

 Request for Proposal Amendment 1	Solicitation Number 051017-208-72302-06/05/17 Date Issued 05/18/17 Date Printed 05/18/17 Procurement Officer Jeff O'Dell Phone 843 574-6205 E-Mail Address Jeff.odell@tridenttech.edu
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DESCRIPTION: Data Disaster Recovery Service

The Term "Offer" Means Your "Bid" or "Proposal".

SUBMIT OFFER BY (Opening Date/Time): **06/05/17 2:00 PM DST** See "Deadline For Submission Of Offer" provision

QUESTIONS MUST BE RECEIVED BY: **Deadline has Expired** See "Questions From Offerors" provision

NUMBER OF COPIES TO BE SUBMITTED: **1 original & 7 printed copies, 1 redacted printed copy, 1 electronic copy on CD or flash drive, and 1 redacted electronic copy on CD or flash drive.**

Initial here if NO redacted copy is necessary _____

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:

Trident Technical College
Procurement Office
PO Box 118067
Charleston, SC 29423

PHYSICAL ADDRESS:

Trident Technical College
Procurement Office
Building 940, Suite G
2050 Mabeline Rd. N. Chas SC 29406

ALL MAIL IS PICKED UP FROM THE US POSTAL SERVICE ONCE DAILY AT AROUND 8:00 A.M. (EXCLUDING WEEKENDS AND HOLIDAYS).

See "Submitting Your Offer" provision

CONFERENCE TYPE: None Scheduled DATE & TIME: As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions	LOCATION: N/A
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AWARD & AMENDMENTS	Award will be posted at the Physical Address stated above on 07/20/17 . The award, this solicitation, and any amendments will be posted at the following web address: www.tridenttech.edu
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You must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of sixty (60) calendar days after the Opening Date.

NAME OF OFFEROR <small>(Full legal name of business submitting the offer)</small>	OFFEROR'S TYPE OF ENTITY: <small>(Check one)</small> <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other _____ <small>(See "Signing Your Offer" provision.)</small>
AUTHORIZED SIGNATURE <small>(Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above.)</small>	
TITLE <small>(Business title of person signing above)</small>	
PRINTED NAME <small>(Printed name of person signing above)</small>	
DATE SIGNED	

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the offeror above. An offer may be submitted by only one legal entity. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, *i.e.*, a separate corporation, partnership, sole proprietorship, etc.

STATE OF INCORPORATION <small>(If offeror is a corporation, identify the state of Incorporation.)</small>
TAXPAYER IDENTIFICATION NO. <small>(See "Taxpayer Identification Number" provision)</small>

PAGE TWO

(Return Page Two with Your Offer)

<p>HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)</p>	<p>NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause)</p> <p>_____</p> <p>Address</p> <p>_____</p> <p>Area Code - Number - Extension Facsimile</p> <p>_____</p> <p>E-mail Address</p>
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<p>PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause)</p> <p>_____</p> <p>_____ Payment Address same as Home Office Address</p> <p>_____ Payment Address same as Notice Address (check only one)</p>	<p>ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses)</p> <p>_____</p> <p>Address</p> <p>_____ Order Address same as Home Office Address</p> <p>_____ Order Address same as Notice Address (check only one)</p>
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ACKNOWLEDGMENT OF AMENDMENTS
 Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)

Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date

<p>DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)</p>	<p>10 Calendar Days (%)</p>	<p>20 Calendar Days (%)</p>	<p>30 Calendar Days (%)</p>	<p>_____ Calendar Days (%)</p>
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AMENDMENTS TO SOLICITATION: (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: <http://www.tridenttech.edu/procurement.htm> (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged. Failure of your acknowledgement to be received at the issuing office prior to date and time specified may result in rejection of your offer.

Except as provided herein all terms and conditions of the document referenced as heretofore changed remain unchanged and in full force and effect.

Solicitation No. 051017-208-72302-06/05/17

Title: Data Disaster Recovery Services

Is hereby amended as follows:

The following change has been made:

Cover Page No. 1:

Award will be posted at the Physical Address stated above on **07/20/17**. The award, this solicitation, and any amendments will be posted at the following web address: www.tridenttech.edu

Following is the compilation of questions submitted by the deadline date and time for questions (May 17, 2017 10:00 AM DST), followed by answers to the submitted questions.

Question 1: Please provide your D-mark exact location addresses at Trident Technical College.

Answer 1: All equipment used to support the ERP system described in the RFP is located at 7000 Rivers Ave, N Charleston, SC 29406. Other campus locations can be found at <http://www.tridenttech.edu/about/locations/index.htm>

Question 2: Please provide what the daily data backup change rate is for this environment?

Answer 2: Approximately 300 GB per day of new and modified data.

Question 3: Is the current data stored internally or in a SAN? If a SAN, what type and how much total data is managed in this AIX environment?

Answer 3: SAN
IBM V7000
2.5 TB

Question 4: How often do you plan to conduct DR testing? (Currently are provided 24 hours per year but that may not be sufficient.)

Answer 4: We will perform testing at least once a year, but prefer to test twice a year.

Question 5: What is the current bandwidth? (Needed to determine if there is additional bandwidth for data transfer, if replicating.)

Answer 5: 1Gbit/s available between our servers and your site.

Question 6: Who's the current provider?

Answer 6: Windstream and/or Spirit Telecom.

- Question 7:** Is the current 15 seats suitable for their DR requirement?
Answer 7: Yes. When running at a disaster site, we only plan on allowing a minimal set of users to access the system to run required processing (e.g. Student checks, Payroll, mandated reporting). 15 seats is the minimum required. Excess of 15 is acceptable.
- Question 8:** What are your normal hours of operations? (This determines what level of required support. Is weekend support required.)
Answer 8: Normal hours are M-F 8am – 5pm. Weekend support will only be required in a disaster.
- Question 9:** How large is the current staff that will be require to train?
Answer 9: Minimum of two, maximum of four.
- Question 10:** What are your data retention requirements (Daily, Weekly, Monthly, Annual)?
Answer 10: Weekly. We do not see the value of a monthly retention, but would be interested in hearing what you recommend based on your solution.
- Question 11:** How much replication bandwidth is available on a nightly basis?
Answer 11: 500Mbit/sec and less would not interfere with college operations.
- Question 12:** What is your internal network speed?
Answer 12: We can support up to 10Gbit/Sec per link, and can aggregate links.
- Question 13:** In your RFP you had mentioned that current tape based backups are no longer considered efficient or secure, Can you explain why?
Answer 13: The process is not efficient because we have to have staff swapping tapes in and out, packaging the tapes for transport, and if we miss the courier picking up the tapes we have to take them to a dropoff location. Also, the process of checking tapes back in. The process is not secure because DHS (dept. of Homeland Security) allows couriers to open containers without notifying us, so when the security seal on the tape container has been opened in transport (which has happened many times before) we have no way of knowing who did it, where it was done, or the intent of opening.
- Question 14:** Has Trident Technical performed a Business Impact Analysis to determine your RTO and RPO targets?
Answer 14: No.
- Question 15:** What would be the impact to the organization if you exceeded these targets (RTO and RPO)?
Answer 15: If we can't be up within 7 days, there could be loss of revenue and loss of customer confidence.
If we lose more than 1 day of data, there would be significant amount of lost time trying to recreate that data with some data that could be permanently lost.
- Question 16:** Is the goal of this RFP to replace your current DR hotsite vendor, backup software, and tape storage solution?
Answer 16: The goal/objective is to acquire a complete disaster recovery solution that does not rely on the use of tapes or other media that has to be physically transported to another site.
- Question 17:** If we could replace all of these services with an automated solution, would that be of interest?
Answer 17: Yes.

End of Amendment 1