?	Please see the answer to question 60.
68	Exhibit 3 Confidential	72	Respondent would like to analyse the SDC ticket data for the last 12 months? Can DMS share the ticket data details?	Please see Department's response to question 87. This question can be addressed further in negotiation.
69	Exhibit 3 Confidential	72	How is the current SLA classification done with respect to the severity levels viz Sev 1 to Sev 5?	This question is answered in the Addendum No. 2 – Q&A Supplement, which is provided for informational purposes only and contains confidential information. The Q&A Supplement will only be made available to vendors that timely submitted Form 6 to the Department, in accordance with section 2.2 of the ITN. The Q&A Supplement will be made available by the Department securely through a download link that will be sent to the email address provided by the Respondent in Form 6 OR to the email

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				address of an individual who has signed Attachment NDA-1. If the vendor wants the download link sent to another individual who has signed Attachment NDA-1, the vendor must contact the Procurement Officer for this ITN via email to provide the individual's email address.
70	Exhibit 3 Confidential	72	What are the current response and resolution times for each of the Sev levels currently in SDC?	This question is answered in the Addendum No. 2 – Q&A Supplement, which is provided for informational purposes only and contains confidential information. The Q&A Supplement will only be made available to vendors that timely submitted Form 6 to the Department, in accordance with section 2.2 of the ITN. The Q&A Supplement will be made available by the Department securely through a download link that will be sent to the email address provided by the Respondent in Form 6 OR to the email address of an individual who has signed Attachment NDA-1. If the vendor wants the download link sent to another individual who has signed Attachment NDA-1, the vendor must contact the Procurement Officer for this ITN via email to provide the individual's email address.
71	Exhibit 3 Confidential	72	Please provide the details of the major server downtimes and SLA breached incidents in last 1 year ?	This question is answered in the Addendum No. 2 – Q&A Supplement, which is provided for informational purposes only and contains confidential information. The Q&A Supplement will only be made available to vendors that timely submitted Form 6 to the Department, in accordance with section 2.2 of the ITN. The Q&A Supplement will be made available by the Department securely through a download link that will be sent to the email address provided by the Respondent in Form 6 OR to the email

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				address of an individual who has signed Attachment NDA-1. If the vendor wants the download link sent to another individual who has signed Attachment NDA-1, the vendor must contact the Procurement Officer for this ITN via email to provide the individual's email address.
72	Attachment A	Section 18	Regarding both the Performance Bond and Surety Bond, due to the significant size of these bonds, we are seeking an opportunity to discuss this further. Do you have any flexibility to decrease the amount of these bonds?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
73	Exhibit 1 Confidential	N/A	Does the state have a preference as to which option (1A, 1B, 1C, 2, or 3) is more advantageous regarding ownership of the facility and/or the MSP acquiring the assets?	This question will be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
74	Exhibit 6 & 7 Confidential	N/A	In these two (2) document, it references both State employees as well as Contracted employees. Does the State classify these individuals as being assets and that the MSP should assume responsibility to acquire and continue all salary / and existing benefits as well as employment for these personnel? Will these employees remain as State employees during that transition period? Are any of these employees / contractors under an Employment agreement or have any Union affiliation?	No. No. Yes, the contractors' services were procured through a staff augmentation contract, and the career service state employees are covered by the AFSCME.
75	Attachment B	10.2	"Unless otherwise agreed in writing, the Contractor and its subcontractors will not perform any of the services from outside of the United States, and the Contractor will not allow any State of Florida Data to be sent by any medium, transmitted, or accessed outside of the United States". <u>Question:</u> Will the state allow	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.

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			construction of templates, design, analysis, etc, from off-shore – with a full understanding that NO State of Florida DATA will be exchanged to any off-shore location?	
76	Exhibit – 2	8	Active Directory – How many Active Directory/Domain Controllers servers?	209 domain controllers from L1/L2/L3.
77	Exhibit – 2	8	How many Domains and Forests in the landscape?	80 domains.
78	Exhibit – 2	8	How many GPOs in AD and how many change tickets raised in a week?	274 GPOs from L1/L2/L3. This does not include GPOs managed by the customer agencies.
79	Exhibit – 2	11	What is the number of Instances and Physical DBs running on Exadata?	19 Standalone, 26 RAC.
80	Exhibit – 2	37	Provide the following details: Number of DB Installation/Creations/Upgrades performed in a Month for Oracle, SQL Server?	Oracle: avg. 6-12 per month (56 from Jan. thru July 2020), this excludes all patching events. Microsoft SQL: avg. 4 to 8 per month.
81	Exhibit – 2	37	How many DB Refreshes performed by the Data Center in a month?	Oracle: 2-6 per month. Microsoft SQL: 2 to 8 per month.
82	Exhibit – 2	37	What tool is used by the Data Center for DB Refresh?	Oracle: Export/Import/Datapump. SQL Server Management Studio, Enterprise Backup Solution.
83	Exhibit – 5	1	What are the current Monitoring tools for OS and Databases?	Solarwinds, Nagios, CloudControl 13c, CloudControl 12c, ExtraHop, Idera.
84	Exhibit – 5	1	What are the patch management tool for OS?	Big Fix and Tanium.
85	Exhibit-2	72	What is the system / tool used for EDI?	IBM Sterling Gentrans Processor.
86	Exhibit-2	72	How many data transfers in day and how frequently done?	The average per day for July was 3518 KB characters translated. The highest day was 11,963.
87	N/A	N/A	What is the expected average monthly volume of contacts to the service desk?	Tickets Total: 35,421 (2952 / month) Email*: 29,751 (2,479 / month)

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				<p>Self Service Portal: 3,347 (279 / month) System Generated: 1,087 (91 / month) Walk-up: 637 (53 / month) Phone: 548 (46 / month) Monitoring: 51 (4 / month)</p> <p>* Some email tickets are triggered from monitoring</p>
88	N/A	N/A	What contact channels are currently available for end users to contact the service desk? (i.e. Phone, Email, Web etc)	Phone, Email and Web (Cherwell).
89	N/A	N/A	Please provide a breakout of average monthly contacts per each service desk contact channel?	Please see Department's response to question 87.
90	N/A	N/A	What is the average handle time for each contact to the service desk? (i.e. 5 min, 6 min etc.)	This information is not tracked but normally under 5 minutes. The service desk currently is limited to categorization of tickets.
91	N/A	N/A	Can you please provide a minimum of 12 months of ticket data for the service desk? (Incidents, Service Requests, Changes, Other)	<p>Tickets: Total 35,421 Service Request: 29,741 (2,478 / month) Incident: 2,518 (210 / month) Unclassified: 3,143 (262 / month) Blank: 19 (1 / month)</p> <p>Service Orders: 798 (67 / month)</p> <p>Tasks on Tickets/Changes/Etc.: Total 57,682 (4,807 / month)</p> <p>Changes: 3,198 (267 / month) Change Release: 6,907 (576 / month) Change Blackout Requests: 188 (16 / month)</p> <p>SODs (similar to RCA): 8 (< 1 / month)</p>
92	Exhibit 2 - Cloud Services Section	23-25	Please describe at a high level your current network architecture and WAN connectivity to the public cloud platforms.	The current network is a 10G core with 10G and 1G aggregation layers. There are approximately 1200 VLANs/subnets distributed over 30 agency networks in approximately 220 virtual routing domains.

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				WAN connectivity to the public cloud includes a 1G data center AWS direct connect (data center managed) and numerous agency managed Azure and AWS direct connects on agency private WANs (not data center managed, but the connectivity is data center facilitated.)
93	1.1.5.2	8	What Network device configuration management tool is in use?	Solarwinds, Panorama, and RANCID are used for network device configuration management.
94	N/A	N/A	Other than the current solicitation, what current or planned Network Projects will the contractor take over?	There are no other network projects planned.
95	1.5.2	9	Will the State retain overall responsibility for Network LAN architecture and design?	The Department will not retain overall responsibility for Network LAN Architecture and design in the SDC.
96	Exhibit 5-Software	Row 158	What modules of Solarwinds are in use?	Please see the Department's response to question 255.
97	Exhibit 5-Software	Row 162	What devices are monitored and managed by the Cisco DCNM? (LAN or Storage or both)?	SAN Switch Fabric Only. DCNM is used for storage management only.
98	Exhibit 5-Software	N/A	Other than Solarwinds and Cisco DCNM what other tools are used to monitor and maintain Network devices, e.g. Load Balancers, Firewalls, WiFi, Telephony, etc.?	BigIQ, Panorama, Cacti, Sourcefire Defense Center, and Graylog are all used to manage and monitor network devices.
99	N/A	N/A	Please provide a high-level network diagram showing the outside connections and internal networks within the SDC.	This diagram is confidential and exempt, pursuant to section 282.318, Florida Statutes, and will not be provided at this time. However, the Department intends to share this information with vendors invited to negotiations.
100	Exhibit 4-Hardware	N/A	What are the makes and models & quantity of each of the Load Balancers and Proxies that are in-scope? (None of these are identified in Exhibit 4-Hardware)	Load Balancers in use are 2 pairs of F5 VE for production and 2 pair of F5 VE for testing. No forward proxies are in use by DST Network (customers run their own) and all reverse proxy functions are performed on the F5 platform. The DR site also has 1 HA pair of F5 C112.

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101		N/A	Are there any regular annual periods that may have an impact on the transformation program, i.e. regular change freeze windows, seasonal activity, etc.?	Yes, and it varies by application.
102	Attachment A 1.6	20	Can you provide the state's current security and host logging architecture documentation?	Open Systems: syslog, Network: Graylog, Mainframe: Splunk, Windows: Snare, Isilon: Splunk.
103	N/A	N/A	What tools are used for Asset management – Hardware, Software, License, and Normalization to know what assets you have, where they are, who uses them, how they are configured?	The Department utilizes various tools for asset management: Hardware – BigFix, Solarwinds, Cherwell, Nagios, Ansible Software – Aspera, Cherwell, Bigfix Various integrations exist between all of the systems.
104	N/A	N/A	Is the purchasing / asset data (i.e. PO, invoices, etc.) stored in a central repository in the Data Center to be turned over to the Contractor?	No.
105	N/A	N/A	Is the purchasing data linked to a centralized asset management repository?	No.
106	N/A	N/A	Does the existing Software Asset Management (SAM) Solution provide Financial Management that shows what costs are relevant to the business, forecast and manage payment schedules, and increase visibility into the financial impact of your asset base?	No.
107	Exhibits-1,4,5	N/A	Please share the capacity and allocation percentage TB/PB on each storage array in Exhibit-4.	This question is answered in the Addendum No. 2 – Q&A Supplement, which is provided for informational purposes only and contains confidential information. The Q&A Supplement will only be made available to vendors that timely submitted Form 6 to the Department, in accordance with section 2.2 of the ITN. The Q&A Supplement will be made available by the Department securely through a download link

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108	Exhibits-1,4,5	N/A	Exhibit-1 specifies a Cloudian storage array but Exhibit-4 does not; Is Cloudian storage in scope?	Yes.
109	Exhibits-1,4,5	N/A	What has been the Annual Growth rate (TB or %) in allocated Storage Utilization?	11.6% annual growth rate.
110	Exhibits-1,4,5	N/A	What tools are currently used for IT level monitoring storage hardware, disk utilization reporting and identify performance problems and disk performance statistical reporting?	Please see the Department's response to question 65.
111	Exhibits-1,4,5	N/A	Can you please specify the Data Volume Replicated between the SDC and DR locations currently?	Replication is done per VM using vSphere Replication. Oracle DB replication is 70TB Isilon replication is 900TB vSphere Replication is 340TB
112	Exhibits-1,4,5	N/A	What is the rate of data change per hour/day/month between the SDC and DR location?	The Department averages between 340MB to 560 MB per hour, 3GB to 5GB of usage daily, and 91GB to 152GB per month.
113	Exhibits-1,4,5	N/A	Does the state use long term storage technologies in addition to backup technologies in the current environment? If yes, please specify details?	No.
114	Exhibits-1,4,5	N/A	Please provide the current archival capacity if applicable.	Commvault 1062 TB. Rubrik 1800 TB. NetWorker ~4500 LTO-6 tapes.
115	Exhibits-1,4,5	N/A	What is the rate of archival growth annually?	Rubrik 758 TB. Commvault: currently implementing, not enough trend data to provide rate of growth NetWorker: 840 LTO-6 tapes.

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116	Exhibits-1,4,5	N/A	Please specify the total number of backup clients (physical + VMs) protected by each of the backup platforms - EMC NetWorker, HP Data Protector and Commvault.	Rubrik: 2009 VM, 504 Windows and Linux Hosts. Commvault: 1037 VM, 157 Windows and Linux Hosts. NetWorker: 3 Linux Hosts.
117	Exhibits-1,4,5	N/A	Please Specify all Data Center Backup Tools with a number of endpoints associated with each?	Rubrik: 2009 VM, 504 Windows and Linux Hosts. Commvault: 1037 VM, 157 Windows and Linux Hosts. NetWorker: 3 Linux Hosts.
118	Exhibits-1,4,5	N/A	What is the average rate of change in the amount of data to be backed up on a daily/monthly basis?	The average rate of change is 2.7 TB per day and 82.1 TB per month.
119	Exhibits-1,4,5	N/A	What are the types of data (block level, file level) in the datacenter and other environments to be included for backup?	Structured and unstructured block data. Object-based data is backed up/replicated separately.
120	Exhibits-1,4,5	N/A	What is the default retention periods for daily and weekly full backups as per the existing policies?	Daily for 42 days for all agencies. Monthly for 5 years for one agency. Monthly for 3 years for one agency. Monthly for 1.5 years for all other agencies.
121	Exhibits-1,4,5	N/A	Do backups include the non-production and DR systems as well?	Yes.
122	Exhibit-1	N/A	How many DR exercises are supported by the SDC on an annual basis?	The DR offering included 14 agencies and exercises are done once a year for each agency. We have at least 2 exercises per month, and the DR environment is sometimes used by agencies to test application/code upgrades.
123	Exhibit-5	N/A	Is SentinelOne the only endpoint security tool that requires support?	No, Qualys and Snare also will require support by the Contractor.
124	Attachment A	23	Is file integrity monitoring being performed in the environment today and, if so, what tool is being used?	Not in the traditional sense. There are multiple tools capable of FIM but more on demand or by query.
125	SOW 1.6 - Cyber Security	20	Have all PII, PHI, CJI or any other sensitive data compute, storage and network paths been identified and documented?	The identification of these data types is the responsibility of the customer.
126	SOW 1.1.3.5 - Mainframe Services	7	Where is the mainframe disaster recovery location?	Please see the answer to question 30.

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127	SOW 1.2 - Staffing	8	Is staffing support for the SDC restricted to U.S. citizens?	No, all staffing support eligible to work in the United States, as determined using E-Verify, may perform work under the Contract. Please see Attachment B – Draft Contract, section 15.
128	Exhibit 1 - Business Case for Data Center	30	What is the lease termination date for the IBM z13s' mainframes?	The Department does not hold mainframe leases at this time.
129	SOW 1.1.2 - Background	5	Does the State have any defined public cloud migration goals related to the Cloud First Strategy? For example: 20% of Agency workloads to the cloud by the end 2021 and 40% by the end of 2022.	The Department does not have any specific goals at this time. Cloud migration strategy is driven by each agency.
130	SOW 1.4.2, 1.4.3 - Cloud First	18	Is there a high level critical applications inventory list available?	Each customer agency is responsible for maintaining their own inventory list of critical applications.
131	SOW 1.6 - Cyber Security	20	What are the current security and host logging capabilities that have to be complied with?	Chapters 60GG-1 through 60GG-5, F.A.C, CJI, HIPAA, PCI, IRS1070, MARS, and DOS Retention Schedule.
132	SOW 1.6 - Cyber Security	20	Are there current Department system security plans for the SDC and do they comply with Chapter 60GG-2, F.A.C., and in accordance with NIST Special Publication (SP) 800-171?	Security operations in the SDC adhere to Chapter 60GG-2, F.A.C. (Florida Cybersecurity Standards). These standards are based on the NIST Cybersecurity Framework. System Security Plans (SSPs) are generally developed by the agency who owns the resources in scope for a given plan.
133	SOW 1.6 - Cyber Security	21	Is there a current comprehensive security risk assessment?	Yes.
134	SOW 1.6 - Cyber Security	21	Are site audits currently performed?	No.
135	SOW 1.6 - Cyber Security	21	Is an access control/identity system used today to manage access and privileged access? Will the Contractor be expected to use this system, create an interface with the system, be expected to maintain the system? If a system is used, what product is used (e.g. Okta, SailPoint, Ping, etc.).	Yes - Centrify and Idaptive. The Contractor will be expected to manage access and provide privilege access. This question will be further addressed in negotiations.
136	SOW 1.6 - Cyber Security	22	Is a SIEM currently deployed? If so, which SIEM product (e.g. QRadar, Splunk, LogRhythm, etc.)?	Yes - the Department uses Splunk.

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137	ITN 3.2 - MFMP Registration	10	The requirement references a required MFMP transaction fee that is specified in subsection 3.8 of Attachment B Draft Contract. Subsection 3.8 of Attachment B does not reference a transaction Fee. Please clarify the requirement.	Section 3.2, MFMP Registration, of the ITN has been revised. Please see Addendum No. 2.
138	ITN 3.7 - Contents of Reply	13	Tab 5 Letter of Bondability. Please confirm requirements for a performance bond for an IT Services contract.	Confirmed. A performance bond will be required. Also, see section 18 of Attachment B – Draft Contract.
139	Exhibit 1	7	The State indicates that cloud adoption will be ~ 5% per year. Is the State open to a more aggressive cloud adoption model?	Yes.
140	Exhibit 1	8	If the State is open to a more aggressive cloud model for transition to the cloud, what percentage above 5% would the State support?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
141	Exhibit 1 and 4	Various	Will the State require refresh of the current HW infrastructure that is 5+ years old in the SDC?	Please see the Department's response to question 14.
142	Exhibit 1 and 4	Various	Will the State refresh any of the current infrastructure in the SDC prior to contract award?	No.
143	Exhibit 4	N/A	Would the State share more information on the data center infrastructure items listed that do not have expiration dates or aged information?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
144	General	N/A	Will a site inspection of the current SDC Facility be made available to the bidders prior to the due date of the proposal?	No. However, the Department will consider scheduling site inspections with vendors invited to negotiations.
145	Exhibit 4	N/A	Will the client equipment listed, i.e. laptops and desktops, be required to be supported via the SDC?	Yes.
146	General	N/A	Are there any thin clients and any VDI infrastructure that will be supported in the SDC?	Yes.

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147	Exhibit 1	Various	Beyond a lease of the SDC facility, would the State consider a sale of the facility and the building that the SDC facility is housed in?	Yes.
148	Exhibit 4	N/A	Please explain the meaning of the Flair acquisition amount column on the equipment list?	It is the original equipment acquisition cost.
149	Exhibit 6 and 7	10	Are the main personnel (10 Key Staff called out in the SOW) linked to any current SDC employee roles? Do they need to be assumed or replaced, or are the 10 Key staff areas listed in the SOW net new additions to the staffing for both SDC and contractors listed?	Yes, they are linked. The Contractor may assume staff or replace at their choosing. The 10 Key Staff are not new.
150	Exhibit 4	N/A	Does the State have a preference for specific platforms/hardware brands/OEMs that the bidder proposes for SDC and cloud solutions?	No.
151	Exhibit 3		What is the current service desk and will the bidder be able to assume ownership/management of the service desk?	Cherwell and this question can be addressed in negotiations.
152	Exhibit 4	N/A	Does the awarded vendor need to take over the State's instances of software, or can an awarded vendor provide through their own instance?	This question can be discussed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
153	General	N/A	Are there specific solutions/services of the service desk that will be required to remain?	This question can be discussed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
154	General	N/A	Will the bidder be able to take over the current SIEM?	This question can be discussed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
155	General	N/A	Will the state allow an extension of the proposal responses due date to November 9, 2020?	No.

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156	SOW	18	Will the State accept and pay for additional sub work on additional projects that require assessments/cloud assessments, migrations, and other projects?	This question can be discussed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
157	SOW	18	Are there any hours associated with any projects or timelines for current deliverables that can be shared?	This question can be discussed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
158	SOW	18	How will the State pay for any net new projects that require additional scope of work and funds that are not included in the current SDC infrastructure?	Initiated by agencies through the budget process.
159	General	N/A	Will those payments be centralized through the Department of Management Services? Or will they be procured via the state entity directly for which the net new projects are being developed?	Please see the Department's response to question 158.
160	General	N/A	What current reporting can be provided by the State for the current SDC facility and operations of the data center, including data center management tooling deployed?	SDC utilizes the following tools: Nagios, Solarwinds, Siemens - Desigo (BAS), AccessIt!, Sony Real Shot Manager, Sunbird DC Tracks, Gazilla Byte - Tape Track - the various shifts utilize these tools to create shift turnovers, SOD's and to monitor facility. This question can be further addressed during negotiations.
161	General	N/A	What specific projects does the State anticipate will be running through and past transition that are currently supported by the SDC?	The Department does not anticipate there are any specific projects that will run through and past the transition
162	General	N/A	What Specific State Agencies currently do not use the SDC?	See section 282.201(2), Florida Statutes.
163	General	N/A	What current cloud environments does the SDC support and or contractors support?	AWS.

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164	General	N/A	Is there a current project list with status due dates and desired end state that can be shared?	Please see the Department's response to question 161.
165	SOW	6	Can the state provide the monthly cost of the current utilities that are consumed by the SDC and the State building that houses the SDC? Will the state provide 2 years worth of utilities costs?	The Department cannot provide this information as there are not separate utility meters for the facility. Utilities are metered for the entire Capitol Circle Office Complex.
166	SOW	7	Will the State have any remaining staff in the SDC facility or building that houses the SDC after the awarded contract (for example, non-IT staff or SDC support staff)?	No.
167	SOW	N/A	Will support be required to be CONUS only? Does that include after hours support too?	Yes. Yes.
168	Exhibit 4	N/A	Will the State allow the current SDC equipment to resold as it is refreshed?	Yes.
169	Exhibit 4	N/A	Will the State require certificate of destruction of data on existing legacy hardware that will be retired/replaced or disposed of?	Yes.
170	Exhibit 5	N/A	Will the State consider ELAs or EAs for cost savings on software, such as Azure Hybrid Benefits?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
171	General	N/A	Will the State be willing to be a referenceable account for the selected bidder?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
172	General	N/A	Would the State be willing to participate in a case study with the awardee?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
173	General	N/A	Will the State provide a customer testimonial to the awarded bidder as to why they were selected	This question can be addressed in negotiations. Please see section 4.5.1,

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			for the bidder to use in promotional efforts with other entities?	Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
174	General	N/A	Will the State promote the SDC MSP, the authority to negotiate on behalf of the state for better pricing associated to current and future contracts around IT, the SDC, Cloud providers and other services required to support the mission and current efforts?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
175			Please attach the output of an RVTools (https://www.robware.net/rvtools/) run against current vCenter servers? (Only one run per set of vCenter Linked Mode clusters needed)	The Department cannot provide the information at this time. This question may be further addressed in negotiations.
176			How many VMware vCPUs does SDC run today, at peak?	14,251 vCPUs.
177			How many Gigabytes of memory is reserved by VMware virtual machines today, at peak?	The SDC does not do memory reservations. However, the SDC does not oversubscribe RAM. We have 55,726 GB of RAM used by the VMs.
178			What software does SDC use for VMware backup?	Rubrik and Commvault.
179			What software does SDC use for VMware Disaster Recovery?	VMware Site Recovery Manager. VMware vSphere Replication.
180			What is the backup target storage make and model for SDC's VMware backup infrastructure?	A mix of AWS S3, Cloudian appliances, Isilon, Data Domain DD890, DD990, DD7200, DD950, and DD9800.
181			What is the total capacity consumed by SDC's VMware backup infrastructure target?	Commvault, Isilon 738 TB archive from 02/2020 to 07/2020. 1403 TB DD47 and DD48. AWS 324 TB. Rubrik: 1560 TB + 1800 TB archive.
182			What are the Recovery Time Objectives and Recovery Point Objectives for the various applications and services hosted by SDC?	2-hour RPO/ 24-hour RTO.

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183			Does SDC provide VDI (Virtual Desktop Infrastructure) services? If so, are they run on VMware or another platform? How many desktops are used at peak, and average? What is the average bandwidth requirement per desktop?	VDI is not provided to customers.
184			What languages of code are run on the mainframe(s) today? COBOL, CICS, etc.	COBOL, FORTRAN, CICS, IMS.
185			How many lines of code do the mainframe(s) run?	Application code is the responsibility of the hosted agency. The Department does not have that information.
186			Please provide a small (1-2 functions, <100 lines of code) sample of code from the SDC mainframe(s) for compatibility testing purposes.	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
187			Please provide mainframe topology and architecture diagrams that you have available	This question is answered in the Addendum No. 2 – Q&A Supplement, which is provided for informational purposes only and contains confidential information. The Q&A Supplement will only be made available to vendors that timely submitted Form 6 to the Department, in accordance with section 2.2 of the ITN. The Q&A Supplement will be made available by the Department securely through a download link that will be sent to the email address provided by the Respondent in Form 6 OR to the email address of an individual who has signed Attachment NDA-1. If the vendor wants the download link sent to another individual who has signed Attachment NDA-1, the vendor must contact the Procurement Officer for this ITN via email to provide the individual's email address.

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188			Which versions of Windows Server are currently running? (e.g. Server 2012, Server 2008)	Windows Server 2000, 2003, 2008, 2012, 2016, and 2019.
189			Does SDC have Windows License Mobility and Windows Software Assurance for its Windows applications (e.g. Sharepoint, SQL Server)	The SDC has Software Assurance with mobility for Windows licenses.
190			When was the most recent license renewal for SDC's Windows licenses (i.e. before or after October 1, 2019)	July 1, 2018.
191			Does SDC run Oracle workloads?	Yes.
192			Which Oracle middleware and database products does SDC run?	Oracle 11g-19c, WebLogic 10-12, IAM, OID, SSO, LDAP, RMAN, CloudControl 12 & 13.
193			Is Oracle currently running on VMware? If so, which Oracle workloads?	Some Oracle DBs (15%), WebLogic (80%) & CloudControl components (50%).
194			Does SDC's license agreement with Oracle allow for SDC to disable cores on non-Oracle hardware to comply with licensing, or is this not explicitly called out in the license agreement?	This is not permitted.
195			Does SDC run SAP? ECC or HANA? How much memory is currently consumed by the database? How much storage capacity?	No.
196			As part of the State's multi-cloud approach to the cloud first initiative, has a strategy for application containerization been determined?	No.
197			What percentage of applications managed in the SDC are currently running on containers?	Containerization is driven by agency customers.
198			What is your internal process for review and assessment of cloud services?	Cloud service assessments are performed by agencies, not the State Data Center.
199			How are Encryption Keys managed now? What are expectations going forward?	Workstations currently encrypted are tracked via spreadsheet. The plan moving forward is for SentinelOne, Tanium or another solution to fully manage these keys.
200			As part of the multi-cloud approach, how does the state plan to centrally deploy, manage, and monitor workloads across the multiple clouds?	No central deployment is planned. Cloud First is an agency-driven policy.

Question Number	Section	Page Number	Question	Response
201	SOW Section 1.4.3	18	Support for Execution of a customer Application Cloud Migration Plan - Understanding the State "Cloud Readiness" Program, where each agency has identified workloads as "Cloud Ready", "Cloud Unfit", "Remediation Necessary", does the designation of Cloud Ready mean that the workload is cloud native in design, or just that it can be lift & shifted to the cloud?	The answers to those questions were provided by agencies. The agencies were provided an Application Cloud Strategic Plan Guidance and Summary document to assist with completing this requirement.
202	SOW Section 1.4.4	18	Support for Customer Development of Cloud Service Level Agreements - Has the State considered including in the SLA the ability to scale up and down when addressing highly variable transactional workloads	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
203	SOW Section 1.5	19	The Department must create and maintain an enterprise data catalog which provides a comprehensive listing of data elements and the legacy systems or applications in which the elements are located. Is the State interested in maintaining and cataloging its API strategy so third parties and the public at large can access state data to achieve the States "Open Data" goals?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
204	SOW Section 1.5.2.B	19	The State outlines, "The Contractor will identify and deploy technology, which complies with the enterprise architecture standards, to securely modernize the SDC's offerings to allow interoperability and data sharing between agencies in order to reduce costs." What enterprise architecture standards are the reference model?	The Department is currently developing the enterprise architecture standards, and this question can be addressed in negotiations.
205	SOW Section 1.5.2.A	19	Support for Infrastructure Modernization to Promote Interoperability - Is the State interested in modernizing workloads to go to the cloud, as well as workloads that will stay in the Data Center?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.

Question Number	Section	Page Number	Question	Response
206	SOW Section 1.5.2.B	19	Support for Infrastructure Modernization to Promote Interoperability - Is consent tracking part of your data interoperability strategy	The interoperability strategy is still being defined. This question can be addressed in negotiations.
207	SOW Section 1.6.3	21	Security Assessment and Control Implementation - Does the States security assessment and control Implementation include automation for the update and maintenance of infrastructure elements?	Yes.
208	SOW Section 1.6.3	21	Security Assessment and Control Implementation - Does the States security assessment and control Implementation consider modern Dev/Sec/Ops best practices and the uses of immutable container images?	Yes.
209	SOW Section 1.6.6.D	23	Contractor shall provide highly-available Security Information and EventManagement (SIEM) services - Does the State want to run the SIEM in a containerized environment to insure interoperability between the States infrastructure platform and the States monitoring and security control plane?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
210	ITNNo.DMS2021031_Final - 3.5	11	Given the current public safety measures in place, would the State be willing to provide vendors with an option for electronic submission?	No.
211	ITNNo.DMS2021031_Final - 3.6.7	12, 13	Would the State allow the bidder to satisfy the FedRAMP Moderate/High requirement with five years of experience supporting FISMA Moderate/High as both standards conform to FIPS-199 and FIPS-200?	Please see the revisions to this requirement in Addendum No. 2.
212	ITNNo.DMS2021031_Final - Section 4.2	16	What third party is assisting the State with the evaluation of the ITN responses?	The Department has no intention of engaging a third party to assist with evaluating the ITN responses.
213	ITNNo.DMS2021031_Final - Section 4.2	16	Would the State be willing to consider a 30 day extension to the bid due date and subsequent scheduling, in order to provide the most comprehensive responsive possible, once the Q and A is posted?	No.

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214	ITNNo.DMS2021031_Final - Section 4.2	16	Will the State be willing to add a second round of questions following the answers posted to the first round?	No.
215	ITNNo.DMS2021031_Final - Section 4.5.1	20	If selected during Evaluation Phase to proceed to the Negotiation Phase, when will the bidder be required to submit pricing?	Vendors invited to negotiations will be asked to submit and discuss pricing during the negotiation process.
216	ITNNo.DMS2021031_Final - Section 4.5	21	Is a Due Diligence period envisioned? If yes, when and for how long?	No.
217	Attachment A (SOW) - Section 1.1.2	5	"Additionally, The bill required state agencies to adopt a cloud first strategy in their procurements, required that agencies assess and report on the cloud readiness of their current applications that are operated in the SDC," please provide the reports	These reports will not be provided at this time, as they are confidential and exempt, pursuant to section 282.318, Florida Statutes. However, this question can be further addressed during negotiations.
218	Attachment A (SOW) - Section 1.1.2	5	Please explain how you envision the data center leasing arrangement will work.	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
219	Attachment A (SOW) - Section 1.1.3	6	Is the Contractor permitted to re-purpose unused leased data center space and power for other customers of the Contractor that are not affiliated with the State?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
220	Attachment A (SOW) - Section 1.1.3	6	What is the Watts per square foot designation for the Tier III white floor space?	85 Watts per square foot.
221	Attachment A (SOW) - Section 1.1.3	6	What is the Watts per square foot designation for the Tier II white floor space?	85 Watts per square foot.
222	Attachment A (SOW) - Section 1.1.3	7	Is the Contractor expected to support a second site for disaster recovery / business resiliency / high availability?	The ITN requires Disaster Recovery Services to be provided to the State. It is expected that the DR site will be offsite or in the cloud.
223	Attachment A (SOW) - Section 1.1.3	7	Will the Contractor be required to assume agency and bill the SDC for Azure and other public cloud consumption delivered as part of this solution?	This question may be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation

Question Number	Section	Page Number	Question	Response
				phase, the Department will negotiate terms that provide the best value to the State.
224	Attachment A (SOW) - Section 1.1.3	7	Please list any current specialized "Direct Services" that are being provided that are not listed under the 12 data center service categories?	Application monitoring for DCF, Active Directory support for the STMS, custom Cherwell programming.
225	Attachment A (SOW) - Section 1.3	17	Are there restrictions on the location of staffing? If yes, what?	Continental United States.
226	Attachment A (SOW) - Section 1.3	17	Is off-shore staffing permitted for support of workloads (as permitted by compliance requirements)?	No.
227	Attachment A (SOW) - Section 1.3	17	Is in-state staffing required (other than the defined key positions)?	No.
228	Attachment A (SOW) - Section 1.3.3	17	Is the expectation that the Contractor will initially hire all affected DMS employees or are we allowed to selectively hire affected DMS employees?	Selective hiring is permissible.
229	Attachment A (SOW) - Section 1.4	17	Please describe the cloud workloads and associated architectures Contractor will be required to support on Day 1.	AWS Commvault, Log aggregation.
230	Attachment A (SOW) - Section 1.4	17	In addition to supporting the planning and migration of workloads to the cloud ("Cloud First"), will ongoing support of workloads migrated to cloud providers be required as part of the solution?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
231	Attachment A (SOW) - Section 1.5	19	Please share documentation for existing approved Enterprise Architecture.	Please see the Department's response to question 204.
232	Attachment A (SOW) - Section 1.5	19	Is there a Architecture Review Board (ARB), or the like, for the Department and Agencies? If yes, who are the represented members of such ARB?	No.
233	Attachment A (SOW) - Section 1.6	20	Is there a SIEM in place today? If yes, what's the platform and log data ingestion rate?	Yes. Splunk with 300GB licensing. Only a subset of total log volume is ingested.
234	Attachment A (SOW) - Section 1.6.2	20	How should the bidder's solution integrate with the solution requested in the recently released	This question can be addressed in negotiations. Please see section 4.5.1,

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			RFI for Cybersecurity Operations Center, which is intended to centralize cybersecurity monitoring, detection, analytical, and response functions?	Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
235	Attachment A (SOW) - Section 1.6.2	20	Is there a security plan in place today that will serve as a starting point, or will vendor be required to develop a plan from scratch?	Security operations in the SDC adhere to Chapter 60GG-2, F.A.C. (Florida Cybersecurity Standards). These standards are based on the NIST Cybersecurity Framework. System Security Plans (SSPs) are generally developed by the agency who owns the resources in scope for a give plan. The vendor will need to provide systems security plans for systems directly under their control.
236	Attachment A (SOW) - Section 1.6.3-B	21	What is the log retention policy for SDC customers?	Agency requirements dictate their log retention needs.
237	Attachment A (SOW) - Section 1.6.3-D	21	Who are the "recognized third party audit firms" for vulnerability assessments?	Attachment A – Statement of Work, section 1.6.3, Security Assessment and Control Implementation, subsection D has been revised. Please see Addendum No. 2.
238	Attachment A (SOW) - Section 1.6.5-E	22	What is the Centralized Security Data Repository and what is the expectation of management of this repository?	The Department will require the vendor to maintain a centralized repository of log analysis kept in accordance with Agency log requirements. This question will be further addressed in negotiation.
239	Attachment A (SOW) - Section 2.6	29	Are capacity reports required for hosted applications/services? To whom and at what frequency would such reports be made?	Yes - currently the SDC provides monthly capacity reports to customers.
240	Exhibit 1 (Business Case) - Purpose	2	Will the State provide the detailed financial data used to evaluate the various solution options shown in the Business Case document?	No.
241	Exhibit 1 (Business Case) - Section "State Data Center Customers"	4	What support are we required to perform for customers that are not part of the Intrafund?	The Department provides the services listed in the Service Level Agreement (SLA) entered into between the SDC and the customer. All

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				services offered to customers are listed in the Service Catalog.
242	Exhibit 1 (Business Case) - Section "Strengths"	7	Are there any planned or required datacenter facility upgrades within the next 12-24 months?	Yes. The Department will upgrade the Control Cubicle on the switchgear.
243	Exhibit 1 (Business Case) - Section "Strengths"	7	This section states there have been no "recent outages." When was the last outage? How long did it last? What caused it?	The facility has never experienced an outage due to power.
244	Exhibit 1 (Business Case) - Section "Weaknesses"	7	This section states that agencies have a "perception of unfavorable reputation of ATS." What specifically did the agencies deem unfavorable?	The Department has determined that this answer can be more appropriately addressed during negotiations.
245	Exhibit 1 (Business Case) - Section "Financials"	8	Is there a desired expectation of savings? Can the bidder propose an alternate solution option that potentially achieves savings equivalent or greater than the option requested in the ITN?	Please see ITN section 1.1, Solicitation Objective, and section 3.6.5. Alternative solutions and savings opportunities can be discussed with vendors during negotiations.
246	Exhibit 1 (Business Case) - Section "Operational Excellence"	8	What is the current level of customer satisfaction and how is it measured? How often is it measured?	There is not an SDC customer satisfaction survey at the present time.
247	Exhibit 1 (Business Case) - Section "Operational Excellence"	8	How is Level 1 Service Desk support currently provided? What are the requirements for the Contractor to integrate with this desk?	Current support is provided by ticket routing to Tier 1 support within each platform or service area. Contractor will assume Level 1 Service Desk support.
248	Exhibit 1 (Business Case) - Section "Operational Excellence"	8	What is the current ticketing system? Is there a requirement to integrate with the State's ticketing system?	Cherwell. This question can be addressed in negotiations.
249	Exhibit 1 (Business Case) - Section "Contracts"	9	When will the contracts that the Contractor need to assume be made available for review?	The contracts to be assumed by the awarded vendor will be negotiated during the negotiation phase. Also, please see the answer to question 60 for information about viewing state contracts.
250	Exhibit 1 (Business Case) - Storage	26	What is the State's definition of Tier 1, Tier 2, and Tier 3 storage?	The current SDC storage offering is provided as a single non-tiered structure.

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251	Exhibit 1 (Business Case) - Summary of Estimated	59	Were any assumptions for movement of workloads from the data center to the cloud included in the estimated costs shown in the Business Case document?	No.
252	Exhibit 4 (Hardware) & Exhibit 5 (Software)	NA	Who uses and supports the end user hardware and software identified in these Exhibits? Please include quantities if the bidder is required to include these in the solution.	End user hardware and software should be limited to only those used by technicians to maintain SDC operations.
253	Exhibit 4 (Hardware) & Exhibit 5 (Software)	NA	Please provide an inventory listing and reconciliation of OSI to hardware / VM and application mapping.	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
254	Exhibit 5 (Software)	NA	Does the state desire to retain perpetual licenses for both Microsoft and VMware? If not, please provide license counts.	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
255	Attachment A - 1.1.5.2	8	A specific listing of the SolarWinds products/modules/versions and what functions does it support within the SDC?	<p>The Solarwinds products listed have recently been upgraded to Orion Platform version 2020.2 SP1. The system is used in support of the SDC's managed services which include monitoring, alerting and reporting.</p> <p>The following Solarwind modules are in use: Orion Additional Polling Engine Orion Additional Web Server Orion HA Orion IP Address Manager Orion NetFlow Traffic Analyzer Orion Network Configuration Manager Orion Network Performance Monitor Server & Application Monitor SolarWinds Enterprise Operations Console Storage Resource Monitor</p>

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				User Device Tracker v3 Virtualization Manager (VMAN) Web Performance Monitor.
256	Attachment A - 1.1.5.2	8	Is Cherwell currently used by DMS across the enterprise for ITSM, or just specific towers?	Cherwell is used across the enterprise by SDC customers to access services provided by the SDC.
257	Attachment A - 1.1.5.2	8	What Cherwell apps on top of the base ITSM product are currently implemented e.g. Cloud Management mApp(r) mergeable application for AWS.	None.
258	Attachment A - 1.1.5.2	8	What organization within DMS currently owns the Cherwell Implementation/configuration and is responsible for managing the toolset(s)?	DMS owns the Cherwell implementation, and Cherwell is currently managed by the Business Applications Section.
259	Attachment A - 1.1.5.2	8	Is Cherwell meeting the DMS needs/requirements? Would the State accept an alternative ITSM tool to Cherwell?	Yes. Yes.
260	Attachment A - 1.6.3	21	In the ITN there is no reference for the MSP Respondent to provide a Data Center SOC 1/2 Audits, is one required?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
261	Attachment A - 1.1.4	8	Will the state provide existing performance metrics for SLAs by month, quarterly, and annual for the last 2 years	This question is answered in the Addendum No. 2 – Q&A Supplement, which is provided for informational purposes only and contains confidential information. The Q&A Supplement will only be made available to vendors that timely submitted Form 6 to the Department, in accordance with section 2.2 of the ITN. The Q&A Supplement will be made available by the Department securely through a download link that will be sent to the email address provided by the Respondent in Form 6 OR to the email address of an individual who has signed Attachment NDA-1. If the vendor wants the download link sent to another individual who has signed Attachment NDA-1, the vendor

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				must contact the Procurement Officer for this ITN via email to provide the individual's email address.
262	Attachment A - 1.2.1.4	9	Is DMS allowing vendors to offer letters of commitment in the proposal or prior to award for existing state employees?	No.
263	Attachment A - 1.2.1.4	9	Can a subcontractor fill Key Personnel role?	Please see the Department's response to question 6.
264	Attachment A - 1.2.1.2	8	Is it expected that a majority of roles can be performed remotely due to COVID?	Yes.
265	Attachment A -1.4	17	Does the state require that all Cloud services and storage to be within the continental US?	Yes.
266	Attachment A - 1.2.1.14	9	Will DMS provide additional detail regarding in-scope services for the Respondent to develop a comprehensive and responsive staffing plan eg. Will Tier 1 Service Desk be included; what Network services will be in scope	This question may be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
267	Attachment A - 1.1.3	Multiple pages	Mainframe services and detailed information about mainframe services is included in numerous ITN documents. Exhibit 1 lists mainframe hardware; Exhibit 2 lists mainframe services and responsibilities; Exhibit 3 has SLAs; Exhibit 5 lists mainframe software; Exhibit 6 has mainframe staff detail; and, Exhibit 7 has contracted staff detail. Are mainframe services in scope for the ITN?	Yes.
268	Attachment A - 1.1.2	6	Leasing the data center – specifically would the respondent be required to lease the state-owned building or lease the SDC space (12,600 sq ft.) within the state owned building?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
269	Attachment A -1.1.2	6	Will the respondent be able to provide co-location services in the SDC to non state customers?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of

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				the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
270	Attachment A -1.5.1.B	19	What is the preferred protocol (SOAP/XML, REST/JSON) for data payloads? How many templates are for the existing systems?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
271	Attachment A - 1.5.2	20	Is there a state maintained UDDI for message templates, data catalog, OASIS published formats, etc.? Does the state currently de-identify sensitive data identified in section 1.6 ?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State. Yes.
272	Attachment A - 1.1.2	6	If the State retains ownership of the Data Center, does this mean the State will be responsible to manage the Data Center critical infrastructure (Facility Generators, UPS, Batteries, CRAC, MSB) and be accountable to maintain Tier 3 standards and the facility security?	This question will be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
273	Attachment A - 1.1.2	6	There is reference the State would like the Contractor to lease the SDC facility building from the State. Would this include taking over the management and servicing the facility critical infrastructure TO SUSTAIN Tier III standards and also provide building security?	This question will be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
274	Exhibit 3 - Service Level Agreement	42	If the state retains ownership of the facility, there is reference to monitor 24 hours a day all areas of the SDC. Doe this mean without leasing the facility from the State that service provider is responsible for all facility security	This question will be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
275	Attachment A - 1.4	17	Are the agencies able to contract with cloud providers outside of the Departments service	Yes. No.

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			calalog? If some departments have already contracted with CSPs for part or all of their workload will the on-going management of the images be included in this ITN?	
276	ITN - 3.7 - Tab 1 - B	13	Where is the current SDC staff located today? Is it expected that the contractor provide facilities for SDC workforce?	SDC staff are located in the Sadowski Building, 2555 Shumard Oak Blvd., and the SDC is located at 2585 Shumard Oak Blvd., though telework is currently used extensively due to COVID-19. The second part of the question can be discussed during negotiations.
277	Attachment B - 12.2	18	12.2 Performance Deficiencies and Financial Consequences – FL ITO states “FL ITO will retain 10% of total invoice amount and may suspend or cancel or terminate Contract.” Is the 10% across each SLA on an invoice or in total?	10% of the total invoice amount will be retained.
278	Attachment B - Exhibit D		Exhibit D – Business Associate Agreement – pertains to HIPAA 45CFR§160.103 when does this come into play?	Exhibit D to Attachment B, Draft Contract, is intended to become part of the final contract(s) and will be effective on the date the contract(s) is/are executed.
279	Attachment B - Exhibit E		Exhibit E – FBI Criminal Justice Information Services Security Addendum – When is this needed?	Exhibit E to Attachment B, Draft Contract, is intended to become part of the final contract(s) and will be effective on the date the contract(s) is/are executed.
280	Attachment A -1.2.1.15	14	The Facilities Manager role has a requirement for Coordinating and maintaining application upgrades and patches. Is this an error?	Attachment A – Statement of Work, section 1.2.1.15, table G. Facilities Manager has been revised. Please see Addendum No. 2.
281	ITN - 4.3.1	18	The Scoring table has Deliverable I labeled as 2.4 Interoperability Plan. In Attachment A, page 27 it is labeled as 2.4 Enterprise Architecture Support Plan and on page 20 of ITN it is labeled as I. Enterprise Architecture Support Plan. Which is correct?	The table in section 4.3.1, Scoring, of the ITN has been revised. Please see Addendum No. 2.
282	ITN - 4.3.1	18	The Scoring Table has Deliverable K labeled as 2.6 Enterprise Architecture. However in Attachment A, page 29 it is labeled as 2.6 Reports and on page 20 of ITN as K. Reporting. Which is correct?	The table in section 4.3.1, Scoring, of the ITN has been revised. Please see Addendum No. 2.

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283	ITN - 4.3.1	17	The Scoring Table has Deliverable D labeled as 1.5 Interoperability Strategy and Solution. However, in Attachment A, page 18 it is labeled as 1.5 Enterprise Architect as well as page 19 of ITN. Which is correct?	The table in section 4.3.1, Scoring, of the ITN has been revised. Please see Addendum No. 2.
284	ITN - 3.2	11	Section 3.2 of ITN makes a reference to the MFMP transactions fees stated in Attachment B subsection 3.8. However, section 3.8 is related to Taxes, what subsection should have been referenced?	Section 3.2, MFMP Registration, of the ITN has been revised. Please see Addendum No. 2.
285	Exhibit 1 -Business Case; Section 1.0	4	IT Infrastructure Ownership and Operation – The Mainframe Infrastructure lists the IBM z13s0-Q06 as being “shared”. Are the total MIPS for both the “dedicated” and “shared” mainframes in scope? If not, what are the total MIPS in scope to be supported?	Mainframe computer operations and job scheduling managed services are approximately 5,200 MIPS. The leases are no longer active. Please see the Department’s response to question 9 for additional information.
286	Exhibit 1 -Business Case; Section 7.0	76	What are the specific in-scope functions referred to in “Routine Mainframe Data Center functions that are required to meet DMS’s workload requirements.”?	Patching and software upgrades are done by the mainframe tech support team. Operations performs weekly/monthly scheduled and on-request IPL's.
287	Exhibit 2-2020-2021 DST Service Catalog; MAINFRAME SERVICES Section	43	What are the specific in-scope activities for “mainframe code turnover administration & support”?	Planned implementations, upgrades and installation to support customer's workload scheduling and promotion of customer's requested/ documented code changes.
288	Exhibit 4 - Hardware	Line 397	This line item (TS7740) is the only line item in the Exhibit included for the SDC “Mainframe” Platform. 1) If mainframe hardware is in scope, shouldn't there be additional hardware listed here? 2) If mainframe is not in scope, does this item need to be here? Especially since the notes say “Not in use. No maintenance.”	Please see the Department’s response to question 9. There is not additional hardware listed. Item ts7740 is not currently in use.
289	Exhibit 1 -Business Case; Section 1.0	4 and 5	Is all the Storage specified ~17PB (tiers 1, 2 and 3) for non-main-Frame use? If NOT can the state please provide a breakout of the storage volumes for Main Frame and non-Main Frame use?	See Attachment 107. Also, please see the Department’s response to question 9 for additional information.

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290	Attachment A - 1.1.3	7	Can the State please provide the monthly backup data volume for each backup environment and indicate which is using replication and the replication method?	Rubrik: 81 TB/Month. Commvault: Currently being implemented. The customer SLA specifies that DST replicate 6 weeks of daily backups offsite for all backup products. Commvault uses auxiliary copy jobs for replication. Rubrik uses a combination of Data Domain mtree replication and Rubrik-to-Rubrik replication. NetWorker uses Data Domain replication.
291	Exhibit 4 Hardware		There is and HP Superdome listed, Can you please expand on the use, size with components that make up this HPC environment? What servers and how many are within the Superdome? How many virtual images are included. Is there DR for this single system.	The Superdome is 4 HP Superdome2 16s x86, 1 blade is a large physical Microsoft SQL server, the other 3 blades are ESXi hosts. The 3 node ESXi cluster supports 15 virtual machines. These servers are not subscribed to our DR service.
292	Exhibit 4 Hardware		There are components for an EMC/Dell/Cisco VxBlock Converged Infrastructure. Can you please expand on the sizing and current use of the platform?	The vxBlock system primary use if for our shared VMware Enterprise environment. Below are the components of the vxBlock Fabric Interconnects UCS-FI-6296UP - 2 Chassis UCSB-5108-AC2 - 10 IO Module (FEX) UCS-IOM-2208XP - 22 Server UCSB-B200-M4 - 68 Server UCSB-B200-M5 - 2 Server UCSC-C220-M4S - 13 Network Switch 9K - 2 Network Switch 3K - 2 VNX8000 SAN - 1 with 500TB of storage.
293	Exhibit 4 Hardware		There are HW devices that have reached the End of Sale or at End of Support. Do you currently have maintenance on all of your existing hardware? If not, can you identify which components no longer have vendor maintenance agreements. Many vendors will not allow you to add maintenance that was not kept current after a certain date.	No. The Department cannot provide this information due to the complexity of this request. Further information can be provided during negotiations.
294	Exhibit 4 Hardware		Does the Department currently have a refresh schedule? If so approximately what number are	No.

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			refreshed per year? If systems are not able to refresh do you maintain a pool of spares locally?	
295	Exhibit 4 Hardware		Can you please identify physical servers which are Host servers for virtualization? Can you provide the number of virtual instances by OS type and capacity?	Requested information can be found on sheet 295 of Exhibit 4-Hardware.
296	Exhibit 4 Hardware		For your Oracle and Exadata environment can you provide more detail on the size and configuration of the system and what it is currently used for?	Exadata DB services for 7 customers. Exadata #1 - 50CPU, 1.5TB RAM (compute nodes), 50TB storage. Exadata #2 - 80CPU, 3TB RAM, 50TB storage. Cloud ExaCC #3 - 16CPU, 960GB RAM, 50TB storage. Cloud ExaCC #4 - 16CPU, 960GB RAM, 50TB storage.
297	Exhibit 6 State Employees		Are the Infrastructure & Operations Support personnel supporting the tools and environment required to operate and maintain the Servers and are the Distributed Support personnel caring for the servers (windows, Linux, Unix) OS?	Yes.
298	Exhibit 6 & 7 Employees		Do you expect the contractor to manage middleware? If yes can you provide the list and counts of each type of middleware.	The Department does not manage middleware but does help in troubleshooting. If administrator access is required for configuration then we make the change or let the customer via a monitored WebEx.
299	Exhibit 5 Software		For database support can you list the number of instances by type of database.	Oracle: 360 UDB(DB2): 4 MySQL: 4 Microsoft SQL: 1,087
300	Exhibit 5 Software		There are a list of VMware products, can you expand on the use of virtualization within your environment?	The Department utilized the following: vCenter 6.7 vSphere 6.0, 6.5 and 6.7(vCloud Suite Standard, vCloud Suite Standard and vSphere 6 Enterprise Plus) VMware Horizon 7 VMware Site Recovery Manager Enterprise 8.2 VMware vSphere Replication 8.2 VMware vRealize Operation Manager

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				VMware vRealize Log Insite This question can be further discussed during negotiations.
301	Exhibit 5 Software		Is the Batch Job Scheduler used for the Mainframe only or for the server environment? Can you expand more detail on the number of jobs within each MF and Server per month?	The 2 schedulers used for the mainframes are ASG Beta-42 & CA7. Approximate number of jobs on each mainframe is 3113 on shared system and 17383 on second mainframe.
302	Exhibit 5 Software		VDI is listed but no other data is included, are you using VDI today and what vendor tool? How many instances are being managed?	The VDI infrastructure is VMWare Horizon and is licensed for 150 instances.
303	Exhibit 1 - Business Case	7	Is there a current pipeline of workloads or applications for cloud-first adoption or are their existing benchmarks for cloud migrations already set by DMS?	No. No.
304	Exhibit 4 Hardware		Does the list of hardware include a dedicated test environments for each type of architecture today.	No.
305	Exhibit 1 - Business Case	8	The business case states that there is high attrition and a 26% attrition rate. Can the state provide a list of which positions are currently vacant?	This question is answered in the Addendum No. 2 – Q&A Supplement, which is provided for informational purposes only and contains confidential information. The Q&A Supplement will only be made available to vendors that timely submitted Form 6 to the Department, in accordance with section 2.2 of the ITN. The Q&A Supplement will be made available by the Department securely through a download link that will be sent to the email address provided by the Respondent in Form 6 OR to the email address of an individual who has signed Attachment NDA-1. If the vendor wants the download link sent to another individual who has signed Attachment NDA-1, the vendor must contact the Procurement Officer for this ITN via email to provide the individual's email address.

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306	Exhibit 1 - Business Case	4	Is there or are there planned changes with the current customer base at the SDC since the Gartner Report or planned prior to January 2021? Can the state provide any known changes in the customer base?	Yes, Citrus has provided notice of intent to leave the SDC as a customer. FCHR has also exited the SDC.
307	Exhibit 7 – Contracted Staff Inventory		It appears that several contractors have worked significant overtime, for example the Unit System Administrator who worked 2,860 hours, is this accurate or does this represent multiple people?	This is accurate.
308	Exhibit 6 – State Employee Inventory		Are there any planned retirements between now and time of award in those who have over 30+ years of service?	Twenty-two (22) employees will have at least 30 years at the time of award.
309	Attachment A -1.1.3	7	Under the current data center services, the state has mentioned the cloud services in Enterprise Vault Cloud and Azure Computing Cloud including consulting, design, deployment, maintenance and direct service offerings. Could the state clarify what constitute Enterprise Vault Cloud? Please provide count of cloud hosting environments in each of the following cloud: Azure Computing Cloud, Enterprise Vault Cloud, and Hybrid. How many systems (production and non-production) are in the cloud environment?	The Department only manages the contract for Enterprise Vault Cloud. We do not manage the service. The Department does not manage any services for customers in the Azure Cloud.
310	Exhibit 4 – Hardware		There are approxiamtely 233 blank rows in the hardware list, was this intentional?	Please disregard blank rows in Exhibit 4.
311	Exhibit 5 - Software		Please provide details on how Centrify Identity Service and Idaptive are used. Additionally, are there particular requirements that drove the selection of these products?	Centrify was a single product that provided Privileged elevated rights and session recording for server access, mobile device management, MFA (Multi-factor Authentication), VPNless access to internal server resources, SSO (Single Sign-On) access to federated applications via the SAML protocol. This product was procured, so that it could satisfy audit findings, to facilitate access required by section 282.201, F.S., Chapter 60GG-2, F.A.C., SLA (Service Level Agreement) between the State Data Center

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				and the managed state agencies, and now HB 5301. The Centrify vendor was involved in a product split. The Cloud component that allowed SSO access to federated applications was now called Idaptive. Idaptive is now responsible for SSO to applications, MDM (Mobile Device Management), Application Gateway, and MFA to applications and Workstations. Centrify is responsible for Infrastructure Suite, which includes Privilege Identity Management to server resources both Windows and Unix (RHEL, Solaris, Linux), session recording, and MFA for server logins.
312	Exhibit 5 - Software		Is there an integration in place between SolarWinds and Cherwell?	Yes.
313	Exhibit 5 - Software		Is there a support/request portal in place today? If so is this on Cherwell or some other tool?	Yes, Cherwell.
314	Exhibit 5 - Software		Please provide the scope of which SmartTrack is used for? For example is it just for end user devices or are you using it for datacenter software as well? Is there an integration to Cherwell?	SmartTrack has not been implemented yet.
315	Exhibit 5 - Software		Do you have a Configuration Management Database (CMDB) as your source of truth for all configuration items? If so is it Cherwell? Is it populated and updated in an automated phase?	Yes. Yes. No.
316	Attachment A - 1.1.2	6	"Contractor shall pay for its own utilities for the SDC facility." Please expand upon the definition of "own utilities for the SDC". If the contractor leases the facility are there other entities who will be using the facility and pay for their own utilities? If yes can the State expand on who or how large of a foot print is used by others?	Utility services include those necessary to operate the data center, including water and electricity. This question can be further addressed in negotiations No, there will be no other entities using the facility.
317	Attachment A - 1.1.3	7	Can the Department expand on the tasks that are provided as DB Services, which are often separated as System DBA vs. Application level DB functions.	Oracle: Physical and Logical DBA work is performed. UDB: Physical DBA work only.

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				MySQL: Physical DBA work only.
318	Exhibit 5 – Software		There are over 200 software components given for the Mainframe Platform. Does the state expect the Respondent to manage these contracts or is this out of scope?	Please see the Department's response to question 9.
319	Exhibit 4 – Hardware		For the IBM x3650 servers what operating system is being used?	2- Windows 2008R2. 2 - Windows 2008.
320	Exhibit 5 – Software		Is DB2 only being used on the Mainframe?	DB2/UDB is also on Linux servers.
321	Exhibit 4 -Hardware		Are the Cisco systems UCS 5108 being phased out and replaced with the UCS C220M4 servers? What is the application that is being hosted on the Cisco Systems?	The Cisco servers are a part of the vxBlock system that hosts the majority of the shared VMware Enterprise environment. At the moment, we are not replacing any hardware. The system has both B and C class servers.
322	Exhibit 4 -Hardware		There are two Sun servers listed as Fujitsu, assume this is a mistake. Are there any Fujitsu servers in the environment? What applications are these servers hosting?	Fujitsu manufactured some Sun servers. The M3000 is currently idle and is kept as reserve capacity.
323	Exhibit 5- Software		For the SW that is EOL, are there compability issues which are preventing the State from upgrading?	Customers are responsible for upgrading software that is EOL.
324	Exhibit 5- Software		Will the state provide the number of licenses for each of the SW products listed?	This information is not available at this time but can be made available to vendors during negotiations.
325	Exhibit 5-Software	Lines 270-271	What is the DCF printing contract and what is in scope for this ITN concerning DCF?	DCF has a contract for printing their notices. Please see the Department's response to question 9 for further clarification.
326	Exhibit 5 - Software		What is the SDC's current Security Information and Event Management (SIEM) tool?	Splunk.
327	Exhibit 5 - Software		What SolarWinds products/modules does SDC have licensing for?	Please see the Department's response to question 255.
328	Exhibit 5 - Software		What is the SDC's endpoint malware/anti-virus software solution?	Sentinel One.

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329	Attachment A - 1.1.3	7	It is understood that Enterprise Network is not in scope and is managed by Harris under a separate contract. Is the contractor for the State Data Center responsible for Network devices/infrastructure within the Data Center. If "Yes" where is the line of demarcation/responsibility between Harris and the State Data Center contractor?	Harris manages the Enterprise Wide Area Network (WAN) and their demarcation is at the WAN edge.
330	Attachment B - 10.4 and 14.5	17 and 23	Because we don't have a list current business applications and total individuals, can the state provide a maximum number of individuals who could be impacted based on a security breach as it relates to section 10.4 and 14.5 of Attachment B?	No.
331	ITN Section 5.1	23	Rights for Award - "Award a contract to one (1) or more Respondents for the services encompassed by this solicitation.". If the State were to make multiple awards, how would that happen, per section of the SOW, ie., One vendor does "Cloud First", another vendor does "Enterprise Architecture", another does "Cyber security", etc?"	The Statement(s) of Work included in the awarded contract(s) will be based on negotiations
332	Attachment A - 1.5.2.B	19	The State outlines, "The Contractor will identify and deploy technology, which complies with the enterprise architecture standards, to securely modernize the SDC's offerings to allow interoperability and data sharing between agencies in order to reduce costs." What enterprise architecture standards are the reference model?	Please see the Department's response to question 204.
333	Attachment B - 5.6	8	Can the State of Florida indicate which services or articles are subject to the Pride section?	Please see the link provided in Attachment B – Draft Contract, section 5.6, for a list of products and services available from PRIDE.
334	Attachment B - 5.5	8	Can the State of Florida indicate which services or articles are subject to the Respect section?	Please see the link provided in Attachment B – Draft Contract, section 5.5, for a list of products and services available from RESPECT.

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335	Attachment B - 10.2	16	Can the State of Florida indicate the TBD credit amounts for a violation and total cap per vent?	Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
336	Section 1.1.5.1 of Attachment A	8	Does exhibit 4 Hardware list the entire inventory within the scope of this ITN?	Yes.
337	Section 1.1.5.2 of Attachment A	8	Will there be a process for the MSP to perform a physical inventory before BAFO or later ?	The Contractor will be able to perform a physical inventory at the commencement of the contract.
338	Section 1.1.5.1 of Attachment A	8	Does exhibit 5 software list the entire software inventory?	Yes.
339	Section 1.1.5.1 of Attachment A	8	Is any of the hardware within the scope of this ITN installed in a location other than the Data Center?	Yes, DR equipment is installed offsite.
340	Section 1.1.5.2 of Attachment A	8	Is any of the software within the scope of this ITN installed in a location other than the Data Center?	Please see the Department's response to question 339.
341	Section 1.1.5.2 of Attachment A	8	What software is used to perform asset management?	Sunbird - DC Track.
342	Section 1.1.5.2 of Attachment A	8	What software is used for Configuration Management Database (CMDB)?	Cherwell.
343	Section 1.1.5.2 of Attachment A	8	What software is used for IP Address Management (IPAM)?	Solarwinds IPAM is used for IP address management.
344	Section 1.1.5.2 of Attachment A	8	Exhibit 5 - Software lists Desktop software that is not usually deployed in Data Centers. What is the scope of this ITN for desktop software listed?	Please see the Department's response to question 252.
345			FEDRAMP – Which State services/workloads currently require FEDRAMP Medium or High?	This would be defined by customers based on their data classification.
346			Which future workloads will require FEDRAMP Medium or High?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
347			Will all current services delivered by SSRC as described in the ITN confidential information	This question can be addressed in negotiations. Please see section 4.5.1,

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			remain with the SRRC? Which workloads and services are contemplated being transferred to NWRDC?	Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
348			Are any requirements or preferences to be considered to keep State data in Florida?	No.
349			Are any Public Clouds being utilized today? If so which and for which workloads (details on resources consumed)?	Yes – AWS.
350			Given the Cloud First initiative that has been in place for the last two years, and many agencies do not have a viable plan, what incentives or legislation will be used to encourage agencies to migrate to the cloud?	See section 282.206, Florida Statutes.
351	SOW	Section 1.1.3	Is use of the SDC mandatory for current customers?	See section 282.201, Florida Statutes.
352	SOW	Section 1.1.3	Of the services outlined in Section 1.1.3 of the SOW, which services are mandatory for Florida Agencies to purchase through the Department and/or the Contractor providing said services?	None.
353	General	N/A	Does the Department maintain a current and comprehensive CMDB with a complete account of SDC Customers' IT assets?	No.
354	General	N/A	Once developed, will the Enterprise Architecture standards be mandatory for SDC Customers?	Yes.
355	General	N/A	Is there an expected (minimum) rate of refresh for the current SDC's hardware assets?	No.
356	General	N/A	Will additional consolidation of state compute for existing or future SDC Customers be required of the Contractor?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
357	General	N/A	Does the Department expect to assign 100% ownership of all software and hardware assets currently provided through and managed by the Department?	No.

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358	General	N/A	Will Contractor be expected to hire a minimum number of personnel (“transitioned SDC employees”) from the Department’s current resources in providing the services specified in this SOW?	No.
359	General	N/A	Will the Department mandate minimum staffing levels?	No, the Department expects the Contractor to provide sufficient resources to meet the requirements of the Contract.
360	General	N/A	Per Section 282.206, F.S., will the Department provide an account of the Agencies’ strategic plans/cloud migration strategy, including, but not limited to, anticipated future cloud computing services prior to Best and Final offers?	Please see the Department’s response to question 217.
361	General	N/A	In accordance with Chapter 60GG-4, F.A.C., is the Department’s <u>approval</u> required prior to procurement of cloud services?	No.
362	General	N/A	Will the Contractor be asked to manage instances migrated to a public cloud under this contract? Will the Contractor be expected to leverage its own public cloud service provider contracts or those of the State?	No. No.
363	General	N/A	Does the Department currently operate its own NOC/SOC for the SDC or its customers currently on the state’s managed WAN?	Yes.
364	General	N/A	In addition to PII, PHI, and CJI data, does the SDC currently house any PCI data?	Yes.
365	Exhibit-1	N/A	Please provide a list of applications to be recovered with the RTO, RPO, and infrastructure platform for each Application. (RTO= Recovery Time Objective and RPO = Recovery Point Objective)	Please see the Department’s response to question 182. The question can be addressed further in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.

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366	Exhibit-1	N/A	For the Data Center – Will the MSP be expected to supply raw materials such as cables, patch panels, etc.?	Yes.
367		N/A	For Data Center Management – Is there any Data Center Management Software (DCIM) in use to manage the physical data center space?	Yes.
368	General	N/A	Given the inconsistencies with delivery times caused by COVID-19, will the Department consider electronic submission vs hard copy submission?	Please see the Department’s response to question 210.
369	Exhibit 7	N/A	Regarding the Contracted employees, please provide the expected status / salary requirements and any retention agreements that the Florida DMS expects.	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
370	Attachment A	1.1.2	1) As State would like to lease SDC Building to selected Respondent for duration of the Contract, request State to share the lease commercials along with the draft lease contract.	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
371	Attachment A Exhibit 4 Exhibit 5	1.1.5	1) Respondent understands that they will have to procure ALL Hardware and Software listed in Exhibit 4 and Exhibit 5 respectively, please confirm the understanding.	The Department intends to assign ownership of hardware and software to the MSP, per Attachment A – Statement of Work, sections 1.1.5.1 and 1.1.5.2. Also, please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State. This question can be further addressed in negotiations.
372			2) The data seems incomplete in both Exhibit 4 and 5; for example in Exhibit 4 Hardware and Exhibit 5 Software, for some rows no acquisition amounts are mentioned. Request to share complete data.	All available data was shared.

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373			3) Please also share Net Book Value of the Hardware and Residual Unamortized value of the Software.	All available data was shared.
374			4) Will the Respondent be allowed to carry out a Due Diligence? When can the Respondent perform Due Diligence?	No.
375	ITN	1.7	1) Request Clarity on date of submission of pricing.	Please see the Department's response to question 215.
376			2) What is the Pricing Model expected from Respondent? Is there a pricing template in which State wants Respondent to submit the pricing? Request to share the same.	Pricing model and template will be discussed and finalized during negotiations.
377	Attachment A	1.1.6	Is the Respondent expected to rehire all SDC employees including contracted staff or is the Respondent allowed to be selective?	No, the Contractor may be selective.
378	Exhibit 1 - Business Case	8	The state mentioned "433 applications over 14 agencies are using the DR service". Could the state provide the total number of applications hosted in SDC, and the total number of agencies as owner of those applications?	Application information is entered by the customer and may not be up to date or complete.
379	Exhibit 4- Hardware	Columns F-I	There are "REF" errors in the excel workbook, and hidden worksheets. Could there be a link that has been broken causing errors? Many of the servers are older then 5 years and are they active or retired?	Please disregard REF errors in Exhibit 4. Servers greater than 5 years in age are in use at the SDC.
380	Exhibit 1 - Business Case	3	Would the state entertain closing the current data center and moving to a more hardened data center to reduce cost? If so, would the state require the data center to be in Florida?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
381	Attachment A - 1.1.3	7	Will the respondent be taking over the current Disaster Recovery services/contract at the DR site	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.

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382	Attachment A - 1.1.3	7	Can the state provide the number of hours requested by the agencies for the Direct Service Offerings for 2018 and 2019	Fiscal Year 17/18 = 1,979 Fiscal Year 18/19 = 1,096 Fiscal Year 19/20 = 1,422
383	Exhibit 2 - 2020 DST Service Catalog	6	Will the state be modifying the current 60GG-3.007 specific to Billing once a contract is signed with the Respondent?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
384	Exhibit 2 - 2020 DST Service Catalog		Can the state provide the average unit cost paid by the agencies for the services provided by the state data center?	This information is not available at this time. Currently, agencies are invoiced monthly for one-twelfth of their annual appropriation for a specific service offered by the SDC.
385	Exhibit 2 - 2020 DST Service Catalog	23	How many clients are utilizing the state data center on premise cloud	Two (2).
386	Exhibit 3 - SLAs		Is any HW/SW at End of Life (EOL) excluded from Service Levels, i.e. security breaches	No.
387	Exhibit 6 - State Employee Inventory		Is the state retaining the Business Application, Client Services and PMO towers under the IT Services Management	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
388	Exhibit 7 – Contracted Staff Inventory		What is the end date of the current 15 contractors that are supporting the Windows, Core and Central Services	June 30, 2021.
389	Exhibit 6 - State Employee Inventory		Are there any information security personnel from the state data center eligible to be retained during transition?	No.
390	Attachment A - 1.1.3.2	7	Will the State of Florida consider proposals for additional cloud services beyond Enterprise Cloud Vault and Microsoft Azure Services to maximize the breadth, depth, cost efficiency, and security of public cloud services offered within the State?	Yes.
391	Attachment A - 1.1.3.4 Data Center Facility	7	Does the Data Center Facility and Operations Services include virtual computing, network, and	No. No.

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	and Operations Services		storage infrastructure? Do they include management tools?	
392	Attachment A - 1.1.3.7 Network Services	7	Are any of the network services virtualized?	All firewalls are virtualized with a mix of Palo Alto VM series firewalls in VMware ESXi, Palo Alto VSYS firewalls on Palo Alto hardware appliances, and Cisco context firewalls on Cisco ASA cluster hardware appliances. All load balancing and proxy services are on virtual F5 appliances running in VMware ESXi. The switching and routing core is virtualized as Virtual Device Contexts (VDCs) on Cisco Nexus 7010s. Agency routing in the data center LAN is done using Virtual Routing and Forwarding (VRF) route domains.
393	Exhibit 1 - Business Case	13	Can the state share the current plans and/or report submitted by the agencies on their cloud readiness?	Please see the Department's response to question 217.
394	Exhibit 1 - Business Case	30	What is the projected price for the lease of the State Data Center (SDC) facility?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
395			Does the SDC own Subscription or Perpetual licenses for its Windows Server infrastructure? How many of each?	Most licenses are currently under Software Assurance.
396			Does the SDC have License Mobility for its Windows Server licenses?	Please see Department's response to question 189.
397			Does the SDC have Software Assurance for its Windows Server licenses?	Yes.
398			For the mainframe: Do you have any assembler programs? If so, how many do you have and how many of them handle or process business functions? Additionally, how many of the assembler programs are in AMODE24/RMODE24?	Application code is the responsibility of the hosted agency.

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399			For the mainframe: Do you have homegrown transaction monitors or databases that host business applications? If so, when were they originally developed and what is the programming language and technique?	No.
400			Do you use native SNA to access the mainframe?	Yes. TCPIP/TN3270 and enterprise extender.
401			For the mainframe: Can you provide a list of business applications along with their associated programming language, technologies/database, size of database, types (online vs. batch) and number of LOC. Additionally, please provide details regarding the number of batch jobs along with the batch schedule.	The Department is unable to provide a list of business applications because they are the responsibility of the hosted agencies. For the number of batch jobs, see the Department's response to question 301.
402			Since the Mainframe was recently outsourced to NWRDC, will it still be in scope for this ITN?	Please see the Department's response to question 9.
403	2020-2021 Service Catalog - ATTACHMENT A	Page 5: Introduction	Please provide the ticket data (monthly avg. of last 6-12 months) - Total Events/month - Service Request/month - Incidents/month - P1/Critical tickets/month - Problem/RCA tickets/month - Change tickets/month	Please see the Department's response to question 91.
404	2020-2021 Service Catalog - ATTACHMENT A	Page 5: Introduction	What are the various ITSM function/capabilities being used or enabled in DST's ITSM tool (Cherwell)?	Please see the Department response to question 257.
405	2020-2021 Service Catalog - ATTACHMENT A	Page 5: Introduction	What are the various customer's ITSM tools that are integrated with DST's ITSM? How many and types of interfaces?	Cherwell is integrated with other agency tools via email or API for ticket and CI updates. The affected customers use HP Service Management, Cherwell, and FootPrints. This question may be further addressed during negotiations.
406	2020-2021 Service Catalog - ATTACHMENT A	Page 5: Introduction	What tools are being used for SAM/Software Assets Mgmt. and license compliance assistance?	Aspera SmartTrack.

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407	2020-2021 Service Catalog - ATTACHMENT A	Page 5: Introduction	What are various Service Catalog request items that exist in DST's ITSM tool?	Customers use the Service Order module to request data center services related to servers (new/capacity changes), databases, disaster recovery, object-based storage, network services, data archival, web file transfer, colocation, and custom services.
408	2020-2021 Service Catalog - ATTACHMENT A	Page 5: Introduction	What are the various type and number of reports that exists for services within DST and to the customer?	Reports/exportable searches are available on the customer portal related to configuration items, security incidents, availability, service requests, incidents, change/releases, delegation, exception/exemption, blackouts, decommissions, firewall requests, etc. The number of reports vary daily. All reports indicated above are available internally in addition to reports and searches on most, if not all, Cherwell modules.
409	2020-2021 Service Catalog - ATTACHMENT A	Page 5: Introduction	Please provide the named users count/nos. in DST's ITSM tool.	There are currently 188 active DST Cherwell users. This question may be addressed further in negotiations.
410	2020-2021 Service Catalog - ATTACHMENT A	Page 5: Introduction	Please provide the various configuration items and types that are being managed in CMDB.	The CMDB includes servers, applications, databases, network devices, network load balancing devices, clusters, external circuits, PCs/desktops/printers, appliances, and storage devices.
411	2020-2021 Service Catalog - ATTACHMENT A	Page 9: Monitoring & Instrumentation	Please provide the list of tools that are currently being used by DST for monitoring & instrument for all the service catalog description areas.	Please see the Department response to question 65.
412	Exhibit 4	1	Do you support the Corning fiber equipment internally or via a 3rd party vendor?	The data center's Internal Network team manages this equipment - it is part of the communication infrastructure.
413	Exhibit 4	1	Is wireless support in scope? If so, please provide a complete inventory by site of all in-scope wireless equipment (Controllers and WAPs).	Not in scope.

Question Number	Section	Page Number	Question	Response
414	Exhibit 4	1	Is telephony in scope? If so, kindly provide inventory of voice servers, voice GWs, voice SBCs, physical voice end points and softphones by site for all in-scope equipment. Provide the number of end users by site.	Not in scope.
415	Exhibit 4	1	Please provide all in scope voice circuits by site.	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
416	Exhibit 4	1	Is Contact Center in scope? Please provide inventory of all in-scope Contact Center servers and the number of all CC agents	This is not in scope.
417	Exhibit 4	1	Is WAN in Scope? If so, please provide a complete inventory by site of all in-scope WAN devices. If not, are the routers in the inventory in scope?	WAN is not in scope. Routers are in scope.
418	Exhibit 2	67	What are you using to provide load balancing services?	2 Production F5 VE Pairs and 1 Test F5 VE Pair. 1 pair of DR F5 C112.
419	Exhibit 2	67	How many VIPs for load balancing are in place?	816 VIPs are currently configured across all HA platforms.
420	Exhibit 4	1	How many and what kind of proxy servers are in-place?	Reverse proxy is handled by the F5 VEs and forward proxy is for specific customers on their co-located equipment that we do not manage.
421	Exhibit 4	1	How many proxy sessions are there?	Forward proxies - Unknown (Customer managed) Reverse proxy (F5) - approximately 62000 during peak time across both prod pairs. Test and DR remain unused primarily unless a DR test is taking place.
422	Exhibit 4	1	Is RAS in scope? If so, how is it provided, and how many users are there.	RAS services are currently provided to all SDC staff for remote work, and on call response. The Department also hosts and manages RAS solution for a number of its customers. There are currently 7,706 RD licenses with SA.

Question Number	Section	Page Number	Question	Response
423	Exhibit 1	32	What Cloud connectivity (AWS Direct Connect, Azure ExpressRoute, and Google Cloud Interconnect) is in production today for State of Florida? Please provide details on bandwidth per each link and cloud Regions that connectivity is terminates for each link.	Cloud connectivity is not in scope.
424	Exhibit 1	32	Kindly share the Network diagram of State of Florida Cloud connectivity for all in-scope Cloud links. (AWS Direct Connect, Azure ExpressRoute, and Google Cloud Interconnect)	Please see the Department's response to question 423.
425	F918505058_AttachmentAStatementofWork_Final.pdf (SOW) Section 1.6	20	With regards to this statement " <i>The Contractor must ensure that their security monitoring environment integrates with the SDC's current security and host logging capabilities</i> " - Can you please provide a description of SDC's current security and host logging capabilities? Can you also please provide a document that describes current security architecture?	Current logging capabilities: Open Systems: syslog, Network: Graylog, Mainframe: Splunk, Windows: Snare, Isilon: Splunk This question will be further addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
426	SOW Section 1.6.4 B	22	Section 1.6.4 B indicates that the Contractor will manage identities for authorized devices and users. How are identities being managed today, and what tools are being used?	Identities are managed via Active Directory for primary authentication and Centrify is used for secondary (MFA) authentication and authorization. Centrify is the second layer that provides both login and application rights via the Centrify Access Management Console.
427	SOW Section 1.6.4 B	22	Are access certification campaigns being performed, and if so, are these being run manually?	No.
428	SOW Section 1.6.4 B	22	What is SDC using for certificate and key management?	Certificate management is handled with DigiCert, an internal CA managed by Windows, and a large amount of self-signed certs.

Question Number	Section	Page Number	Question	Response
429	SOW Section 1.6.4 B	22	The software inventory identifies Idaptive and Centrify; what offerings/modules are currently in use.	Idaptive requires the use of a connector service that is the bridge between AD and the cloud instance. The DST workstations contain the Idaptive cloud agent, which will enable MFA on login. The Idaptive cloud instance allow for MDM (Mobile Device Management), the federation process is established between the Idaptive cloud instance and the cloud applications (O365, Smartsheets, Gartner, VDI, Teams, STMS (State Travel Management System), and other approved applications. The Centrify Infrastructure consists of the following modules and or services (1. Connectors - which is the bridge between AD and the cloud instance, which is used for MFA (Multi-Factor Authentication) for server logins, 2. Collectors - are used as the conduit to receive the recorded sessions from the server endpoints and stream the recorded sessions to a back end SQL server auditstore (Database), 3. Access Manager - allows the administrator to provide access to the server resources by use or group, the access is stored in AD in the form of metadata. The Centrify agent running on the server interprets the metadata and interprets the metadata as a policy (Who, What, When, Where). There is also a reporting component that uses SQL Server and SSRS (SQL Server Reporting Services). Lastly, Unix servers can be integrated with Centrify, which add the Unix servers to active directory and allows AD users to authentication to the Unix servers.
430	SOW Section 1.6.4 B	22	The Business Case document identifies 13 Departments and Agencies that utilize the resources in the SDC Data Center. Section 1.6.4 B indicates that the Contractor will manage identities for authorized devices and users. Does this include management of AD/LDAP/Azure	No.

Question Number	Section	Page Number	Question	Response
			credentials belonging to users at each of the individual agencies and departments?	
431	SOW Section 1.6.5 A	22	The Business Case document identifies 13 Departments and Agencies that utilize the resources in the SDC Data Center. Section 1.6.5 A indicates that the Contractor shall monitor and manage SDC Customer endpoint resources. Does this include endpoint devices located at each of the customers locations throughout the State? If so, is there an inventory available of the devices to be included? If no inventory is available, is it acceptable to propose an inventory/assessment with per-device (RU) pricing?	No.
432	SOW Section 1.6.6 D	23	Section 1.6.6 D indicates that "Contractor shall provide highly-available Security Information and Event Management (SIEM) services that provides real-time analysis of security alerts generated by SDC customer applications and systems and provide access to that analysis to the Department and SDC customers." To provide an accurate response, we would like to obtain (if available) an architectural/network design diagram identifying networks/subnetworks, firewalls, routers/switches/load balancers, gateway devices, IDS/IPS devices, and any other security devices that have been deployed in the current environment.	Network device log rate- 20-35k msg/per sec The current network is a 10G core with 10G and 1G aggregation layers. There are approximately 1200 VLANs/subnets distributed over 30 agency networks in approximately 220 virtual routing domains. A pair of dedicated 10G network span switches are used to mirror the 70 to 100Gb/s of data center switching core traffic to any security or network analysis devices. This question will be further addressed during negotiations.
433	SOW Section 1.6.6 D	23	Is there any estimate regarding the total number of Events Per Second (EPS) being generated in the current environment?	No.
434	SOW Section 1.6.6 D	23	Does SDC anticipate that monitoring will take place for only the central facility, or is there an intent to extend monitoring coverage to larger Agencies or Departments?	Monitoring will be required for the central facility and DR.

Question Number	Section	Page Number	Question	Response
435	SOW Section 1.6.6 D	23	Are there any Web Proxy devices deployed today; if so, what technology is being used, and what is the volume of traffic being handled?	Forward web proxies are customer collocated. We forward traffic to them via WCCP.
436	SOW Section 1.6.6 D	23	For logfile management, what are the parameters (who will access logfiles, what reports are required, what is the retention period, etc.)?	From a security perspective, log files will support threat intelligence development, law enforcement investigations, threat hunting activities, etc. Security and investigative personnel from DMS security teams and customer agencies, as well as investigators and analysts from the Florida Department of Law Enforcement will access pertinent log files.
437	Exhibit 1-Business Case for State Data Center, Nonredacted - CONFIDENTIAL.pdf	Page 4: IT Infrastructure Ownership and Operation	Could you please provide a CMDB dump of current systems and virtual server list that includes CPU, RAM, Storage data?	This question can be addressed in negotiations. Please see section 4.5.1, Negotiations Process – General Overview, of the ITN document. During the negotiation phase, the Department will negotiate terms that provide the best value to the State.
438	Exhibit 2-2020-2021 DST Service Catalog- CONFIDENTIAL.pdf	Page 15: Data Protection Service	<i>As written: This off-site replication of protected data aligns with the disaster recovery capabilities that exist in the off-site facility. As a result, all customers that subscribe to the Data Protection Service, and are housed on the enterprise solution, inherit a basic level of recoverability during a disaster (an effective RPO of 24 hours and estimated RTO of 90 days).</i> <i>Is this RTO of 90 days actual, and specific to a subset of data?</i>	RTO objective of 90 days is applied to anything that needs to be restored using our backup products.
439	Exhibit 2-2020-2021 DST Service Catalog- CONFIDENTIAL.pdf	Page 23: Cloud Services	Is cloud connectivity available to all agencies or is it dedicated to a particular agency or application.	Available to all agencies.
440	Exhibit 2-2020-2021 DST Service Catalog- CONFIDENTIAL.pdf	Page 23: Cloud Services	Do the current production public cloud workloads also have a DR component in the cloud?	No.

Question Number	Section	Page Number	Question	Response
441	Exhibit 2-2020-2021 DST Service Catalog-CONFIDENTIAL.pdf	Page 26: Oracle Services	What are the number of databases and instances, number of RAC and Clustered DB configurations, and DB size information?	Oracle: 360 DBs, ~90 RAC, 3x Windows Failsafe clusters, ~720 CPU cores, ~16TB RAM, ~280TB of data storage in use, excluding RMAN backup.
442	Exhibit 2-2020-2021 DST Service Catalog-CONFIDENTIAL.pdf	Page 52: Backup/Virtual Storage	What percentage of the current backup data is stored on digital media vs tape-based media?	99% on non-tape storage.
443	Exhibit 2-2020-2021 DST Service Catalog-CONFIDENTIAL.pdf	Page 99: Disaster Recovery Offering	Do all servers and applications have the same RPO/RTO 24/2?	Only virtual servers that are configured for vSphere Replication and Replicated databases have an RPO of 2 hours and RTO of 24 hours.
444	Exhibit 2-2020-2021 DST Service Catalog	110	What is the function of the DCF help desk?	DCF Help Desk is a customer help desk and is out of scope.
445	Exhibit 2-2020-2021 DST Service Catalog	5	Are Service Desk agents required to possess specific certifications? If so, please list all certifications required.	No.
446	F918505058_AttachmentStatementofWork_Final	General	Please provide the scope for Service Desk support?	All services provided in the Service Catalogue are support by the Service Desk.
447	Exhibit 1-Business Case for State Data Center, Nonredacted	General	What is the monthly number of contacts received by the Service Desk? Please categorize by method of contact (phone, portal and email etc.)?	Please see the Department's response to question number 87.
448	Exhibit 1-Business Case for State Data Center, Nonredacted	General	Beyond English, what other languages are required to be supported by the Service Desk?	None.
449	Exhibit 1-Business Case for State Data Center, Nonredacted	General	Does your Service Desk environment have a knowledge tool today? If so, what tool is being used?	Yes. Cherwell.
450	Exhibit 1-Business Case for State Data Center, Nonredacted	General	How many articles are in the knowledge tool?	There are 53 active knowledge base articles.
451	Exhibit 1-Business Case for State Data Center, Nonredacted	General	Do you utilize remote control today in the support of your end users? If so, what is the tool name?	Microsoft Teams screen sharing functionality is utilized for collaborative remote control. Microsoft Remote Desktop is utilized for unassisted remote-control sessions.

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452	Exhibit 1-Business Case for State Data Center, Nonredacted	General	What specific applications and/or systems utilize your current password reset tool?	The password reset process is utilized by server technicians to accesses server resources in the Department's resource domains.
453	Exhibit 1-Business Case for State Data Center, Nonredacted	General	How many separate service desks are in the environment?	One.
454	Exhibit 1-Business Case for State Data Center, Nonredacted	General	Please provide 12 months of Telephony/ACD reporting for related stats and peak days and hours determination.	Please see the Department's response to question 217.
455	Business Case	General	Please provide list of enterprise applications as tied to hardware list. By agency if possible	The Department cannot provide a list, as applications are managed by the agencies.
456	Statement of Work	Section 1.5	Regarding EA, please provide clarification around possible established framework (i.e. TOGAF) or strictly being used to define EDC and procurement strategy?	Please see the Department's response to question 204.

End of Addendum No.: 2

To the extent this Addendum gives rise to a protest, failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Any protest concerning this agency decision or intended decision must be timely filed with the Agency Clerk. Protests may be filed by courier, hand delivery, or regular mail at: Department of Management Services, Office of the General Counsel, Attention: Agency Clerk, 4050 Esplanade Way, Suite 160, Tallahassee, Florida 32399-0950. Protests may also be filed by fax at 850-922-6312, or by email at agencyclerk@dms.myflorida.com. It is the filing party's responsibility to meet all filing deadlines.