



## Solicitation Information

June 26, 2014

RFP# 7548852

TITLE: IT Disaster Recovery Services

Submission Deadline: Thursday, July 24, 2014 at 2:00 PM (ET)

### CONTRACT TERM:

Effective Period: 9/01//2014 – 8/31/2017, with option to renew for two additional twelve month terms.

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) no later than **Tuesday, July 8, 2014 at 5:00 PM (ET)**. Questions should be submitted in *Microsoft Word* format. Please reference the RFP # on all correspondence. Questions received, if any, and answers thereto will be posted on RIVIP as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

**Gail Walsh  
Chief Buyer**

Vendors must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

### NOTE TO VENDORS:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

Table of Contents:

1. Introduction .....	3
<b>1.1 Background and Purpose.....</b>	<b>3</b>
2. Instructions to Bidders .....	<b>Error! Bookmark not defined.</b>
<b>2.1 Instructions and Notifications.....</b>	<b>4</b>
<b>2.2 Additional Terms and Conditions.....</b>	<b>6</b>
3 Proposal Submission .....	8
4 Evaluation and Selection .....	10
5 Business Capability, Capacity, and Qualifications .....	12
5.1 Corporate Overview .....	12
5.2 Customer Support Team.....	12
5.3 Corporate Employees .....	12
5.4 Corporate Financials .....	12
5.5 Billing, Account Management, Reporting, Auditing .....	12
6 Workability of proposed recovery equipment, methods, and communications capabilities & Amenability of the contract .....	16
7 Cost Format .....	19
Appendix 1: Order of System Priority .....	22
Exhibit 1.....	38
Exhibit 2.....	40
Exhibit 3.....	1-37

# 1. Introduction

## 1.1 Background and Purpose

The Rhode Island Department of Administration / Division of Purchases, on behalf of the Department of Administration / Division of Information Technology (DoIT), is soliciting proposals from qualified vendors to provide a disaster recovery site (Hotsite) and services in accordance with the terms of this solicitation and the State's *General Conditions of Purchase*, which are available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). The following is to solicit costs for services to support this project.

DoIT requires a Hotsite to provide data processing services to its users in the event its own site(s) or systems operating therein unexpectedly become non-operational for an extended length of time.

DoIT provides direction, leadership, data processing services, and technical support in the State of Rhode Island to executive branch agencies from its 24/7 Enterprise Operations Center (EOC). Among these agencies are the Department of Corrections, Department of Health, Department of Environmental Management, Department of Labor & Training, & Department of Human Services and Department of Administration's divisions of Taxation, Motor Vehicles, Personnel and Accounts and Control and others. Platforms operating critical applications include mainframe (Z/VSE, VM, Z/OS), as well as Unix (AIX, Sun, and HPUX) and Intel based servers including (LINUX, Microsoft, Novell and VMware). For the purposes of this solicitation, all applications housed at the EOC will be considered critical.

These services and pricing will also be available to State colleges, universities, cities, towns, public school systems, and quasi-public agencies within Rhode Island. Except as otherwise provided herein, these non-executive branch agencies and non-State governments or agencies may purchase from the Vendor the services on the same terms and maximum prices to which the State would be subject under any resulting agreement and all such purchases: 1) Shall constitute contracts between the Vendor and that government or entity; 2) All ordering and billing shall be between the Vendor and that government or entity; and 3) Shall not be enforceable against the State. Vendor bears the risk of determining whether or not a government entity or agency with which vendor is dealing is a State agency.

The term covered by this agreement is three (3) years with up to two additional one-year renewals at the sole option of the State. The State reserves the right to add new, related Disaster Recovery services or technologies that are not part of this solicitation to the DR Schedule with the awarded vendor.

## 2. Instructions to Bidders

### Instructions and Notifications

This document constitutes a Request for Proposal, not an Invitation for Bid. In addition to price, responses will be evaluated based upon a variety of criteria including, but not limited to, price, service quality, and vendor qualifications and capability. Multiple vendors may be selected for award listing to provide the opportunity for DoIT and other State agencies, Colleges, Universities, Municipalities and eligible entities to purchase Disaster Recovery services as needed to support the changing environment and requirements for the State.

#### 2.1.1 General Conditions

This contract will be awarded under the State's General Conditions of Purchase which are available on the Internet at: <http://www.purchasing.ri.gov>

Potential Vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

All work is coordinated through Assistant Director of IT Operations for each Agency or Department IT Operations, or Disaster Recovery manager or coordinator.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the Vendor. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than ninety (90) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent or Chief Purchasing Officer.

Unless otherwise indicated in this RFP, all pricing submitted will be considered to be firm and fixed and the Vendor's best pricing. After inclusion in RFP, the State reserves the right to further negotiate better pricing.

Proposals misdirected to other State locations, or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases. PROPOSALS EMAILED OR FAXED TO THE DIVISION OF PURCHASES WILL NOT BE CONSIDERED.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

It is intended that an award this RFP will be made to a prime vendor in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.

Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

Equal Employment Opportunity (RIGL § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or contact EEO Administrator at [Raymond.lambert@hr.ri.gov](mailto:Raymond.lambert@hr.ri.gov).

In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the successful Vendor(s).*

The Vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov) or contact [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov).

There will be no public opening and reading of responses received pursuant to this RFP, other than to name those Vendors who have submitted responses.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

## 2.2 Additional Terms and Conditions

### 2.2.1 Taxes

Vendor's bid proposals shall exclude all taxes. The State is exempt from sales and use taxes, federal excise taxes and transportation taxes.

### 2.2.2 Insurance

The selected Vendor shall be required to have the Insurance detailed in Exhibit 1, attached hereto and made a part hereof.

Annual renewal insurance certificates for workers compensation, public liability, property damage insurance, auto insurance, professional liability insurance (AKA errors & omissions), builder's risk insurance, school busing auto liability, environmental impairment (AKA pollution control), vessel operation (marine or aircraft) protection & indemnity, etc., must be submitted to the specific agency identified in the "bill to" section of the purchase order. Certificates are annually due prior to the beginning of any contract period beyond the initial twelve-month period of a contract. Failure to provide annual insurance certification may be grounds for cancellation.

### 2.2.3 State Purchasing Policies

All contractors and subcontractors will be subject to policies, procedures, and legal terms and conditions of the State (as posted on the purchasing website and/or part of or attached to this solicitation). Violation of policies and procedures by vendor may be cause for termination of contract and elimination from participation under this RFP.

Charges for additional equipment; beyond the scope of a standard service call or basic installation must be authorized in writing, in advance by a Purchase Change order.

### 2.2.4 NDA's, BCI's and BAA's

The Vendors selected for this RFP must provide signed copies before issuance of a Purchase Order Release of the BCI Vendor Certification, Non-Disclosure, Confidentiality and Invention Agreement and HIPAA Business Associate Agreement (if applicable). The form of the BCI Vendor Certification, Non-Disclosure, Confidentiality and Invention Agreement and HIPAA Business Associate Agreement (if applicable) shall be provided as an Exhibit to an Addendum to this RFP. In addition, some State or agency policies may be memorialized in an agreement that must be signed by the required parties. The State reserves the right to request and review BCI results.

### 2.2.5 DoIT Policies

All contractors hired for this RFP agree to adhere to all applicable DOIT IT policies. Such DOIT IT policies may be located at [www.doit.ri.gov](http://www.doit.ri.gov).

RFP #7548852  
IT DISASTER RECOVERY SERVICES

2.2.6 Compliance

Vendor shall also perform its services in compliance with all applicable federal, State, applicable agency, entity the services are being performed for, and local: laws, rules policies, ordinances, orders, procedures and regulations in effect at the time the services are performed and also in effect for specific sites.

2.2.7 Additional terms and conditions are attached hereto and made a part hereof as Exhibit 2.

The State reserves the right to require additional terms and conditions when entering into individual engagements with Vendor(s).

2.2.8 Form Contracts and tariffs

Form contracts and terms that differ from this RFP submitted as part of the Vendor's proposal are rejected and shall not be a part of any award to a Vendor. Vendor shall make any necessary filings with the PUC and FCC, as required by law, which shall incorporate rate-affecting terms and conditions contained in the RFP, and which shall be construed consistent with this RFP. In all cases, State terms and conditions in this RFP take precedence over any tariff terms and conditions.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

### 3 Proposal Submission

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Please reference **RFP# 7548852** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or [lynda.moore@doit.ri.gov](mailto:lynda.moore@doit.ri.gov).

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked **“RFP# 7548852” Disaster Recovery Services – DoIT** to:

RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

NOTE: The Vendor assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

#### RESPONSE CONTENTS

Responses should include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). **Please include with original proposal only.**
3. **A separate Technical Proposal** consisting of two parts: Vendor’s response to Section 5, Vendor Capability, Capacity and Qualifications; and, Vendor’s response to Section 6, Workability of proposed recovery equipment, methods, and communications capabilities.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

4. **A separate, signed and sealed Cost Proposal, Section 7.**
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CDRom, diskette, or flash drive)**. Microsoft Word / Excel or PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original.” The electronic copy must be separated as required for the hard copies. If there are discrepancies between the written copy and electronic copy, the written copy shall govern.

**CONCLUDING STATEMENTS**

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to further negotiate price, to require a best and final, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

This is a Multi-year Bid/Contract. The continuation of the contract beyond the initial fiscal year is at the discretion of the State. Termination or revision of scope for goods or services may be effected by the State based upon determining factors such as unsatisfactory performance and/or the availability of funds.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

## 4 Evaluation and Selection

Only Vendors who can demonstrate that they meet the General Requirements and Vendor Business Requirements above will be considered for selection.

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

### Technical Evaluation:

- Business Capability, Capacity, and Qualifications of the Vendor 25 points  
Number of Hotsites the Vendor provides 5 points  
(minimum 20 out of 30 points)
- Workability of proposed recovery equipment, methods, and communications capabilities 25 points  
Amendability of the contract during the contract period 15 points  
(minimum 25 out of 40 points)

### Cost Evaluation:

Price and cost effectiveness (Complete attached matrix) 30 Points  
100 Points

For each category's services, Vendors who meet both minimum scores for Capability, Capacity and Qualifications and Workability, Methods, and communications capabilities to Technical Specifications, will then be eligible to have their costs for services evaluated.

The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 and the total points available are sixty (60), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 60 = 39$$

Again, proposals must receive a minimum score of 20 out of 30 for Vendor Capability, Capacity and Qualifications and a minimum score of 25 out of 40 for Workability, Methods, and communications capabilities to Technical Specifications for each category (as described in the Compliance to Technical Specifications, Section's 5 & 6) to warrant review of the Cost Proposal.

The lowest priced bid will not be the sole criterion used to determine the successful bidder. **The Vendor will be responsible for the performance of any third parties it includes in its bid.**

RFP #7548852  
IT DISASTER RECOVERY SERVICES

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically and/or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

On the basis of discussions with vendors, the State may request for Best and Final Offer, which describes the requirements of the procurement in the final form, which will be issued to all vendors still under consideration. Each vendor shall submit a Best and Final Offer, which defines their best price, and other terms, for the procurement. Best and Final Offers shall be evaluated in the same fashion as previously stated.

The State reserves the right to determine priority among services offered and may not contract for all services indicated here in an initial contract.

The State reserves the right to accept or reject any or all options, bids or submissions and to act in its own best interest.

The State may, at its sole discretion, elect to require presentation(s) by Vendors clearly in consideration for award.

The State reserves the right to award in whole or in part each option in the schedule to the successful Vendor, in its best interest.

Each Vendor should indicate n/a (not applicable) for any portion of any schedule in which they cannot participate in.

## 5 Business Capability, Capacity, and Qualifications

Please respond to the following information requests. The results will be used to evaluate the Vendor's score for Capability, Capacity, and Qualifications. A minimum required score, as described in the Evaluation Criteria section, is required for Vendor's proposed equipment and services to be considered.

### 5.1 Corporate Overview

Provide a brief corporate overview (2 pages or less).

### 5.2 Customer Support Team

Identify the key sales, engineering, and technical support contacts who would be assigned to support the Customer for the services proposed under this RFP.

### 5.3 Corporate Employees

Describe the number of employees that vendor currently employs nationally.

### 5.4 Corporate Financials

Submit the most current audited financial report for the Vendor. If the Vendor files on a consolidated basis, the specific entity responding to this RFP must demonstrate financial responsibility. A link to the electronic version is preferred if available.

### 5.5 Billing, Account Management, Reporting, Auditing

Provide an overview of the billing, account management, billing dispute resolution mechanism and timing, ability of Vendor to provide self-audit at no charge of invoices for services, and reporting capabilities features and tools you provide, including electronic and web-based access to billing records, reporting, account management, etc. If applicable, provide a copy of a sample bill (hard copy, electronic copy, and/or link to an online version).

### 5.6 Details of terms and conditions beyond standards State of RI terms and conditions

- a. Billing policies
- b. Acceptance of limited termination liabilities
- c. No minimum commitments
- d. Handling of special construction costs
- e. Handling of on-site required technical assistance during a declared disaster

### 5.7 Vendor Corporate Profile Provide a brief overview of your company and services, including descriptions of:

- a. Competitive strengths
- b. Description of your company's primary business function and service
- c. Corporate (parent) and other subsidiary or license affiliations (if applicable)
- d. Commitment to disaster recovery business
- e. The initial date recovery service was offered commercially
- f. Individual market shares for mainframe recovery
- g. Size of customer base for mainframe and Unix systems
- h. Maximum number of subscribers allowed at each facility
- i. Disaster recovery plan testing experience and schedule of internal tests

RFP #7548852  
IT DISASTER RECOVERY SERVICES

- j. Options for acquiring additional test time
- k. Experience in actual disaster recovery incidents  
Note: Vendors are asked to specifically relate how many subscribers (1) declared a disaster, (2) occupied the recovery facility, and (3) were turned away during the prior 24 month period.
- l. Planned enhancements (additional recovery sites, new technology, and configuration upgrades), 5 year plan
- m. Vendor's current financial condition including financial report.

#### 5.8 References

*A minimum of three Vendor's clients (preferably governmental clients) must be provided as references. Include clients' business name, address, contact person, and contact's telephone number. These clients must be willing to discuss their experiences with DoIT.*

#### 5.9 Prime Contractor Responsibility

*If the proposed services include the use of products or services of another company, DoIT will hold the Vendor responsible (as the prime contractor) for the proposed services. Specifically identify other companies that will be utilized. Indicate your compliance to this requirement.*

#### 5.10 Vendor Policies

- a. How does the Vendor minimize the risk or handle simultaneous events from multiple subscribers that require the same equipment?
- b. Does the Vendor provide liquidated damages for failure to perform?
- c. Will the Vendor allow a non-subscriber to declare and subsequently recover at the Vendor's recovery facility? If yes, provide conditions when this might happen.
- d. Does the Vendor share the recovery facility?
  - i. If yes, how will the Vendor protect the confidentiality of DoIT data?
  - ii. If yes, describe the physical and logical security measures taken when multiple subscribers are concurrently using the same customer suite.
  - iii. What obligations and options are available if DoIT does not agree to the sharing arrangement?
- e. Preemption: Will the Vendor allow any subscriber to have preemptive rights or preferred rights over DoIT? If yes, describe the circumstances.
- g. How does the vendor provide equipment that is not currently listed on the schedule in effect?
- h. What will the vendor do to ensure the Standard Recovery Agreement of each Schedule is met, during the time of disaster?

#### 5.11 Testing Policies

- a. Provide detailed information regarding the Vendor's testing methodology and standard support services provided during test exercises. This includes pre-test reviews, configuration change control and information synchronization between DoIT's and the Vendor's configuration.
- b. What support does the Vendor provide before, during, and after a test?
- c. What type of fee, if any, is associated with this support?

RFP #7548852  
IT DISASTER RECOVERY SERVICES

- d. What is the Vendor's approach to partitioning (physical, logical, or software) on a OS390 platform?
- e. Will the Vendor provide address mapping and IOCP gens needed for DoIT to run its OS390 at the Vendor's hot site? If provided, describe how this is maintained and updated to match changes in DoIT's production systems. If not provided, describe what tasks DoIT must perform for each test to enable DoIT's system to run at the hot site. The tasks shown must allow for the changes that are made in DoIT's environment.
- f. How does the Vendor approach System/390 IOCP differences between DoIT and its own configurations?
- g. What support does the Vendor provide to assist in this effort?
- h. Describe the duties and responsibilities of the Vendor's Account Manager as they relate to any/all of DoIT's testing and recovery activities, and identify the city where this Account Manager is located. DoIT will require from the selected vendor a disaster call list of contacts and problem escalation list with associated contact numbers and procedures.
- i. Does the current vendor utilize SAN/NAS technology and will it be used/available to DoIT systems? What is the procedure for SAN/NAS utilization and the dynamic expansion of DASD required?

5.12 *Hotsite Description: Give details regarding the primary site selected and the alternate site available if the primary site is occupied*

- a. Describe general characteristics of the hot site facilities including location, square footage, and the type of equipment currently in the Hotsite or equipment to be in the sites as of July 1, 2014.
- b. Identify one person at the Hotsite that DoIT can contact. Include name, job title, and phone number.
- c. Describe the local telephone company and inter-exchange carrier access installed at your proposed hot sites which are suitable for recovering DoIT's network. Provide information regarding access methods, standard telephone companies, and alternate access vendors. Describe any pertinent network recovery experience and capabilities including recovery methodologies involving point to point tunneling, VPN, Wireless, and direct fiber connections.
- d. Describe vendor's capabilities for testing from location remote to primary recovery site.
- e. Describe vendor's capabilities for the use of a business recovery site remote to primary recovery site in the event of a disaster declaration.

5.13 *Hotsite Environmentals and Physical Security: Describe in detail the physical security in place at the Hotsite facilities (primary and alternate). Discuss Hotsite environmental capabilities including **but not limited to** the following systems:*

- a. Power feeder lines
- b. Uninterruptible power sources, backup power sources
- c. Smoke detection
- d. Water detection
- e. Fire suppression
- f. Security System

RFP #7548852  
IT DISASTER RECOVERY SERVICES

5.14 Hotsite Staff

- a. Indicate the number of support staff personnel on site (and their positions and skill sets) dedicated to DoIT during a test and disaster recovery.
- b. How many additional personnel would be onsite and available to help DoIT during testing and disaster recovery that are not exclusively dedicated to DoIT?

5.15 Facility Audit

- a. Will the Vendor allow representatives of DoIT to tour the proposed recovery facilities?
- b. Have the Vendor's recovery facilities been ISO 9001 certified? If so, domestic or international?
- c. If not, are the Vendor's facilities or processes audited annually? If yes, by whom?
- d. Will the current Vendor provide DoIT with a copy of Vendor's annual SAS 70 report?

5.16 Customer Support Process

- a. If DoIT decided to contract with the Vendor for hot site services, describe how the Vendor would initiate the process with DoIT.
- b. What services would be provided? What recommendations would the Vendor have for DoIT? What activities would be important in the first year of business relationship?
- c. Define the normal process the Vendor uses to upgrade to new hardware and to move to new software releases at the hot sites. Describe both the business philosophy and the actual mechanics involved.

5.17 Describe the Vendor's Recovery Centers (primary & alternate) in detail, including the following information:

- a. The number of Recovery Centers that could support the platform configurations the response is addressing.
- b. Where the Recovery Centers are located.
- c. Which Recovery Centers can independently support all equipment and services listed in Attachments.
- d. How the Recovery Centers are networked together.
- e. How much capacity each Recovery Center currently has in relation to the number of active customers in terms of both testing and a true disaster event.
- f. Each Recovery Center's fire detection and suppression capabilities.
- g. Each Recovery Center's uninterruptible power supply.

## 6 Workability of proposed recovery equipment, methods, and communications capabilities & Amenability of the contract

DoIT requires a Hotsite or like recovery services to provide data processing services to its users in the event its own site or systems operating therein unexpectedly become non-operational for an extended length of time.

### 6.1 Contracts

- a. Clearly define what services are **NOT** part of the basic contract and provide pricing for those services.
- b. Include as an addendum to this RFP a copy of the standard Hotsite contract. Provide information about contract modifications that have been made for other customers and what contractual provisions the Vendor would be willing to provide DoIT if the Vendor is selected to provide Hotsite services. Indicate if there is an annual adjustment to the monthly subscription cost in the Vendor's contract, and what that increase is.
- c. Will the Vendor contractually guarantee that the facilities that DoIT may contract for will absolutely be available when needed? If the Vendor is unable to provide services in accordance with the contract, what penalty would the Vendor be willing to include in the contract to compensate DoIT?
- d. Contractually, how is the growth in requirements handled? For Example, if the initial contract is for a 110 MIP CPU and six months later additional MIPs are needed, how is that increase handled? Does a change in the requirements alter the contract length? Does the Vendor meet regularly with clients to update requirements?

6.2 Additional Information: Include any information the Vendor feels would aid DoIT in its review process. This information must be limited to information the Vendor feels is pertinent to their response which was not specifically asked for in this RFP and to other strengths the Vendor feels are advantageous to DoIT.

### **Equipment / Service Specifications:**

Following is a description of the DoIT computer configuration requiring recovery site/services. The State of Rhode Island is seeking a backup site or like services at which to recover that configuration within 24 hours of a disaster in order to provide data processing services to its users in the event its own site or systems operating therein unexpectedly become non-operational for an extended length of time. The State of Rhode Island will also require assistance in developing procedures for and training in the use of that site in times of need.

The State of Rhode Island requires that the Order of System Document (Attachment A) be executed at the time of a declared disaster. System initiation, verification, and testing must be performed prior to the "system live" time as designated in the Order of System Document.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

Please indicate what services, equipment, and processes would be provided for each requirement in the configuration. Indicate the total cost for all specifications in each requirement.

The response to this proposal should include the resources, product offerings, policies/procedures, and pricing that the Vendor has in place as of today. See Attached Schedules as Follows:

Hotsite 1 - Enterprise Operations Center Mainframe  
Hotsite 2 - Labor & Training Mainframe  
Mobile 1 - Enterprise Operations Center  
Mobile 2 - Enterprise Operations Center  
Mobile 3 - Administration Capitol Hill Server Listing  
Mobile 4 - Administration Capitol Hill Server Listing  
Mobile 6 - Administration Capitol Hill Server Listing  
Mobile 7 - Administration Capitol Hill Server Listing  
Mobile 8 - Administration Capitol Hill Server Listing  
Mobile 11 - Corrections Server Listing  
Mobile 13 - Labor & Training Server Listing  
Mobile 15 - Labor & Training Server Listing  
Mobile 17 - Environmental Management Server Listing  
Mobile 18 - Youth & Family Server Listing  
Mobile 19 - Health Server Listing  
Mobile 20 - Health Server Listing  
Mobile 22 - Network  
Mobile 23 - Treasury Server Listing  
Mobile 25 - Transportation Server Listing  
Mobile 26 - Enterprise Operations Center  
Mobile 28 - EOC - EMR  
Mobile 30 - Department of Motor Vehicles  
Mobile 32 - EOC - Rifans DB  
Mobile 33 - EOC - Rifans AP  
Mobile 37 - Youth & Family Server Listing  
Mobile 39 - BHDDH Server Listing  
Mobile 40 - BHDDH Server Listing  
Mobile 41 - Department of Human Services Server Listing  
Mobile 42 - DBR ELicensing  
Mobile 43 - State Police Server Listing  
Mobile 44 - DLT AS400  
Mobile 45 - DLT I5  
Mobile 47 - Retirement Server Listing  
Mobile 48 - EOC ESX Servers  
Mobile 49 - Data Domain Network & Colocation Services  
Mobile 50 - Cloud Based Recovery

RFP #7548852  
IT DISASTER RECOVERY SERVICES

Except where explicitly stated, Vendor may substitute equipment that is compatible with and of equal performance or better for the specified equipment. Indicate any substitutions in your proposal that you would submit for DoIT approval.

Fourteen (14) Base test periods should be included for the Hotsite and Mobile configurations with Managed Recovery. Delivery methods to include Primary Recovery Facility, Alternate Recovery Facility, Mobile Data Center & Subscriber Facility. Three (3) tests per year up to 120 hours test per schedule in 8 hour increments per platform. The State of RI will determine and coordinate with the vendor which Mobiles and/or platforms will be included in each test and which mobiles would include Managed Recovery.

The Vendor will be responsible for restoring systems at the time of a disaster.

- a. Develop and maintain application and data recovery programs to meet required recovery time and recovery point objectives (RTO/RPO), with complete procedure documentation
- b. Perform recovery management procedures by policy during testing and recovery, including restoring your network, operating systems, and backup application data
- c. Deliver audit-ready reports on a monthly and quarterly basis, with actionable recommendations

The state currently stores backup tapes at Tape Storage Vendor and at One Capitol Hill. The State will employ a Tape Storage Vendor to supply backups to the Hotsite, including: Tapes shipped upon disaster from Tape Storage Vendor or One Capitol Hill, additional charges from that vendor would be borne by the state. Alternative approaches and/or methodologies to accomplish the desired or intended results of this process are accepted. Virtual Disaster Recovery Offering to include: Warm Virtual Servers for Rapid Recovery, Bare Metal Recovery, SAN Storage, No Hardware/Software to Purchase or Maintain, Compressed Offsite Storage, Onsite Local Appliance, Software Support for all Servers, Exchange & SQL Support, Bare Metal Recovery, Agentless Architecture & Unlimited Licenses.

## 7 Cost Format

- 7.1 Customer Solution and Pricing
- a. As DoIT moves forward to implement new technology, both hardware and software, how would the Vendor assure DoIT that the hot site will keep pace with DoIT's data center?
  - b. Is the Vendor willing to commit contractually to providing the hardware and software (os) when needed by DoIT?
  - c. Provide a summary of the Vendor subscription charges broken down into logical subcategories. Provide pricing information for a three year contract that is renewal by DoIT for up to two more one-year periods (possible total of five years). The mainframe cost will include the CPU, DASD, tape, input/output devices and services, office area and workstation, staff and test time requirements. For the client/server sections please provide itemized costs for each server. Submit a summary chart utilizing the format provided.
  - d. Daily usage fees can be only accessed 60 days after a declared disaster.
- 7.2 A signed Cost Proposal including a summary in the format provided including:
- a. Transmission speeds supported
  - b. Cost to modify/upgrade services
  - c. Installation costs
  - d. Monthly service rates
  - e. Maintenance options and costs

RFP #7548852  
IT DISASTER RECOVERY SERVICES

<b>Cost Proposal Summary Chart</b>
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*Vendor must include pricing in hard copy and on CD (Microsoft Excel); cost proposal must include a summary using the format provided.*

Schedule A	Declaration Fee	Daily Usage	Monthly Fee	Test Hours
Hotsite 1				
Hotsite 2				
Mobile 1				
Mobile 2				
Mobile 3				
Mobile 4				
Mobile 5				
Mobile 6				
Mobile 7				
Mobile 8				
Mobile 11				
Mobile 13				
Mobile 15				
Mobile 17				
Mobile 18				
Mobile 20				
Mobile 22 (Network 1)				
Mobile 23				
Mobile 25				
Mobile 26				
Mobile 28				
Mobile 30				
Mobile 32				
Mobile 33				
Mobile 37				
Mobile 39				
Mobile 40				
Mobile 41				
Mobile 42				
Mobile 43				
Mobile 45				
Mobile 46				
Mobile 47				
Mobile 48				
Mobile 49 (CoLo)				
Mobile 49 (Network 2)				
Mobile 50 - Cloud				
Managed Recovery Cost				

RFP #7548852  
IT DISASTER RECOVERY SERVICES

Testing Services/Training Costs				
Mobile cost				
Additional HotSite Testing Cost				
Additional Development Time Cost				
Other costs (enumerate)				
<b>Total Cost</b>				

- e. Define additional charges for using the hot sites during a declared disaster. Indicate the maximum stay (if any) in each facility. Provide the information in the format listed below:

	Response
Hotsite declaration fee in addition to what is indicated above	
First 24 hours fee in addition to daily fee	
24-48 hours fee in addition to daily fee	
Additional per day charge in the hot site over what is indicated above	
Maximum length of stay in hot site	
Extended use costs	
Other mainframe costs	
Other Client/Server costs	
Any other costs not previously mentioned	
Daily Usage fee Start Date	
Comprehensive Recovery Support	
<b>Total costs</b>	

## **Appendix 1: Order of System Priority**

Hardware for Mobiles Defined in Exhibit 3.

### **I. Network Connectivity (Mobile 22 & 49)**

A. Network Connectivity between the State of Rhode Island - DoIT and the vendor Recovery Facility must be initiated within 15 minutes of a declared disaster. Network Connectivity between the State of Rhode Island and the vendor's recovery facility must be established within two (2) hours of a declared disaster. Connection from the recovery facility will be made to the state core network infrastructure. State agencies must first establish connection to the state's core infrastructure, then will be connected to the recovery facility. All connections to state agencies will be through the state's network infrastructure. Users outside of the state network must establish a connection to the state's core network infrastructure via VPN. From there, they can access the recovery facility. It is estimated that 2000 users will access the recovery facility.

#### **B. Data Domain Network Services:**

Network Connectivity between the State of Rhode Island - DoIT Backup Device, and the vendor Recovery hardware must be initiated within 15 minutes of a declared disaster. All devices that are to be recovered must be able to connect to DoIT Backup Device within 2 hours.

Award Vendor will be responsible for all costs for the relocation & termination of the circuit and of the equipment to the new facility location.

This cutover process is critical for the State recovery. Vendors other than the incumbent seeking to provide Disaster Recovery services, must detail the cutover process as described above, and specify the cutover date to allow the State to arrange for an extension of existing agreement for incumbent provider. Describe the process to move from the current agreement to the new agreement under this RFP, including any service disruptions or billing changes.

### **II. Enterprise Operations Center**

#### **A. Data Domain Colocation Services (Mobile 49 & 50)**

One 19" cabinet will be provided with the following specifications.

- 1) A minimum of a 42U EIA rack space with:
  - a. (1) 120V/30A A&B power feed (can operate at up to 24 amps continuous draw).
    - i. (2) 120V PDUs (one for A-side and one for B-side) providing (15) NEMA 5-20 receptacles each (comes installed in provided cabinet).
      - a.
  - b. (1) 208V/30A A&B power feed (can operate at up to 24 amps continuous draw).
    - i. (2) 208V PDUs (one for A-side and one for B-side) providing (24) IEC C13 receptacles each.
- 2) Lock and Key Security.
- 3) Proper air ventilation.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

Colocation SLAS:

Power will be available 100% of the time to the equipment supported by the Colocation Services. The SLA is only available to the equipment i) connected to the redundant power circuits that are not exceeding 80% of the power capacity of one of the circuits; and ii) supporting multiple redundant power feeds or connected to a static switch. Power availability is measured on a monthly basis as the unscheduled time that dual power feeds were simultaneously unavailable.

If there is a failure to meet the Power Availability SLA, the State is entitled to a credit.

Award Vendor will be responsible for all costs for the relocation of the equipment and the relocation team travel expenses to the new facility.

This cutover process is critical for the State recovery. Vendors other than the incumbent seeking to provide Disaster Recovery services, must detail the cutover process as described above, and specify the cutover date to allow the State to arrange for an extension of existing agreement for incumbent provider. Describe the process to move from the current agreement to the new agreement under this RFP, including any service disruptions or billing changes.

**B. DMV System (RS6000-S70A) (Mobile 30)**

The DMV system must be restored, tested, and operating within 24 hours of a called disaster. The restore requires disk capacity of 420 GB. The system restore will be initiated from a system restore tape (IBM MKSYSB) supplied by the State of RI. The system restore tape will be a 4MM DDS-3 DAT and requires a mirrored internal boot drive on the server. All restores will need to be performed by a qualified IBM AIX administrator. The data restore will be initiated by utilizing IBM AIX restore procedures on an IBM 3590 B11 tape library. All tapes will be supplied by the State of Rhode Island via Tape Storage Vendor. A minimum of 4 GB of memory and 8 CPUs are required for this system.

**B. Mainframe Environment/Systems: (Hotsite 1)**

System must be restored, tested, and operating within 24 hours of called disaster according to the following order of priority and targets:

**B.1. Restore the VM user pack CSMPK1**

- a. 1 3590 VM FCOPY tape to 1 disk volume. Target: 2 hours after called disaster.  
The State of Rhode Island on a monthly basis will supply this tape.

**B.2. MVS operating systems for DHS & DOA.**

- a. DHS - 1 3590 standalone tape to 18 disk volumes. Target: 4 hours after called disaster.
- b. DOA - 1 3590 standalone tape to 15 disk volumes. Target: 6 hours after called disaster.

**B.3. MVSDHS Inrhodes Application data (production database only).**

- a. 5 3590 backup tapes to 106 vols. Target: 12 hours after called disaster.

**B.4. DHS Backup Exec Media Server** Target: 15 hours after called disaster

- b. Complete installation of Operating System.
- c. Configure the Network card and install Backup Exec 11d SP2 .

RFP #7548852  
IT DISASTER RECOVERY SERVICES

- d. Connect server to Tape Backup unit.
- e. Catalog and inventory tapes.

**B.5. VSE operating system and libraries.**

- a. 1 3590 VM FCOPY tape to 6 disk volumes. Target: 12 hours after called disaster.  
The State of Rhode Island on a weekly basis will supply this tape.
- b. Initialize 3 disk volumes using VM ICKDSF Target:12 hours after called disaster.  
Instructions supplied in DR write up.
- c. IPL VSE system Target:12 hours after called disaster.

**B.6. ESAPRD user data.**

- a. 2 3590 backup tapes to 27 volumes of vsam user data. Target: 12 hours after called disaster.

**B.7. MVSDOA user data.**

- a. 1 3590 backup tape to 13 vols. Target: 12 hours after called disaster.

**III. RIFANS - State of RI Accounting System (Mobile 32 & 33)**

The RIFANS systems must be restored, tested, and operational within 24 hours of called disaster. The restore requires disk capacities of 1800GB for the WebProd Server, 500GB for the Application Server and 1100GB for the Database Server. The system restores will be initiated from a system bootable (HP-UX Ignite) tape supplied by the State of RI. The Ignite tapes are either DDS-4, or DAT72 and require a bootable tape drive. The OS restore will be performed by a qualified HPUX Administrator. The data restore will be performed utilizing NetWorker Restore procedures from the co-located NetWorker/DataDomain system. The database recovery will require an Oracle database administrator. The restore procedure will be supplied by the State of RI. The tapes will be provided by the State of RI via Tape Storage Vendor.

**IV. Servers (Core Services) (Mobile 1&2)**

Servers (Core Services) must be restored, tested, and operational within 24 hours of a called disaster. Servers (Core Services) consist of the following minimum server configurations:

- a. Backup server:
  - I. 2 dual core intel processors
  - II. 8 GB memory
  - III. 1 TB of usable disk space (raid 5)
  - IV. 1 ethernet 1000MBps Port
  - V. 4 LTO-4 tape drive library system (capable of encryption)
  - VI. Capable of running 64-bit OS
- b. Microsoft Active Directory Infrastructure
  - I. RIGOV – 3 servers
    - a. 2 dual core intel processors
    - b. 4 GB memory
    - c. 50GB of usable disk space (raid 1)
    - d. 1 ethernet 1000MBps Port
    - e. Capable of running 64-bit OS
  - II. ENTERPRISE – 4 servers
    - a. 2 dual core intel processors
    - b. 4 GB memory

RFP #7548852  
IT DISASTER RECOVERY SERVICES

- c. 50GB of usable disk space (raid 1)
  - d. 1 ethernet 1000MBps Port
  - e. Capable of running 64-bit OS
- III. DOR – 4 servers
  - a. 2 dual core intel processors
  - b. 4 GB memory
  - c. 50GB of usable disk space (raid 1)
  - d. 1 ethernet 1000MBps Port
  - e. Capable of running 64-bit OS
- IV. DCYF – 2 Servers
  - a. 2 dual core intel processors
  - b. 4 GB memory
  - c. 50GB of usable disk space (raid 1)
  - d. 1 ethernet 1000MBps Port
  - e. Capable of running 64-bit OS
- V. DOT – 2 servers
  - a. 2 dual core intel processors
  - b. 4 GB memory
  - c. 50GB of usable disk space (raid 1)
  - d. 1 ethernet 1000MBps Port
  - e. Capable of running 64-bit OS
- c. VMWare ESX Infrastructure
  - I. ENT-DMZCluster – 3 servers – Consisting of virtual machines providing services such as external facing websites, email webaccess for all agencies.
    - a. 2 – 6core intel processors
    - b. 96 GB memory
    - c. 300GB of usable disk space (raid 1)
    - d. 4 ethernet 1000MBps Ports minimum
    - e. Capable of running 64-bit OS
    - f. 5 TB of shared storage between all server
  - II. ENT-DOACluster – 14 servers – Consisting of virtual machines providing services such as active directory authentication, file transfer, exchange email systems, and a variety of agency specific application for DOH, DOT, DOA and DOR.
    - a. 2 – 6core intel processors
    - b. 96 GB memory
    - c. 300GB of usable disk space (raid 1)
    - d. 4 ethernet 1000MBps Ports minimum
    - e. Capable of running 64-bit OS
    - f. 28 TB of shared storage between all server
  - III. ENT-EOCcluster – 21 servers – Consisting of virtual machines providing services such as file storage (Governors/DOR/DOA/DMV/EMA/Boards), BES services, email archiving (DOR/DOA/DMV/EMA/Boards), FILENET, Sharepoint Services, Enterprise SQL services, administrative support ayatems and a variety of agency specific applications for DOR taxation, DEM, and DCYF.
    - a. 2 – 6core intel processors
    - b. 96 GB memory
    - c. 300GB of usable disk space (raid 1)
    - d. 4 ethernet 1000MBps Ports minimum

RFP #7548852  
IT DISASTER RECOVERY SERVICES

- e. Capable of running 64-bit OS
- f. 110 TB of shared storage between all server

The system restores will be performed by the use of Symantec Backup Exec, and EMC data domain recovery methods utilizing both encrypted backup media and disk backup systems. The restore procedures will be provided by the State of RI. The OS and system restores will be performed by a qualified technician that is familiar with Windows and VMWare ESX operating systems; along with Symantec Backup Exec (file layer and VCB) and EMC data domain (file layer and VBA) recovery methods. The VMWare ESX environments consist of more than 350 different virtual machines.

**d. DBR E-Licensing (Mobile 42)**

DBR has 3 critical windows servers for the E-Licensing system in production. Each system must be restored, tested, and fully functional within 48 hours of a called disaster. In the listing below are descriptions of the systems functions and the disk storage requirements.

The E-Licensing system is comprised of 2 Virtualized servers on one physical host and a SQL server on a separate physical server for a total of two physical servers. One of the virtual servers has an 80gig boot drive and a 50 gig data drive. The second virtual server has an 80gig drive and two 50 gig drives. The physical server hosts the SQL database server has 10 logical drives configured as follows, 4- 200gig, and 6-50gig drives.

The servers are located in the Enterprise Operations center at 50 Service Road. Backup is accomplished by the EMC Networker backup system located at EOC. Full backups are performed on all three servers every night.

**e. Servers (DBR)**

Servers (DBR) must be restored, tested, and operational within 24 hours of a called disaster.

Servers (DBR) consist of two servers. The first server is the file server for the Department of Business Regulation. The total restore of the first server requires 749GB of usable disk space. The next server is an application server running SCO Unix operating system hosting an Informix database. This server requires 72GB of usable disk space. The database recovery will require an Informix database administrator. Software media and backup media along with restore procedures will be provided by the State of RI. The OS restore will be performed by a qualified technician.

The file server is located in the Enterprise Operations center at 50 Service Road and the UNIX server is located in the DLT Data center at 1511 Pontiac Avenue Building 69.

**V. DHS Production Target: 24 hours after called disaster Mobile 41**

**A. Application Servers**

- a. 45 DHS VM Servers of which 29 listed servers are mission Critical
  - 1. dhs-ap-001
  - 2. DHS-RD-SH01
  - 3. DHS-RD-SH02

RFP #7548852  
IT DISASTER RECOVERY SERVICES

4. DHS-RD-SH03
5. DHS-RD-SH04
6. DHS-RD-SH05
7. DHSCONNECT
8. DHS-FS-NWFS01
9. DHS-TS-FRED
10. DHS-AP-RFW01
11. DHS-GW-HIS01
12. DHS-GW-HIS02
13. DHS-RD-VHSH01
14. DHS-RD-VHSH02
15. DHS-RD-VHSH03
16. DHS-FS-001
17. DHS-FS-PROD01
18. DSHIISPROD
19. DHS-OCSS-SSP
20. DHS-DB-VHSQL01
21. DHS-MAIL-GW02
22. DHS-RD-LS01
23. DHS-MAIL-GW01
24. DHS-RD-BRKR01
25. dhs-ts-001
26. DHS-WEB-WMD01
27. DHS-WEB-WMP01
28. DHS-WEB-WMU01
29. DHS-FS-UHIP-01

- b. 2 physical Oracle Database servers will require Complete installation of Windows Operating system.
- c. Upon the completion of the Back up Exec, the remaining systems will be restored using system restore tapes supplied by the State of RI. The system restore tape will be on LTO3 & LTO5 tape media
- d. Define node to mainframe \*
- e. Restore scripts and schemes from Backup Exec system.

\* Will require subnet defined to network in order to communicate to the mainframe

**B. (ORSMAIL)** ) must be restored, tested, and operational within 24 hours of a called disaster Servers (ORSMAIL) consist of One server. This email server for the Office of Rehabilitate Services running a Novell operating system, the email service is Novell GroupWise. The restore requires 72GB of usable disk space in a raided environment. This server also has a DLT 40/80 tape drive for restoration. The system restores will be performed by the use of WriteStore Arcserve. Software media and backup media along with restore procedures will be provided by the State of RI. The OS and Arcserve restores will be performed by a qualified technician that is familiar with Novell operating systems and Arcserve recoveries. Technician must also have a working knowledge of Novell GroupWise systems.

**VI. DOT/TMC Server List. (Mobile 25)**

Systems must be restored, tested, and operating within 24 hours of called disaster to the following order of priority and targets:

- a. **Backup Server (DOT-BU-01)**

RFP #7548852  
IT DISASTER RECOVERY SERVICES

- A restore data set disk volume total of (750GB)  
HP Storage Works 4048 Tape Library (min 2 drives, 24 cartridges)  
Target: 0-2 hours after start time
- b. Domain Controller (DOT-DC-W2K1201)**  
A restore data set disk volume total (60GB)  
Target: up 2 hours after start time.
  - c. Domain Controller (DOT-DC-W2K1202)**  
A restore data set disk volume total (60GB)  
Target: up 2 hours after start time.
  - d. Department Web Server. (DOT-WEB-EXT01)**  
A restore data set to enterprise VM/SAN.  
Target: up 4 hours after start time.
  - e. DOT Financial System (DOT-FMS-APPROD)**  
A restore data set to a disk volume set (500GB)  
Target: up 12 hours after start time.
  - f. DOT Financial System (DOT-FMS-DBPROD)**  
A restore data set to a disk volume of (800GB).  
Start Time: 4-8 hours after called disaster.  
Target: up 12 hours after called disaster
  - g. DOT Email System (DOT-MAIL-01)\_**  
A restore data set to Enterprise VM/SAN )  
Target: up 12 hours after start time.
  - h. DOT Email System (DOT-MAIL-02)**  
A restore data set to Enterprise VM/SAN  
Target: up 12 hours after start time.
  - i. DOT Project Management System (DOT-PMPWEB)**  
A restore data set to Enterprise VM/SAN.  
Target: up 2 hours after start time.
  - j. DOT Project Management System (DOT-PMPDB)**  
A restore data set to Enterprise VM/SAN  
Target: up 24 hours after start time.
  - k. DOT Project Management System (DOT-PMPRPT)**  
A restore data set to Enterprise VM/SAN  
Target: up 24 hours after start time.
  - l. DOT File Server (NAS2)**  
A restore data set to a disk volume set of (5TB)  
Target: up 24 hours after start time.
  - m. DOT File Server (DOT-IMAGE-01)**  
A restore data set to disk volume of (3.4TB).  
Start Time: 20-24 hours after called disaster.  
Target: up 4 hours after start time.

**VII. Rhode Island Department of HEALTH (Mobile 19 & 20)**

The Rhode Island DOH (HEALTH) has the requirement of having access to all our systems within 24 hours of a called disaster. This will be after the completion of the Enterprise StorServer appliance and full TSM database restore. All HEALTH servers rely on Enterprise StorServer

RFP #7548852  
IT DISASTER RECOVERY SERVICES

appliance and TSM DB access for restoration. Mobile 19 lists 19 Intel Servers, each with 1.2TB of hard disk space, Mobile 20 lists 10 Novell NetWare servers each running NetWare 6.5 SP8. Each NetWare server will have 300GB of hard drive space with the exception of 2 which will have 2.1 TB of disk space. The Third group of servers is HEALTH's Virtual Environment consisting of 25 VMs and a total disk space of 3TB. .

**VIII. Rhode Island Department of Corrections (Mobile 28 & 11)**

The DOC system must be restored, tested, and operating within 48 hours of a called disaster. The restore of our critical systems requires total disk capacity of 7TB. The systems restoration will be done through Veritas BackupExec system using system restore tapes supplied by the State of RI. The system restore tape will be on LTO4 tape media. A minimum of 10GB of memory and 4 CPUs are required for this backup system. Systems will be restored as follows:

- a. **Domain Controllers.** DOC-DC-01, DOC-DC-02, DOC-DC-03
- b. **ESX VM Servers.** A total of 5, DOCESXP01, DOCESXP02, DOCESXP03, DOCESXP04 and DOCESCP05.
- c. **INFACTS System** (Oracle server). Systems needed are DOC11 and IMAGESVR. Target 4 Hours after called disaster
- d. **Mental Health (EMR system)** – Systems in Warwick EOC. Currently being backed up through data domain. Systems needed, DOC-EMR1, DOC-EMR2, DOC-EMR3DB and DOCWEBAPP03. Target 4 Hours after call disaster
- e. **SI300 Imaging System** – Employee Badges, Inmate Badges, Inmate Pictures. Two systems needed restored, DOC11 and IMAGESVR. Target: 4 hours after called disaster
- f. **Time Tracking System** (Payroll/Roll calls for Uniformed Staff/Access with Oracle backend. Systems needed, DOC11 and DOCTIMETRACK. Target: 8 hours after called disaster
- g. **Transition from Prison to Community, TPCDS** – Systems needed restored, DOCTPCDS01, DOCTPCP01, DOC11. Target: 24 hours after called disaster
- h. **CDC Warehouse Inventory** – Systems needed restored, DOC11 and DOCWEBAPP03. Target: 24 hours after called disaster
- i. **E-mail** – Two VM servers, DOC-MAIL-01 and DOCMAILP01. Target: 24 hours after called disaster
- j. **Substance Abuse Tracking System.** Two systems needed restored, DOC12, DOC11 and DOCWEBAPP01. Target: 2-5 days after called disaster
- k. **WINFACTS** – Web enabled INFACTS. Two systems needed, DOC11 and DOCWEBAPP01. Target: 2-5 days after called disaster

RFP #7548852  
IT DISASTER RECOVERY SERVICES

1. **Human Resources** – Access database on VM server DOC-FS-01.

**IX. Department of Labor & Training (Mobile 13 & 15)**

**a. Windows Servers:**

DLT has 56 critical windows servers in production. Each system must be restored, tested, and fully functional within 24 hours of a called disaster. In the listing below are descriptions of the systems functions and the disk storage requirements. Unless otherwise noted below most of the Windows systems at the DLT Center General Data Center are backed by two HP LTO IV auto-changer Tape Library. The Tape Library are each connected to two Windows servers running Symantec BackupExec media servers with the appropriate remote agents to support the backup of Windows servers, Exchange servers, and MS SQL servers. The normal backup procedure is that each Friday evening a full backup is started that continues throughout the weekend. In addition to the full Friday evening backup, a differential backup is scheduled for Monday through Thursday evenings. A full system restoration will require the latest Friday full backup tape(s) and the latest differential tape(s). The restores need to be performed by technical staff with either a MCSE or MCSA qualification and familiarity with the Symantec BackupExec software. All tapes will be supplied by the DLT via the offsite Tape Storage Vendor.

**b. SCO UNIX Servers: (Mobile 31)**

DLT has one critical SCO UNIX server. This system must be restored, tested, and fully functional within 24 hours of a called disaster. The backup system consists of one external DLT 20/40gig tape drive running under Microlite Backup Edge recovery software. A full backup of the entire system is scheduled for Monday through Friday. A disaster recovery restore requires identical HP ML370 hardware. The restore procedure requires that the system is booted from Backup Edge recovery disks and restored from the last full backup tape. The restores need to be performed by SCO Unix qualified technical staff with familiarity with Microlite Backup Edge software. All tapes will be supplied by the DLT via the offsite Tape Storage Vendor.

**c. IBM Main Frame Enterprise Host: (Hotsite 1)**

The IBM Model = Z890 Mod 110 Mainframe has 8 – 146 gig drives that are mirror imaged. The system is backed up nightly and can be restored with the nightly backups. The backup tapes are 3590E, tape cartridges. All restores are to be performed by a qualified IBM systems operator with IBM backup and restore. The first Monday of every month, the system backups are sent offsite to Tape Storage Vendor. These tapes can be returned within 24 hours

**d. AS/400 Midrange Hosts: (Mobile 44)**

The RI Department of Labor and Training has two mission-critical I5 that must be recovered within a 24 hour period after the a state of disaster occurs. This includes restoration of the microcode, operating system, configurations and data libraries which come from the most recent system backup tape, and the last completed nightly backup tape available. The restore must be done by an experienced and qualified AS/400 administrator with security officer clearance. Also required is the Backup and Recovery Guide for the Operating System's Version and Release Level at the time of the disaster. The State of RI and Tape Storage Vendor are responsible for the housing of these required tapes.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

**X. RI Department of Environmental Management (Mobile 17)**

The RIDEM systems are required to be restored and accessible within a 48hr time period. The RIDEM Email system, comprised of 2 Microsoft Exchange servers, DEM-MAIL-01 and DEM-MAIL-02 will need to be restored within 4 hours; this would also include a minimum of one Active Directory DC. The Human Resources SCO Unix system will need to be restored within 8 hours. The Agriculture/Boating SOC UNIX Server will need to be restored within 24 hours. At this time all other critical servers may be restored within a 48 hour time period. The RIDEM Systems will be restored using Backup Exec and LTO4 Ultrium tape media provide by the State of RI.

**Server NAS2**

NAS2 must be restored, tested, and operational within 48 hours of a called disaster.

This is the file server running Windows on VMware. The restore requires 2 TB of usable disk space in a SAN environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems, VMware and Backup Exec recoveries.

**Server DEM-SQL-1**

DEM-SQL-1 must be restored, tested, and operational within 48 hours of a called disaster.

This is the primary production database server server running Windows on VMware. The restore requires 200 GB of usable disk space in a SAN environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems, VMware and Backup Exec recoveries.

**XI. RI Department of Administration (Mobile 3, 4, 6, 7 & 8)**

Servers (RIDOA) must be restored, tested, and operational within 24 hours of a called disaster.

Servers (RIDOA) consist of 6 servers.

- a. Mainframe Source and Ticketing System
  - a. 2 dual core intel processors
  - b. 2 GB memory
  - c. 100 GB of usable disk space (raid 5)
  - d. 1 ethernet 1000MBps Port
  - e. Capable of running 32-bit OS
- b. DOR Taxation Data Warehouse – 5 servers
  - a. Server-01
    - i. 2 quad core intel processors
    - ii. 8 GB memory
    - iii. 100 GB of usable disk space (raid 5)
    - iv. 1 ethernet 1000MBps Port
    - v. Capable of running 32-bit OS
  - b. Server-02
    - i. 2 quad core intel processors
    - ii. 8 GB memory

RFP #7548852  
IT DISASTER RECOVERY SERVICES

- iii. 100 GB of usable disk space (raid 5)
- iv. 1 ethernet 1000MBps Port
- v. Capable of running 32-bit OS
- c. Server-03
  - i. 2 quad core intel processors
  - ii. 8 GB memory
  - iii. 7 TB of usable disk space (raid 5)
  - iv. 1 ethernet 1000MBps Port
  - v. Capable of running 32-bit OS
- d. Server-04
  - i. 2 quad core intel processors
  - ii. 16 GB memory
  - iii. 8 TB of usable disk space (raid 5)
  - iv. 1 ethernet 1000MBps Port
  - v. Capable of running 32-bit OS
- e. Server-05
  - i. 2 quad core intel processors
  - ii. 4 GB memory
  - iii. 400 GB of usable disk space (raid 5)
  - iv. 1 ethernet 1000MBps Port
  - v. Capable of running 32-bit OS

The system restores will be performed by the use of Symantec Backup Exec, and StorServer recovery methods utilizing both encrypted backup media and disk backup systems. The restore procedures will be provided by the State of RI. The OS and system restores will be performed by a qualified technician that is familiar with Windows operating systems; along with Symantec Backup Exec and StorServer file recovery methods. The Agriculture/Boating SOC UNIX Server will need to be restored within 24 hours.

## **XII. Agency off-site servers**

### **a. Servers (Treasury) (mobile 23, 26 & 47)**

Servers (Treasury) must be restored, tested, and operational within 24 hours of a called disaster. Servers (Treasury) consist of two virtual hosts with at least 12 guest virtual machines and a single physical backup server. The guest virtual machines include two domain controllers, a Microsoft Exchange Server, SQL servers (both 2005 and 2008), a Linux-based application/web server, and file/print servers. , These servers are the core services from the General Treasury. The virtual hosts are Vmware ESXi 5.X hosts, each with 2 socket/4 core Intel processors, 128 GB RAM, with access to a combined 3.6 TB of storage. The restore will be performed by the use of tape media via Backup Exec software. Media and and restore procedures will be provided by the State of RI. The restore operation should be completed by a qualified technician familiar with restoring/managing the referenced guest systems and Vmware hosts.

Servers (Retirement) must be restored, tested, and operational within 24 hours of a called disaster. Servers (Retirement) consist of four virtual hosts with at least 70 guest virtual machines and a single physical backup server. The guest virtual machines include domain controllers, SQL servers (both 2000 and 2005), application/web servers, a PeopleSoft server, a FileNet server and terminal servers. These servers are the core services from the Retirement System. The virtual hosts are 4 Vmware ESXi 5.X hosts, each with 2 socket/4 core (2 Intel and 2 AMD) processors, 128 GB

RFP #7548852  
IT DISASTER RECOVERY SERVICES

RAM, with access to a combined 7.2 TB of storage. The restore will be performed by the use of tape media via Backup Exec software. Media and restore procedures will be provided by the State of RI. The guest operating systems are mainly Windows 2000 and Windows 2003 systems. The restore operation should be completed by a qualified technician familiar with restoring/managing the referenced guest systems and VMware hosts.

**b. Servers (Fire Marshal)**

Servers (Fire Marshal) must be restored, tested, and operational within 24 hours of a called disaster. Servers (Fire Marshal) consist of one server. This server is the file/print for the Fire Marshal's Office running Windows Server 2003 R3 sp2 – 1TB storage, LTO-4 internal Tape drive, Symantec Backup Exec software. The system restores will be performed by the use of Symantec Backup Exec. media and backup media along with restore procedures will be provided by the State of RI. The OS and Symantec restores will be performed by a qualified technician that is familiar with Windows operating systems and Symantec recoveries. This server is the file/print for the Fire Marshal's Office running a Microsoft operating system with this configuration:

- a. 2 dual core intel processors
- b. 4 GB memory
- c. 1 TB of usable disk space (raid 5)
- d. 1 ethernet 1000Mbps Port
- e. 1 LTO4 tape drive
- f. Capable of running 64-bit OS

**c. Servers (Historical)**

Servers (Historical) must be restored, tested, and operational within 24 hours of a called disaster. Servers (Historical) consist of one server. This server is the file/print server for the Historical Commission running a Windows operating system. Windows Server 2003 R3 sp2 – 1TB storage, LTO-4 internal Tape drive, Symantec Backup Exec software. The system restores will be performed by the use of Symantec Backup Exec. Symantec media and backup media along with restore procedures will be provided by the State of RI. The OS and Symantec restores will be performed by a qualified technician that is familiar with Windows operating systems and Veritas recoveries. This server is the file/print server for the Historical Commission running a Windows operating system with this configuration:

- a. 2 dual core intel processors
- b. 4 GB memory
- c. 1 TB of usable disk space (raid 5)
- d. 1 ethernet 1000Mbps Port
- e. 1 LTO4 tape drive
- f. Capable of running 64-bit OS

**d. Servers (Ethics)**

Servers (Ethics) must be restored, tested, and operational within 24 hours of a called disaster. Servers (Ethics) consist of one server. This server is the file/print server for the Ethics Commission running a Windows operating system. Windows Server 2003 R3 sp2 – 1TB storage, LTO-4 internal Tape drive, Symantec Backup Exec software. Symantec media and backup media along

RFP #7548852  
IT DISASTER RECOVERY SERVICES

with restore procedures will be provided by the State of RI. The OS and Symantec restores will be performed by a qualified technician that is familiar with Windows operating systems and Symantec recoveries. This server is the file/print server for the Ethics Commission running a Windows operating system with this configuration:

- a. 2 dual core intel processors
- b. 4 GB memory
- c. 1 TB of usable disk space (raid 5)
- d. 1 ethernet 1000MBps Port
- e. 1 LTO4 tape drive
- f. Capable of running 64-bit OS

**e. DMV KnowledgeLake Imaging System Servers**

DMV KnowledgeLake Imaging System must be restored, tested, and operating within 24 hours of a called disaster. The restore requires disk capacity of 25 TB. The system restore will be initiated from a system restore tape or other media supplied by the State of RI. The system restore tape will be LTO4 or higher and requires a mirrored internal boot drive on the server. The data restore will be initiated by utilizing Networker restore procedures. A minimum of 4 GB of memory and 7 CPUs are required for this system.

**XIII. BHDDH servers (Mobile 39 & 40)**

**a. Servers (BHDDH-AP-PRODRX)**

Server (BHDDH-AP-PRODRX) must be restored, tested, and operational within 24 hours of a called disaster. Server (BHDDH-AP-PRODRX) consists of one server. This server is application server for the BHDDH Pharmacy in Cranston and Zambarano running a Windows operating system on VMware. The restore requires 100GB of usable disk space in a SAN environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems, VMware and Backup Exec recoveries.

**b. Server (BHDDH-DB-PRODRX)**

Server (BHDDH-DB-PRODRX) must be restored, tested, and operational within 24 hours of a called disaster. Server (BHDDH-DB-PRODRX) consists of one server. This server is the database server for the BHDDH Pharmacy in Cranston and Zambarano running a Windows operating system on VMware. The restore requires 250GB of usable disk space in a SAN environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems, VMware and Backup Exec recoveries.

**c. Servers (DBH-SQL-802)**

Servers (DBH-SQL-802) must be restored, tested, and operational within 24 hours of a called disaster. Servers (DBH-SQL-802) consist of one server. This server is the database server for the Division of Behavioral Healthcare Teleforms system Windows operating system. The restore requires 205GB of usable disk space in a RAID environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with

RFP #7548852  
IT DISASTER RECOVERY SERVICES

restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems and Backup Exec recoveries.

**d. Servers (BHDDH-WEB-PRDIN)**

Servers (BHDDH-WEB-PRDIN) must be restored, tested, and operational within 24 hours of a called disaster. Servers (BHDDH-WEB-PRDIN) consist of one server. This is the intranet server BHDDH running Windows operating system on VMware. The total restore of this server requires 150GB of usable disk space in a SAN environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems, VMware and Backup Exec recoveries.

**e. Servers (Bernoullinet01)**

Servers (Bernoullinet01) must be restored, tested, and operational within 24 hours of a called disaster. Servers (Bernoullinet01) consist of one server. This server is for the ventilator monitoring system BHDDH Eleanor Slater Hospital running a Windows operating system. The restore requires 70GB of usable disk space in a RAID environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems and Backup Exec recoveries.

**f. Servers (BHDDH-AP-XRI2)**

Servers (BHDDH-AP-XRI2) must be restored, tested, and operational within 24 hours of a called disaster. Servers (BHDDH-AP-XRI2) consist of one server. This server is for the digital xray system for the BHDDH Eleanor Slater Hospital Radiology Unit running a Windows operating system on VMware. The restore requires 600GB of usable disk space in a SAN environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems, VMware and Backup Exec recoveries.

**g. Servers (BHDDH-FS-01)**

Servers (BHDDH-FS-01) must be restored, tested, and operational within 24 hours of a called disaster. Servers (BHDDH-FS-01) consist of one server. This is the file server for BHDDH running a Windows operating system on VMware. The restore requires 1050GB of usable disk space in a SAN environment. The system restores will be performed by the use of Symantec Backup Exec. Backup Exec media and backup media along with restore procedures will be provided by the State of RI. The OS and Backup Exec restores will be performed by a qualified technician that is familiar with Windows operating systems, VMware and Backup Exec recoveries.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

**XIV. DCYF servers (Mobile 18 & 37)**

The following systems need to be restored within 24 hours of caller disaster: Enterprise Active Directory (AD), RICHIST Database, Terminal Server Farm, and e-Mail. Enterprise AD and e-Mail are restored under a different mobile.

The VMWare virtual servers needed for the restoration of the DCYF RICHIST systems are listed below:

**Critical Systems (Up in 24 Hours):**

DCYF-DB-RICHIST1 – Sybase Database server (250GB)  
DCYF-FS-01 – File Server with Worker Data and Profiles (500GB)  
DCYF-TS-STAFF1 thru DCYF-TS-STAFF10 – Terminal Server Farm (75GB/ea.)  
DCYF-AP-SDSTAF1 – Session Directory for Terminal Services (60GB)  
DCYF-AP-DHCPLIC – DHCP and Terminal Services Licensing Server (60GB)  
DCYF-PS-EOC1 – Print Server (60GB)

**Intermediate Systems (Up in 48 Hours):**

DCYF-AP-SRV1 – AutoSys job scheduling server (80GB)  
DCYF-AP-HIS1 – SNA Server for InRhodes access (60GB)

**Low Systems (Up in 96 Hours):**

DCYF-AP-FRIE1 – PaperVision document server (60GB)

**XV. RISP Servers (Mobile 43)**

RISP Servers (Critical Services) must be restored, tested, and operational within 24 hours of a called disaster. The Rhode Island State Police require three (3) host ESXi servers with 24 GB RAM (each) with connectivity to a SAS Disk populated SAN in order to support five (5) Virtual Servers utilizing eight (8) TB of disk based storage. The main records management server restore will be performed by Veritas Backup Exec. Veritas media and backup media along with restore procedures will be provided by the RISP. All other servers will be restored using VEAAM backup software provided by the RISP. The VEAAM and Veritas restores will be performed by a qualified technician that is familiar with Windows operating systems and VMware with VEAAM recoveries. In the event of a disaster lasting longer than 72 hours six (6) additional virtual servers requiring an additional six (6) TB of disk space to be allocated on the above SAN, will be necessary.

**XVI. Cloud Recover Services (Mobile 50)**

The Cloud solution must provide our applications with appropriate levels of security and availability with guaranteed recovery time objectives and recovery point objectives.

Cloud solutions to include:

**Managed Cloud Services** — combine world-class IT infrastructure management with all the necessary compute, storage, network, and backup services and operational support in a multi-tenant environment.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

**Managed Private Cloud Services** — for a more private production compute environment. Managed Private Cloud Services must offer dedicated VMware ESX clusters and dedicated datastores that isolate critical data while taking advantage of shared components.

**Hosted Private Cloud Services** — for the Hosted Private Cloud Services it must have a 100% dedicated Cloud platform for our production environment to ensure security, performance, and resiliency.

**Recover2Cloud for Server Replication** — Windows and Linux production applications recovery in less than four hours, providing asynchronous server-based replication and manages it end to end, with built-in continuous data protection allowing us to restore to any point within the three days prior to the outage.

**Recover2Cloud for Vaulting** — providing the ability to recover a dedicated backup from the Cloud, Recover2Cloud for Vaulting restores data and applications from an online vault within 24 hours.

**Recover2Cloud for vCenter SRM** — leveraging VMware's Site Recovery Manager recovery automation software, delivering fully managed recovery as a service for VMware environments.

**XVII. Managed Recovery Program -** In the event of an outage or declared disaster, the vendor assumes responsibility for recovery for the State of RI. They are also responsible to maintain, update and develop the States recovery plans and procedure, ensuring synchronization with the changes in our Critical production environment and complete manage the testing of the Application recovery plans.

- a. Develop and maintain application and data recovery programs to meet required recovery time and recovery point objectives (RTO/RPO), with complete procedure documentation
- b. Perform recovery management procedures by policy during testing and recovery, including restoring your network, operating systems, and backup application data
- c. Deliver audit-ready reports on a monthly and quarterly basis, with actionable recommendations

**General Qualifications:** *To be considered qualified, Vendors must demonstrate:*

Ability to provide a comprehensive solution to recover schedules in case of a disaster.

**Vendor Business Requirements:** *To be considered qualified, Vendors must demonstrate:*

Proven experience in providing disaster recovery services.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

EXHIBIT 1  
INSURANCE

**Vendors shall procure at their expense and maintain all insurance required in form and terms acceptable to State for the duration of the contract or as otherwise specified.**

Before issuance of a Purchase Order Release, vendors are required to submit certificates of insurances and any required endorsements acceptable to State. Vendor shall provide State with replacement Certificate(s) and endorsements upon expiration, renewal, expiration or cancellation of the policies during the term of the contract, unless a longer period is specified. All certificates and endorsements shall reference this RFP.

**Commercial General Liability Insurance:** Commercial General Liability Insurance covering bodily injury, broad form property damage, personal and advertising injury, independent contractors, products completed operations, and contractual coverage. Coverage shall be written on an occurrence basis and shall extend to an agent, independent contractor, temporary worker and a leased worker. A combined single limit of \$1,000,000 per occurrence and aggregate is required.

**Auto Liability Insurance:** Auto Liability Insurance covering all owned, non-owned or hired vehicles. A combined single limit per occurrence of \$1,000,000 will be obtained (if applicable).

**Workers Compensation:** Workers Compensation coverage in compliance with the workers' compensation laws of the State. Coverage shall include Employers Liability Insurance with minimum limits of \$500,000 each accident, \$500,000 disease or policy limit, \$500,000 each employee (if applicable).

**Technology Errors and Omissions Liability Insurance:** Coverage to include Errors or Omissions, Product Failure, Security Failure, Professional Liability and Personal Injury. Vendor will obtain Technology Errors and Omissions Liability Insurance with minimum limits of \$1,000,000 per claim and aggregate. Insured will include any individual who is an agent, independent contractor, leased worker or temporary worker while acting within the scope of his or her contract with the named insured on projects under this RFP.

The State, agencies or any entity the Vendor is providing services to under this agreement and each of its and their officers and employees will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Vendor in excess of the minimum requirements set forth above. The duty to indemnify the State, agencies and any entity to which the Vendor provides services under this agreement and each of its and their officers and employees shall not be limited by the insurance required in this section or in any way limit the Vendor's liability.

The Commercial General Liability Insurance, Auto Liability Insurance and the Technology Errors and Omissions Liability Insurance shall include the State, agencies, or any entity the Vendor is providing services to and each of its and their officers and employees as Additional Insured, but only with respect to the Vendor's activities under the contract. Such additional insured status includes extension to products and completed operations as it pertains to commercial general liability insurance.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

The insurance required through a policy or endorsement shall include a waiver of subrogation waving any right to recovery the insurance company may have against the State, its agencies, or any entity that the Vendor is providing services to under this RFP and each of its and their officers and employees.

A provision that Vendor's insurance coverage shall be primary as respects any insurance, self-insurance or self-insured retention maintained by the State, agencies, or any entity the Vendor is providing services to under this RFP and each of its and their officers and employees. Any insurance, self-insurance or self-insured retention maintained by the State, its agencies, or any entity the vendor is providing services to under this RFP and each of its and their officers and employees shall be in excess of the Vendor's insurance and shall not contribute.

The owner of the respective equipment installed in the Disaster Recovery Site to which Vendor provides services under this RFP, is responsible for insuring its equipment until such time it becomes the property of the State or respective entity. If the State or any entity that the vendor is providing services to under this RFP is not the owner of this equipment, the owner shall remove such equipment from the respective premises as soon as possible after termination or expiration of the contract.

There shall be no cancellation, material change, potential exhaustion of aggregate limits or non-renewal without 30 days written notice from the Vendor or its insurer(s) to the Department of Administration, Division of Information Technology and to the Purchasing Agent. Any failure to comply with the reporting provisions of this clause shall be grounds for immediate termination of this contract.

Insurance coverage required under the contract shall be obtained from insurance companies acceptable to the Purchasing Agent.

The Vendor shall pay all deductibles, self-insured retentions and/or self-insurance included hereunder.

The Vendor shall disclose to the State the amount of any deductible, self-insured retention and/or self-insurance. The State reserves the right to reject any such insurance as not complying based on the amount of the deductible, self-insured retention and/or self-insurance.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual requirement.

RFP #7548852  
IT DISASTER RECOVERY SERVICES

EXHIBIT 2  
ADDITIONAL TERMS AND CONDITIONS

For purposes of this Exhibit 2, State shall include State, agencies and any entity the Vendor provides services to and each of its and their officers and employees.

a. **Warranties**

- i. Errors or Defects in the Services: In case of any error or defect in the services arising from Vendor's acts or omissions, Vendor shall promptly cause such error or defect to be corrected at no additional cost to State. Vendor shall be responsible for the cost of repairing any damage it causes during its performance of any related installation services. State reserves the right to withhold any payments until the repair is made, in an amount equal to the damage incurred.
- ii. Work Product: Vendor warrants and represents that it has the right to transfer ownership to State of Vendor's work product performed hereunder, and that such work product hereunder shall not infringe any other party's proprietary property rights, tangible or intangible or other interests.
- iii. Vendor represents and warrants that for the full duration of any resulting contract, all services provided under any resulting contract perform in the manner and functionality as described.
- iv. Vendor warrants equipment for the minimum period described in the RFP and a longer period if provided in its Proposal.

b. **Indemnification** Vendor shall defend, indemnify, and hold harmless State and shall pay, as incurred, all damages, costs, fees, and expenses (including reasonable attorney's fees) arising out of the performance or non-performance or alleged breach of any resulting contract, including without limitation, any claims, actions, suits, or other proceedings:

- i. Alleging facts which, if true, would cause Vendor to be in breach of the section its infringement indemnification;
- ii. Relating to a breach by Vendor of any of its other representations, warranties, agreements, or covenants under any resulting contract; or
- iii. Relating to any act or failure to act by any Vendor personnel while on the premises of State.
- iv. State shall provide Vendor notice of any such action within a reasonable time upon receipt of knowledge of the same. In connection with any claim made by a third party, Vendor shall bear the expenses of defending such claim (regardless of whether the allegations supporting such claim are finally determined to be true) and, at its option, may assume the defense of any such action and all negotiations for its settlement or compromise (it being

RFP #7548852  
IT DISASTER RECOVERY SERVICES

understood that your company shall not enter any settlement without the consent of State, provided, further, however, that if Vendor does not, within ten (10) days of receiving such notice from State, select counsel to defend such claim or action, and such counsel shall be reasonably acceptable to State, then State may through counsel of its choice, select counsel to defend at Vendor's cost. Each party shall keep the other party fully informed about all material information regarding any claim covered under this section.

**c. Confidentiality**

- i. Definition. Subject to the requirements of the Rhode Island Access to Public Records Act R.I.G.L. § 38-2-1, *et seq.*, all confidential or proprietary information related to either party including, but not limited to, any and all data used, disclosed, disseminated, collected, stored or transmitted (including third party data) and the State's Network and Server Hardware configuration, shall be held in absolute confidence by the other party. Each party shall, however, be permitted to disclose as necessary, information to its officers, agents and employees to the extent such disclosure is necessary for the performance of their duties under or in connection with any resulting contract, provided they are under the same that the data may be used, disclosed, stored and disseminated only as provided by and consistent with the law and any resulting contract. Notwithstanding the foregoing, no information shall be deemed to be Confidential Information if the receiving party can demonstrate that such information:
  - a. Is disclosed to the receiving party by a third party without the imposition of any obligation of confidentiality
  - b. Becomes known to the general public without fault of the receiving party;
  - c. Is developed by any employee or partner of the receiving party under any resulting contract who had no access to any information disclosed to such party under any resulting contract;
  - d. Was previously known by the receiving party without any obligation of confidentiality ; or
  - e. Is required to be disclosed by law after reasonable notice to the other party.

**d. Unauthorized Disclosure or Access to Confidential Information**

Vendor shall notify State and the Chief Information Officer of the State ("State Impacted Parties") of any successful unauthorized electronic or other access to State Confidential Information as defined above within two (2) business hours of knowledge of occurrence. The notice shall contain information available to Vendor at the time of

RFP #7548852  
IT DISASTER RECOVERY SERVICES

the notification, to aid the State Impacted Parties in examining the matter. More complete and detailed information will be provided to the State Impacted Parties as it becomes available to Vendor. For security reasons, the disclosure from Vendor to State Impacted Parties as contemplated in any contract may include information specifically designated as “confidential” and shall be treated by State Impacted Parties as such. Vendor and State Impacted Parties shall cooperate with each other in any public disclosures related to any such successful unauthorized access. In the event of a successful unauthorized access Vendor agrees (a) it shall pay for an independent third party security firm acceptable to the State to analyze the incident and determine the cause and extent of the compromise, which report shall be provided to the State, and (b) Vendor shall, at its cost, provide notification as required, and establish a call center and purchase credit monitoring services, where necessary. Vendor shall indemnify and hold harmless the State, from any and all damages, penalties, costs, expenses, claims, causes of action, fees, penalties (including reasonable attorney’s fees and regulatory defense) which may arise, accrue or be caused in whole or in part, directly or indirectly, by Vendor’s intentional acts, negligent acts or omissions, or material failure to perform under the terms of this contract, or violation of applicable laws, rules, regulations, to State or any third party from such successful unauthorized access. .

- e. **Assignment** Vendor shall not delegate, assign or transfer, in whole or in part, any resulting contract, whether voluntary, involuntary, or by operation of law, without the prior written consent of State. If such written consent is not obtained, such delegation, assignment or transfer shall be null and void. Upon State’s consent to the foregoing, any said successors shall ratify, agree to and comply with any and all obligations arising under any resulting contract and shall be liable for all non-waived obligations breached by Vendor.

- f. **Succession**

The services provided under this contract are important to the State. Vendor agrees these services are important to the State and that they must be continued without interruption and that upon expiration or termination of this RFP another entity may continue all or part of them. In such event, the Vendor agrees to make an orderly transition of such services and to perform any and all tasks in good faith that are necessary to preserve the integrity of the services.

- g. **Choice of Law and Venue**

Any and all claims or disputes relating to or arising out of any resulting contract, or the breach thereof, whether in contract, tort or otherwise, shall be construed in accordance with and governed by the laws of State of Rhode Island, without reference to conflict of law principles and suit, if any, must be brought in the State of Rhode Island.

# CONFIDENTIAL

## Center-Based Recovery Services

Qty	HotSite 1 Customer Configuration Ref: Customer Configuration Ref: Mainframe Equal to IBM Z9 2096- R07 Model G01	
1	IBM zSeries Processor	
	1	LPAR
	110	IBM MIPs
	16384	MB Memory
	3	OSA-Express Ethernet 10/100/1000Mbps Port
1	IBM 4245 Line Printer	
1	HP LaserJet 5si Printer	
1	Xerox DocuPrint 135MX EPS with DocuSP Controller	
	1	Duplex Option
	1	IPDS Feature
	1	MICR Feature
2	20/60GB 3590-B11 Magstar Tape/Loader Addresses w/ 10 Slots	
12	0.8/2.4GB 3490-E Tape/Loader Addresses w/ 7 Slots	
4	40/120GB 3590-E11 Magstar Tape/Loader Addresses w/ 10 Slots	
1758	GB of Mainframe DASD	

Qty	HotSite 2 Customer Configuration Ref: Configuration Ref: SRI - DLT MF	
1	IBM zEnterprise Processor	
	1	LPAR
	26	IBM MIPs
	4096	MB Memory
	2	OSA-Express Ethernet Gigabit Port
3	0.8/2.4GB 3490-E Tape/Loader Addresses w/ 7 Slots	
1200	GB of Mainframe DASD	

# CONFIDENTIAL

## Mobile Recovery Services

Qty	<b>Mobile 1</b> <sup>12</sup> Customer Configuration Ref: Configuration Ref: Enterprise Mobile	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	ENT-IBKUP-12105	
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	8	GB Memory
	1072	GB Internal Disk
	1	DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
12	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	RI-DC-02	
	RI-DC-03	
	ENT-DC-01	
	ENT-DC-02	
	ENT-DC-03	
	ENT-DC-04	
	DOR-DC-01	
	DOR-DC-02	
	DOR-DC-03	
	DOR-DC-04	
	DCYF-DC-02	
	RI-DC-01	
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	210	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	800/1600GB LTO-4 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)	

# CONFIDENTIAL

<b>Qty</b>	<b>Mobile 2</b> <sup>12</sup>	
	Customer Configuration Ref: Configuration Ref: Schedule ENT	
	Virtual Servers	
3	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	ENT-ESX-DMZ01	
	ENT-ESX-DMZ02	
	ENT-ESX-DMZ03	
	2	Intel Quad-Core 2 66 GHz Xeon CPU (EMT64, VT)
	64	GB Memory
	300	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
	1	SCSI Port
14	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	ENT-ESX-DOA003	
	ENT-ESX-DOA004	
	ENT-ESX-DOA005	
	ENT-ESX-DOA006	
	ENT-ESX-DOA007	
	ENT-ESX-DOA008	
	ENT-ESX-DOA001	
	ENT-ESX-DOA002	
	ENT-ESX-DOA009	
	ENT-ESX-DOA010	
	ENT-ESX-DOA011	
	ENT-ESX-DOA012	
	ENT-ESX-DOA013	
	ENT-ESX-DOA014	
	2	Intel Quad-Core 2 66 GHz Xeon CPU (EMT64, VT)
	64	GB Memory
	300	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
	1	RAID Controller
	1	Fiber Channel Port
4	TB Disk - RAID protected	4,5
1	Fabric Switch (16 Port)	
24	TB Disk - RAID protected	4,5
1	Cisco Catalyst 6509E Switch	4,5
	2	10 Gigabit Ethernet Port

# CONFIDENTIAL

Qty		Mobile 4 <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: Schedule B (DOA) Servers ( FILE/Print)
1		x86 Server (w/ Monitor, Keyboard, Mouse) <span style="float: right;">3</span>
		ENT-FS-ARC01
	2	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)
	8192	MB Memory
	1500	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
	1	Fiber Channel Port

Qty	Mobile 5 - Intentionally Deleted
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Qty		Mobile 6 <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: Schedule B - DOA : High Impact Services
1		RS/6000 p550 Service Level - Requires AIX 5.3 or Higher
	2	LPAR
	2	1.65 GHz Power5 CPU
	146	GB Internal Disk
	8	GB Memory
1		Ethernet 1 Gbps Port
2		Ethernet 10/100/1000 Mbps Port
1		Fiber Channel 2GB Port
1		3196 Terminal or Equivalent
	2	1.65 GHz Power5 CPU
	146	GB Internal Disk

	8	GB Memory
1		DVD-ROM Drive
1		Ethernet 10/100/1000 Mbps Port

# CONFIDENTIAL

Qty		Mobile 7 <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: Schedule B (DOA) High Impact Services	
1	AS/400 8xx iSeries Service Level		6
	1000	Batch/Processor CPW	
	1000	Interactive CPW	
	1	GB Memory	
112	GB Internal Disk		
2	Ethernet 10/100 Mbps Adapter		
1	Communication Ports (V.24)		
1	100/200GB LTO Ultrium (LTO-1) Tape Drive; IBM 3580		

Qty		Mobile 9 <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: Schedule B DOA Servers High Medium Intel Services	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOA-PMO-29171		
	1	Intel Xeon 3.66 GHz CPU (EMT64)	
	2048	MB Memory	
	75	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOR-ITEMP-001		
	4	Intel Xeon 3.66 GHz CPU (EMT64)	
	2048	MB Memory	
	108	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3

# CONFIDENTIAL

	DOR-ITEMP-002		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	1024	MB Memory	
	216	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOR-WHSE-01		
	2	Intel Quad-Core 3.0 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOR-WHSE-02		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	72	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOR-WHSE-03		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	373	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOR-WHSE-04		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	16384	MB Memory	
	300	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	2	Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOR-WHSE-05		

# CONFIDENTIAL

	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	332	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ONBase Server (w/1904GB extl disk)		
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	64	GB Memory	
	1168	GB Internal Disk	
	1	DVD-RW Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1904	GB Disk - RAID protected		4
7700	GB Disk - RAID protected		4

<b>Qty</b>	<b>Mobile 11</b> <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: Schedule C (DOC)		
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOC11		
	2	Intel Quad-Core 2 66 GHz Xeon CPU (EMT64, VT)	
	32	GB Memory	
	146	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 1 Gbps Port	
	1	Fiber Channel Port	
16	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOCESXP01		
	DOCESXP02		
	DOCESXP03		
	DOC17 - Exchange Server		
	DOC14 - Web Server		
	DOCAPPSP01 - Application Server		
	DOCFILESVR1 - File Server		
	DOCORAP02 - Oracle Server		

# CONFIDENTIAL

	DOCPRINT - Print Server	
	DOCPROXYP02 - Web Proxy	
	DOCSMTPP01 - SMTP Server	
	DOCERMP05 - MIS Remote Support	
	DOCTERMP8 - Terminal Server	
	DOCTPCDSP01 - Web Application	
	IMAGESVR - Image Server	
	DOCMONP01	
	4 Intel 6-Core 2.4 GHz Xeon CPU (EMT64, VT)	
	65536 MB Memory	
	146 GB Internal Disk	
	1 DVD-ROM Drive	
	3 Ethernet 10/100/1000 Mbps Port	
	2 Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOC3B	
	2 Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4 GB Memory	
	146 GB Internal Disk	
	1 DVD-ROM Drive	
	2 Ethernet 10/100/1000 Mbps Port	
	1 Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOC-STORSERVER1	
	2 Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	8 GB Memory	
	146 GB Internal Disk	
	1 DVD-RW Drive	
	1 Ethernet 10/100/1000 Mbps Port	
	2 Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOCFILEP01	
	1 Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	4 GB Memory	
	146 GB Internal Disk	
	1 DVD-RW Drive	
	1 Ethernet 10/100/1000 Mbps Port	

# CONFIDENTIAL

	2	Fiber Channel Port	
1	IBM 3584	Tape Library (for use with LTO media)	7
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached)	
	100	Slots	
18000	GB Disk - RAID protected		4
2	Fabric Switch (32 Port)		
2000	GB Disk - RAID protected		4
1	Fabric Switch (32 Port)		

Qty	<b>Mobile 13</b> <sup>12</sup>		
	Customer Configuration Ref: Customer Configuration Ref: Schedule D Proliant Servers		
8	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	PROLIANT ML370 G3 - MAIN-SQL		
	PROLIANT DL580 G3 - UI-WEB3		
	PROLIANT DL380 G4 - DLT-AD2		
	PROLIANT DL380 G4 - MAIN-AD4		
	PROLIANT DL380 G5 - SQL-TDI1		
	PROLIANT DL380 G5 - IVR-TDI1		
	PROLIANT DL380 G5 - IVR-TDI2		
	PROLIANT DL580 G3 - UI-SQL3		
	1	Intel Quad-Core 3 16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	1022	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
4	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	PROLIANT DL360 G5 - LMI-FS1		
	PROLIANT DL380 G5 - WCOMP-APP1		
	PROLIANT DL380 G5 - SQL-UI1		
	HP BL460C G1 - WC-SQL-PROD1		
	2	Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	1022	GB Internal Disk	

# CONFIDENTIAL

	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	HP BL460C G1 - DLT-IMAGE1		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	2048	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	HP BL460C G7 WC-FS1		
	1	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	12288	MB Memory	
	300	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
5	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	HP BL460C G1-UI-FS1		
	HP BL460C G1-WC -IMAG-PROD1		
	HP BL460C G1-WC-ADS-RPTS-DEV1		
	HP BL460C G1-WC-IMG-SHP-DEV1		
	Proliant ML370 G3-UI-SUTA1		
	2	Intel Xeon 3.16 GHz CPU (EMT64)	
	4096	MB Memory	
	300	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	36/72GB DAT72 DDS-5 Tape Drive		
1	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)		
1	IBM 3584 Tape Library (for use with LTO media)		7,4,5
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached)	4,5
	50	Slots	4,5

# CONFIDENTIAL

<b>Qty</b>	<b>Mobile 15</b> <sup>12</sup>
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	Customer Configuration Ref: Configuration Ref: Schedule D (DLT)	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DLT PSI Proliant 1600R	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	4096	MB Memory
	160	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port

<b>Qty</b>	<b>Mobile 17</b> <sup>12</sup>	
	Customer Configuration Ref: Configuration Ref: DEM Servers	
3	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	ENT-ESX-VTS01	
	ENT-ESX-VTS02	
	ENT-ESX-VTS03	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	64	GB Memory
	730	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	UTIL1	
	2	Intel Xeon 3.16 GHz CPU (EMT64)
	8	GB Memory
	250	GB Internal Disk
	1	DVD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	NAS2	
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	730	GB Internal Disk
	1	DVD-RW Drive

# CONFIDENTIAL

	1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DLT-DB-UHIP1		
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	300	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1	IBM 3584 Tape Library (for use with LTO media)		7,4
	4	LTO-4 Tape Drive (IBM - Encryption capable - Fiber attached)	4
	50	Slots	4
6270	GB Disk - RAID protected		4
6810	GB Disk - RAID protected		4

<b>Qty</b>	<b>Mobile 18<sup>12</sup></b> Customer Configuration Ref: Customer Configuration Ref: Schedule F (DCYF)		
1	HP 9000-rp7420 Service Level		
	1	Physical Partitions	
	4	900 MHz CPU	
	4	GB Memory	
	100	GB Internal Disk	
1	DVD-ROM Drive		
1	Ethernet 10/100/1000 Mbps Port		
1	X-Terminal		
1	100/200GB LTO Ultrium (LTO-1) Tape Drive		
1	36/72GB DAT72 DDS-5 Tape Drive		
500	GB Disk - RAID protected		4

**CONFIDENTIAL**

Qty	Mobile 19 <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: G-DOH - 3 Capitol Hill Server Room
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19	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DOH-DB-RODS	
	DOH-DB-WELLPROD	
	DOH-AP-LEAD	
	DOH-DB-LEAD	
	DOH-DB-MEDEX	
	DOH-DB-LIMS	
	DOH-DB-EHARS2	
	DOH-DB-DISREG	
	DOH-DB-SDWIS2	
	DOH-APP-SDWIS2	
	DOH-DB-CODIS	
	DOH-DB-FORENSIC	
	DOH-DB-LAB1	
	DOH-DB-L2KMLO	
	DOH-AP-L2KMLO	
	DOH-DB-KIDSNET	
	DOH-AP-RODS	
	DOH-UT-DSFPRINT	
	DOH-DB-VR	
	2 Intel Xeon 3.66 GHz CPU (EMT64)	
	8 GB Memory	
	500 GB Internal Disk	
	1 DVD-ROM Drive	
	2 Ethernet 10/100/1000 Mbps Port	
2300	GB Disk - RAID protected	4

Qty	Mobile 20 <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: H-DOH Netware Environment	
10	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	RISC1	
	RISC2	
	RISC3	
	RISC4	
	RISC5	
	RISC6	

# CONFIDENTIAL

	IPRINT	
	DOHAPPSDATA	
	DOHUSERS	
	ZEN	
	2	Intel Dual-Core 3.0 GHz Xeon CPU (EMT64, VT)
	4096	MB Memory
	300	GB Internal Disk
	1	CD-RW/DVD-ROM Drive
	2	Ethernet 10/100/1000 Mbps Port
2	x86 Server (w/ Monitor, Keyboard, Mouse)	
	DOHSHARED	
	IFOLDER	
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)
	4	GB Memory
	300	GB Internal Disk
	1	DVD-RW Drive
	2	Ethernet 10/100/1000 Mbps Port
3600	GB Disk - RAID protected	

	<b>Mobile 22</b> <sup>12</sup>	
	Customer Configuration Ref: Configuration Ref: N - NETWORK	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	
	2	Intel Xeon 3.66 GHz CPU (EMT64)
	1024	MB Memory
	72	GB Internal Disk
	1	CD-ROM Drive
	1	Ethernet 10/100/1000 Mbps Port
1	Cisco ASA 5540 Adaptive Security Appliance	
	4	10/100/1000 Ethernet Port
1	Cisco 7513 Router	
	1	Token Ring Port
	4	10/100 Ethernet Port
	2	Gigabit Ethernet Port - SX Multimode Fiber
	1	DS3 ATM Port

# CONFIDENTIAL

10	10/100Base-TX Switched Ethernet Port	4,5
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	<b>Mobile 23</b> <sup>12</sup>		
<b>Qty</b>	Customer Configuration Ref: Configuration Ref: Schedule D Proliant Servers - Treasury		
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	STATEHOUSE		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4	GB Memory	
	146	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	TREAS-BACKUP		
	2	Intel L6-Core 2 93 GHz (Westmere) Xeon CPU (EMT64, VT)	
	32	GB Memory	
	900	GB Internal Disk	
	1	DVD-RW Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	GT-ESXI-01		
	GT-ESXI-02		
	2	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)	
	128	GB Memory	
	1000	GB Internal Disk	
	1	DVD-RW Drive	
	4	Ethernet 10/100/1000 Mbps Port	
1	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)		
1100	GB Disk - RAID protected		4

# CONFIDENTIAL

10	10/100Base-TX Switched Ethernet Port	4,5
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	<b>Mobile 23</b> <sup>12</sup>		
<b>Qty</b>	Customer Configuration Ref: Configuration Ref: Schedule D Proliant Servers - Treasury		
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	STATEHOUSE		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4	GB Memory	
	146	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	TREAS-BACKUP		
	2	Intel L6-Core 2 93 GHz (Westmere) Xeon CPU (EMT64, VT)	
	32	GB Memory	
	900	GB Internal Disk	
	1	DVD-RW Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	GT-ESXI-01		
	GT-ESXI-02		
	2	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)	
	128	GB Memory	
	1000	GB Internal Disk	
	1	DVD-RW Drive	
	4	Ethernet 10/100/1000 Mbps Port	
1	1500/3000GB LTO-5 Tape/Loader (IBM - Fiber Attached - Encryption Capable - w/24 Slots)		
1100	GB Disk - RAID protected		
			4

# CONFIDENTIAL

<b>Qty</b>	Mobile 25 <sup>12</sup> Customer Configuration Ref: Customer Configuration
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		Ref:T-DOT	
1		x86 Server (w/ Monitor, Keyboard, Mouse)	3
		DOT-BU-01	
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	16384	MB Memory	
	730	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1		x86 Server (w/ Monitor, Keyboard, Mouse)	3
		DOT-IMAGE-01	
	2	Intel Quad-Core 3 2 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	300	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
3		x86 Server (w/ Monitor, Keyboard, Mouse)	3
		DOT-DC-02	
		DOT-FMPTS-BU	
		RIDOT61SSDE	
	2	Intel Quad-Core 3 2 GHz Xeon CPU (EMT64, VT)	
	16	GB Memory	
	730	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2		x86 Server (w/ Monitor, Keyboard, Mouse)	3
		DOT-VM-03	
		DOT-VM-04	
	2	Intel 6-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	16	GB Memory	
	1400	GB Internal Disk	
	1	DVD-RW Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1		x86 Server (w/ Monitor, Keyboard, Mouse)	3
		DOT-EXCH-01	
	2	Intel Quad-Core 3 2 GHz Xeon CPU (EMT64, VT)	
	4	GB Memory	

# CONFIDENTIAL

	175	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-VM-05		
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)	
	4	GB Memory	
	200	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	NAS2		
	2	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	4	GB Memory	
	700	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-FMS-APPROD		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	64	GB Memory	
	470	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-VM-01		
	DOT-VM-02		
	2	Intel Quad-Core 3.2 GHz Xeon CPU (EMT64, VT)	
	16	GB Memory	
	700	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-FMS-DBPROD		
	2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
	64	GB Memory	

# CONFIDENTIAL

	708	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOT-WWW-BACKUP		
	2	Intel Quad-Core 2 93 GHz Xeon CPU (EMT64, VT)	
	1024	MB Memory	
	940	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	SUN SL-series Tape Library (for use with LTO media)		4
	4	LTO-4 Tape Drive (HP - Fiber Attached - Encryption Capable)	4
	200	Slots	4
3796	GB Disk - RAID protected		4
786	GB Disk - RAID protected		4
4100	GB Disk - RAID protected		4

<b>Qty</b>	<b>Mobile 26</b> <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref A-EOC		
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		
	1	Intel Quad-Core 3 16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
	1	RAID Controller	
7	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		

# CONFIDENTIAL

	EOC		
	EOC		
	2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	72	GB Internal Disk	
	1	DVD-ROM Drive	
	3	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	EOC		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	2048	MB Memory	
	272	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	SCSI Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Backup Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	350	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake- Prod -Capture Server 2008-1		
	Knowledge Lake - Prod - Capture Server 2008-2		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	135	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake- Prod - Image Server 2008/SharePoint 2007 Enterprise -WFE1		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	65	GB Internal Disk	

# CONFIDENTIAL

	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake - Prod SQL Server Enterprise 2008		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	730	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Knowledge Lake - Prod - Sharepoint Index and Search Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	8192	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
4	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Saber-Prod-Internal Web/FtP1		
	Terminal Directory Server		
	External Web Server		
	Terminal Server		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Saber -Prod-SQL-Reporting Services 1		
	1	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	65	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Saber-Prod-Uni-AAMVA Interface		
	1	Intel Quad-Core 3.16 GHz Xeon CPU	

# CONFIDENTIAL

	(EMT64, VT)	
4096	MB Memory	
65	GB Internal Disk	
1	DVD-ROM Drive	
1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber-Prod Database Server -Node1 Application DB	
2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
16384	MB Memory	
355	GB Internal Disk	
1	DVD-ROM Drive	
1	Ethernet 1 Gbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	File Server	
	Printer Server	
2	Intel Quad-Core 3.16 GHz Xeon CPU (EMT64, VT)	
8192	MB Memory	
300	GB Internal Disk	
1	DVD-ROM Drive	
1	Ethernet 1 Gbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Saber- BL460C- Prod Application Server 1	
	Saber- BL460C- Prod Batch Server	
2	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
8192	MB Memory	
65	GB Internal Disk	
1	DVD-ROM Drive	
1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Unknown	
1	Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	
4096	MB Memory	
335	GB Internal Disk	
1	DVD-ROM Drive	
1	Ethernet 1 Gbps Port	

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	<b>Mobile 28</b> <sup>12</sup>	Customer Configuration Ref: Configuration Ref; DOC-EMR Units	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOC-EMR3DB		
	2	Intel Quad-Core 2.4 GHz Xeon CPU (EMT64, VT)	
	16384	MB Memory	
	200	GB Internal Disk	
	1	DVD-RW Drive	
	6	Ethernet 10/100/1000 Mbps Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOC-EMR1		
	DOC-EMR2		
	2	Intel Quad-Core 2.4 GHz Xeon CPU (EMT64, VT)	
	16384	MB Memory	
	200	GB Internal Disk	
	1	DVD-RW Drive	
	6	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DOC11		
	2	Intel Quad-Core 2.4 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	300	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
3400	GB Disk - RAID protected		4
2000	GB Disk - RAID protected		4
	<b>Mobile 30</b> <sup>12</sup>	Customer Configuration Ref: Customer Configuration Ref; A-EOC:DMV	
1	RS/6000 p660-6M1 Service Level		
	2	750 MHz RS64IV CPU	
	4	GB Memory	
	72	GB Internal Disk	
1	CD-ROM Drive		
2	Ethernet 10/100 Mbps Port		
1	Ethernet 1 Gbps Port		
1	ASCII Terminal		
1	20/60GB 3590-B11 Magstar Tape/Loader		
1	12/24GB DDS-3 Tape Drive		
420	GB Disk - RAID protected		4

# CONFIDENTIAL

Qty	Mobile 32 <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: A-EOC: RI FANS DB
1	HP 9000-rp7420 Service Level
1	Physical Partitions
8	1 GHz CPU
24	GB Memory
100	GB Internal Disk
1	DVD-ROM Drive
1	Ethernet 10/100/1000 Mbps Port
1	20/40GB DDS-4 Tape Drive
1100	GB Disk - RAID protected
1	Fabric Switch (8 Port) <span style="float: right;">4</span>
	5

Qty	Mobile 33 <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: A- EOC: RI FANS AP
1	HP 9000-rp7420 Service Level
1	Physical Partitions
8	1 GHz CPU
24	GB Memory
100	GB Internal Disk
1	DVD-ROM Drive
1	Ethernet 10/100/1000 Mbps Port
1	20/40GB DDS-4 Tape Drive
500	GB Disk - RAID protected <span style="float: right;">4</span>

<b>Qty</b>	<b>Mobile 34</b> - Intentionally Deleted
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<b>Qty</b>	<b>Mobile 35</b> - Intentionally Deleted
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# CONFIDENTIAL

<b>Qty</b>	<b>Mobile 37</b> <sup>12</sup> Customer Configuration Ref: Customer Configuration Ref: DCYF	
4	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	ENT-ESX-DCYF01	

	ENT-ESX-DCYF02	
	ENT-ESX-DCYF03	
	ENT-ESX-DCYF04	
	2 Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)	
	64 GB Memory	
	300 GB Internal Disk	
	1 DVD-ROM Drive	
	1 Ethernet 10/100/1000 Mbps Port	
	1 Ethernet 10 Gbps Port	
	1 RAID Controller	
	1 Fiber Channel Port	
12000	GB Disk - RAID protected	4

<b>Qty</b>	<b>Mobile 39</b> <sup>12</sup> Customer Configuration Ref: Customer Configuration REF: MHRH	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Dept of MHRH	
	2 Intel Xeon 3.66 GHz CPU (EMT64)	
	1024 MB Memory	
	180 GB Internal Disk	
	1 DVD-ROM Drive	
	1 Ethernet 10/100/1000 Mbps Port	
	1 RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Pharmacy 1	
	1 Intel Xeon 3.66 GHz CPU (EMT64)	
	1024 MB Memory	
	355 GB Internal Disk	
	1 DVD-ROM Drive	
	1 Ethernet 10/100/1000 Mbps Port	
	1 RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	MHRH-FS-002	
	2 Intel Quad-Core 2.93 GHz Xeon CPU (EMT64, VT)	

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	8192	MB Memory	
	1168	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 1 Gbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ZAM-FS-003		
	1	Intel Quad-Core 2 93 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	1168	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 1 Gbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DHMRH2		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	2048	MB Memory	
	354	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Pharmacy 2		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	219	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	Zambarano		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	1024	MB Memory	
	36	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	DLT BES		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	

# CONFIDENTIAL

	72	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
	1	RAID Controller	
1		IBM 3584 Tape Library (for use with LTO media)	7,4
	4	LTO-3 Tape Drive	4
	50	Slots	4

<b>Qty</b>	<b>Mobile 40<sup>12</sup></b>		
	Customer Configuration Ref: Customer Configuration Ref : BHDDH Blade Chassis		
3	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	BHDDH-ESX-BL01		
	BHDDH-ESX-BL02		
	BHDDH-ESX-BL03		
	2	Intel Quad-Core 2 93 GHz Xeon CPU (EMT64, VT)	
	64	GB Memory	
	600	GB Internal Disk	
	1	DVD-RW Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	BHDDH-UT-BKUP1		
	2	Intel Quad-Core 3 2 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	144	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	ADIC Scalar i2000 Tape Library (for use with LTO media)		4
	2	LTO-5 Tape Drive (IBM - Encryption capable - Fiber attached)	4
	100	Slots	4

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	<b>Mobile 41</b> <sup>12</sup>	
	Customer Configuration Ref: Customer Configuration Ref: MC34	
	DHS units	
4	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DHS-ESX-BL02	
	DHS-ESX-BL03	
	DHS-ESX-BL04	
	DHS-ESX-BL05	
	4 Intel 6-Core 2.4 GHz Xeon CPU (EMT64, VT)	
	64 GB Memory	
	730 GB Internal Disk	
	1 DVD-RW Drive	
	2 Ethernet 10/100/1000 Mbps Port	
	2 Fiber Channel Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DHS-UT-BKUP01	
	unknown	
	2 Intel Quad-Core 3.0 GHz Xeon CPU (EMT64, VT)	
	16 GB Memory	
	146 GB Internal Disk	
	1 DVD-ROM Drive	
	2 Ethernet 1 Gbps Port	
	4 Fiber Channel Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DHSCFPROD	
	DHS-AP-PROD-001	
	2 Intel Xeon 3.66 GHz CPU (EMT64)	
	4096 MB Memory	
	146 GB Internal Disk	
	1 DVD-RW Drive	
	1 Ethernet 10/100/1000 Mbps Port	
	2 Fiber Channel Port	
2	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	DHS-DB-PROD-002	
	DHS-DB-DEVL-001	
	2 Intel Xeon 3.66 GHz CPU (EMT64)	
	4096 MB Memory	
	146 GB Internal Disk	

# CONFIDENTIAL

	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1		x86 Server (w/ Monitor, Keyboard, Mouse)	3
		DHS-Server1	
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	300	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1		x86 Server (w/ Monitor, Keyboard, Mouse)	3
		DHS-Server2	
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	146	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
2		x86 Server (w/ Monitor, Keyboard, Mouse)	3
		DHSSNA	
		DHSSNA2	
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4096	MB Memory	
	146	GB Internal Disk	
	1	DVD-RW Drive	
	1	Ethernet 10/100/1000 Mbps Port	
1		IBM 3584 Tape Library (for use with LTO media)	4,7
	4	LTO-5 Tape Drive (IBM - Encryption capable - Fiber attached)	4
	50	Slots	4
1		IBM 3584 Tape Library (for use with LTO media)	7,4
	4	LTO-3 Tape Drive	4
	60	Slots	4
724		GB Disk - RAID protected	4
1		Fabric Switch (8 Port)	
3072		GB Disk - RAID protected	4
1		Fabric Switch (8 Port)	
218		GB Disk - RAID protected	4
480		GB Disk - RAID protected	4
2		10/100/1000Base-TX Switched Ethernet Port	4

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	<b>Mobile 42</b> <sup>12</sup>	
	Customer Configuration Ref: Configuration Ref: Hardware Requirements (Budgetary Only)	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Internet E- Commerce Server (Class C)	
	2 Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	4 GB Memory	
	216 GB Internal Disk	
	1 CD-ROM Drive	
	1 Ethernet 10/100 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Extranet Application Server (Class C)	
	2 Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	4 GB Memory	
	216 GB Internal Disk	
	1 CD-ROM Drive	
	1 Ethernet 10/100 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	E License Application Server (Class C)	
	1 Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	8 GB Memory	
	216 GB Internal Disk	
	1 CD-ROM Drive	
	1 Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Production SQL Database Server ( Class A)	
	1 Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
	8 GB Memory	
	216 GB Internal Disk	
	1 CD-ROM Drive	
	1 Ethernet 10/100/1000 Mbps Port	
	1 Fiber Channel Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Replicated SQL Database Server ( Class B)	
	1 Intel Quad-Core 2.66 GHz Xeon CPU	

# CONFIDENTIAL

	(EMT64, VT)	
8	GB Memory	
216	GB Internal Disk	
1	CD-ROM Drive	
1	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Replicated SQL Database Server ( Class A)	
1	Intel Quad-Core 2.66 GHz Xeon CPU (EMT64, VT)	
8	GB Memory	
216	GB Internal Disk	
1	CD-ROM Drive	
1	Ethernet 10/100/1000 Mbps Port	
1	Fiber Channel Port	

Qty	<b>Mobile 43</b> <sup>12</sup> Customer Configuration Ref: Configuration Ref: RI State Police	
3	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	Vmware Host Servers	
	Vmware Host Servers	
	Vmware Host Servers	
	2 Intel 6-Core 2.93 GHz (Westmere) Xeon CPU (EMT64, VT)	
	12 GB Memory	
	500 GB Internal Disk	
	1 DVD-RW Drive	
	2 Ethernet 10/100/1000 Mbps Port	
	1 Fiber Channel Port	
12000	GB Disk - RAID protected	4
1	Fabric Switch (8 Port)	

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	<b>Mobile 45</b> <sup>12</sup>	
	Customer Configuration Ref: i5 - For 9406-525 (TDI)	
Qty		
1	IBM i570 Service Level	8
1	LPAR	
	1	i5/OS (Power6)
	4	4.2 GHz Power6 CPU
	8	GB Memory
504	GB Internal Disk-RAID Protected	
	2	Ethernet 10/100/1000 Mbps Port [OS i5 Only]
	1	Two-Line WAN with Internal Modem [OS i5 Only]

	<b>Mobile 47</b> <sup>12</sup>	
	Customer Configuration Ref: Configuration Ref: Schedule D Proliant Servers	
Qty		
7	x86 Server (w/ Monitor, Keyboard, Mouse)	3
	ERSRI Server	

# CONFIDENTIAL

	2	Intel Xeon 3.16 GHz CPU (EMT64)	
	4	GB Memory	
	200	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
6	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ERSRI Server		
	2	Intel Xeon 3.16 GHz CPU (EMT64)	
	2048	MB Memory	
	100	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ERSRI Server		
	2	Intel Xeon 3.66 GHz CPU (EMT64)	
	4	GB Memory	
	1100	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ERSRI Server		
	2	Intel 6-Core 3.46 GHz (Westmere X5690) Xeon CPU (Intel64, VT-x)	
	4	GB Memory	
	1200	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ERSRI Server		
	2	Intel Xeon 3.16 GHz CPU (EMT64)	
	2048	MB Memory	
	100	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ERSRI Server		

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	2	Intel 6-Core 2 93 GHz (Westmere) Xeon CPU (EMT64, VT)	
	16	GB Memory	
	300	GB Internal Disk	
	1	DVD-RW Drive	
	2	Ethernet 10/100/1000 Mbps Port	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ERSRI Server		
	2	Intel Xeon 3.16 GHz CPU (EMT64)	
	4	GB Memory	
	500	GB Internal Disk	
	1	DVD-ROM Drive	
	2	Ethernet 10/100/1000 Mbps Port	
600	GB Disk - RAID protected		4,5

		<b>Mobile 48</b> <sup>12</sup> Customer Configuration Ref: ESX Virtual Server (formerly Mbl Cfg 35)	
1	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ENT-SPS-3220		
	2	Intel Quad-Core 2 66 GHz Xeon CPU (EMT64, VT)	
	4096	MB Memory	
	140	GB Internal Disk	
	1	DVD-ROM Drive	
	1	Ethernet 10/100/1000 Mbps Port	
21	x86 Server (w/ Monitor, Keyboard, Mouse)		3
	ENT-ESX-EOC001		
	ENT-ESX-EOC002		
	ENT-ESX-EOC003		
	ENT-ESX-EOC004		
	ENT-ESX-EOC005		
	ENT-ESX-EOC006		
	ENT-ESX-EOC007		
	ENT-ESX-EOC008		
	ENT-ESX-EOC009		
	ENT-ESX-EOC010		

# CONFIDENTIAL

ENT-ESX-EOC011	
ENT-ESX-EOC012	
ENT-ESX-EOC013	
ENT-ESX-EOC014	
ENT-ESX-EOC015	
ENT-ESX-EOC016	
ENT-ESX-EOC017	
ENT-ESX-EOC018	
ENT-ESX-EOC019	
ENT-ESX-EOC020	
ENT-ESX-EOC021	
2	Intel Quad-Core 2 93 GHz Xeon CPU (EMT64, VT)
64	GB Memory
300	GB Internal Disk
1	DVD-ROM Drive
2	Ethernet 10/100/1000 Mbps Port
1	Fiber Channel Port
54000	GB Disk - RAID protected
2000	GB Disk - RAID protected

### Network Services

<b>Qty</b>	<b>Network 1</b>
	<b>Web ReDirect Services</b>
1	Web ReDirect Services (10)Mbps
	Destination(s): Philadelphia, PA - (401 N Broad, 19108)
	<b>Dedicated Access Circuit Services: Customer/Subscriber Provided Access</b>
1	DS-3
	Destination(s): Carlstadt, NJ - (777 Central Blvd, 07072)

Description	
Managed Recovery Services - Managed Recovery Program (to be provided in accordance with the terms and conditions in the attached Managed Recovery Program Proposal).	

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Qty	Colocation Services
	<b>Data Domain</b>
1	SunGard-provided 42U locking cabinet
1	120V 30A A/B-Side Circuit
1	208/220V 30A A/B-Side Circuit

Qty	Hosting Services
2	AP8841 RACK PDU 2G ZEROU 30A

Qty	Network Services
	<b>FiberTech 100Mbps (Warwick, RI to Carlstadt-777)</b>
1	Dedicated Transport Services (Ethernet)
100	Committed Bandwidth (Mbps)
2	Recovery MetroBandwidth (Gigabit Ethernet Connection - Origination: Carlstadt(777) - Recovery, Destination: Carlstadt(777) - Hosting)
2	Recovery MetroBandwidth (10 Gbps Ethernet Connection - Origination: Carlstadt(777) - Recovery, Destination: Carlstadt(777) - Hosting)

Qty	Server & Equipment Managed Services
1	LAN Equipment Services (SunGard Management Switch - Cisco 2960 24 port 2 SFP)
3	LAN Equipment Services (Managed Production Switch - Cisco 3750-X 24 port)
1	LAN Equipment Services (Cisco 3xxx-X 1G network module)
2	LAN Equipment Services (Cisco 3xxx-X 10G network module)

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## - SERVICE DESCRIPTIONS

### A. COLOCATION SERVICES

#### SunGard-provided Cabinet Services - Features

SunGard will provide the following for the number of 19" cabinets identified in the Order:

- A minimum of 42U EIA rack space;
- Lock and key security; and
- Proper air ventilation.

### B. NETWORK SERVICES

#### Dedicated Transport Services - Features

SunGard will provide the following for the number of telecommunication circuits identified in the Order, in accordance with the Customer completed design requirements form:

- Installation of the telecommunications circuit(s) into the Designated SunGard Facility;
- Coordinate telecommunication carrier acceptance testing; and
- Provision and install cross connects between the telecommunication circuit(s) and Customer's environment, each located in the Designated SunGard Facility.

#### LAN Services and WAN Equipment Services - Features

SunGard will provide the following for the number of network termination devices identified in the Order in accordance with the Customer completed design requirements form:

- Maintain network equipment software configuration backup;
- Exclusive control of administrator security passwords and IDs (Customer may request a copy of device configuration data);
- Monitor critical patch alerts and provide Customer notification of such patches;
- Coordination of third party equipment vendor maintenance and detected equipment problem resolution;
- Hardware Installation Services (if the equipment is located in the Designated SunGard Facility);
- Equipment Management Services; and
- Monitoring Services: Device.

#### LAN Services and WAN Equipment Services - General

For all Customer-provided hardware receiving Managed Network Equipment Services, Customer will:

- Provide verification of licenses and necessary license keys applicable to Customer-provided

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## - SERVICE DESCRIPTIONS

software;

- Provide SunGard administrative and root level access;
- Obtain and maintain 24x7 maintenance agreements with the equipment vendor with 4 hour response time and notify the vendor of SunGard's authorization to act as Customer's agent under the maintenance agreements;
- If identified in the Order, provision of the network termination devices; and
- For equipment located at a Customer premises, Customer will provide physical and logical access as reasonably required by SunGard to perform the Services.

SunGard is not responsible for resolution of failures associated with i) hardware or software that is end of life or not otherwise supported by the vendor; or ii) Customer written or other software not supported by SunGard.

### Metrobandwidth - Features

Within 2 hours of a Customer request to make use of certain Services identified on this Order that Customer intends to connect to Customer's colocation or hot site environment hosted within the same Designated SunGard Facility or campus, SunGard will provide the type of network connectivity identified in the Order.

### Metrobandwidth - General

One or more other customers (other affected customers) may require use of the same network connectivity infrastructure ("Metrobandwidth Resources") at the same time as Customer. The following provisions are intended to avoid or minimize contention for Metrobandwidth Resources:

- All Metrobandwidth Resources are designated by SunGard as "Priority Resources" or "Shared Resources" and are subject to change without notice, provided that SunGard shall not change the designation of a Metrobandwidth Resource at any time that a Metrobandwidth Resource is being used by a customer;
- Customer will have exclusive rights of access to and use of Metrobandwidth Resources designated by SunGard as Priority Resources that are not then being used by other affected customers;
- Customer and all other customers requesting use will have equal rights of access to and use of Shared Resources, irrespective of the order in which use was requested, in such cases, Customer will reasonably cooperate with SunGard and the other affected customers in the use of the Shared Resources; and
- SunGard will maintain records of its receipt of requests, which will be the exclusive basis for determining the order in which requests were received.

Customer may use the Metrobandwidth Resources for so long as the Services on this Order and the Customer colocation or hot site environment hosted within the same Designated SunGard Facility or campus are available for use.