

RFI Number 2015-11-13 Memorandum

To: Vendors Interested in Responding to Request for Information (RFI) Number 2015-11-13 for the Mississippi Secretary of State (MSOS)

From: Mississippi Secretary of State

Date: October 12, 2015

Subject: Request for Information for the Statewide Elections Management System (SEMS)

Contact Name: Amanda Hughes

Contact Phone Number: 601-359-1552

Contact E-mail Address: Amanda.hughes@sos.ms.gov

The Mississippi Secretary of State's Office (MSOS) is seeking information from firms interested in providing support level agreement(s) (SLA) for continued support, enhancements and services for the MSOS's existing Statewide Election Management Systems (SEMS).

SEMS, using Saber/HP's Electus Voter Registrations and Election Management software, was implemented in 2006 as part of the Help America Vote Act (HAVA) initiative and is used as the voter registration system for all eighty-two (82) Mississippi counties. SEMS provides comprehensive voter registration functionality, voter roll maintenance functionality, Voter ID Card capability, election management, jury management, petition management and associated reporting. Interfaces include the Mississippi Department of Public Safety, Mississippi Department of Health, Mississippi Administrative Office of the Courts, General Election Management System (GEMS) Results (for Voting Machine System), and National Change of Address (NCOA).

The application uses an Oracle® database and is operating in fully-redundant data centers in Jackson and Oxford, Mississippi. System hardware was refreshed in 2014. Approximately 850 county users connect to the data center through the Internet. All administrative functions are performed at a central location, and include backup, recovery, maintenance, monitoring and managing the security aspects of the network and servers.

1. RFI SUBMISSION INSTRUCTIONS

- a. MSOS is interested in receiving informational responses from Vendors who can provide SEMS support services.
- b. Vendors are required to complete the Section 2 and 3 to implement the proposed solution. Additional information is available in Appendix A – Hardware Specifications and Appendix B – Sample Network Diagram.
- c. Information received during this RFI process will be reviewed solely for informational purposes. Any subsequent solicitations related to this RFI be administered
- d. Vendors must submit (4) four copies of its response. Responses will be accepted at any time prior to Friday, November 13, 2015, at 3:00 p.m. (Central Time), and should be mailed to the attention of Amanda Hughes, Mississippi

Secretary of State, 125 S. Congress Street, Suite 1600, Jackson, Mississippi 39201.

- e. Vendor questions will be received until October 30, 2015 at 5:00 PM. Responses to questions will be answered by November 4, 2015 at 5:00 PM.

Vendor responses must be sealed and labeled as follows:

<p>SUBMITTED IN RESPONSE TO RFI NO. 2015-11-13 Accepted until November 13, 2015 @ 3:00 p.m., ATTENTION: Amanda Hughes</p>

If you have any questions concerning the information above or if we can be of further assistance, please contact Amanda Hughes at 601-359-1552 or via email at Amanda.hughes@sos.ms.gov.

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
Instructions: Vendor should acknowledge its ability to meet each specification listed below and include any comments they deem helpful in providing this information.			
PART 1: Statement of Understanding			
1.1.	The term "Election Day" is defined as beginning at 6:00 A.M. and ending at 12:00 midnight or until county voting results processing is complete for the night.		
1.2.	The term "Election Week" is defined as beginning the Monday before Election Day at 7:00 A.M. and ending the Friday following Election Day at 5:00 P.M.		
1.3.	The term "Election Ballot Prep Period" is defined as 60 days to 30 days before Election Day, during regular business hours.		
1.4.	The term "Peak Election Period" is defined as the two (2) consecutive calendar weeks prior to a specified Election Week period and ten (10) business days following the election. Hours for this period are Monday-Friday 7:00 A.M. to 7:00 P.M. and Saturday 8:00 A.M. to 2:00 P.M.		

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1.5.	The term "Off Peak Period" is defined as all periods other than Election Ballot Prep Period, Peak Election, Election Week and Election Day Periods. Hours for this period are Monday-Friday 8:00 A.M. to 5:00 P.M.		
1.6.	When on-site visits are required, all laptops, internet access, telephones, etc. will be provided by the Vendor for its visiting staff.		
1.7.	The key management roles for the Vendor will be the positions of overseeing support services that include lead support manager, lead developer for software maintenance/development services, functional analyst, database support and management services, and Help Desk services. During any subsequent RFP process (but not for the RFI), MSOS will require the resumes, and may require interviews, before approving the persons filling these positions. The Vendor expertise required for these key management roles is given in Part 4 below.		

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1.8.	Any proposed change in personnel must be presented in writing to MSOS prior to the change and will require resumes, interviews and approval before replacing the previous personnel. Billable rate for the position is a maximum amount and shall be re-negotiated if MSOS does not feel the proposed personnel meets the same level of expertise.		
PART 2:	SEMS Support Requirements		
2.1.	SEMS Software Maintenance. The Vendor shall provide MSOS with continuous SEMS software maintenance including:		
2.1.1.	Keeping the system operating properly according to federal or Mississippi election law, regulations, or procedures;		
2.1.2.	Identifying and repairing reported malfunctions, defects, or operational problems;		
2.1.3.	Supporting already existing interfaces or data exchange processes;		
2.1.4.	Supporting new software in the information technology industry that offers greater operating efficiency and requires changes to the SEMS application to implement it.		

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2.1.5.	The Vendor shall have experience using the following mandatory development tools to maintain the SEMS application:		
	• Visual Studio .NET		
	• ORACLE		
	• Active Reports		
	• Image Basic		
2.2.	SEMS Database Support and Maintenance. The Vendor shall maintain the SEMS database, to efficiently and securely support the SEMS application, including the implementation of new releases, fixes, upgrades, authorized enhancements and database tuning for efficiency in data and report processing. This includes the running of scripts to repair database conditions or errors due to software development, user problems and database problems.		
2.2.1.	Database repair hours are not to be counted or invoiced as development or extra hours, but are part of database maintenance and support.		
2.2.2.	The Vendor shall monitor the database activity, database security and data storage components of SEMS and ensure that MSOS is notified in advance of the need for upgrades in storage, security or software.		

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2.2.3.	The Vendor is required to actively maintain the SEMS production software and databases residing at the both data centers. The Vendor will also maintain non-production versions of the SEMS software and associated data at fully secure, Vendor-operated location(s) in the continental United States. Non-production software versions and data are not permitted on SEMS production servers. Non-production systems the Vendor will maintain include:		
2.2.3.1.	Vendor Development and Testing (D&T) – this system will be provided by the Vendor for their use in the development process.		
2.2.3.2.	SEMS Test – for SEMS Users and UAT Testing. Full images of production code and data with code changes are migrated from the Production SEMS. (NOTE – to save storage, the scanned images of voter registration applications are not included in the SEMS test environment.) This server must be updated during the third weekend of each month with Production Data. This server will be updated from the Vendor’s D&T server for UAT Testing. Additional updates may be requested to complete Mock Election Testing as necessary.		

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2.2.3.3.	SEMS Training – User training environment to be maintained as needed for MSOS training and education efforts to election officials by MSOS.		
2.2.3.4.	MSOS UAT - MSOS is in the process of setting up a server for verification of new release code. This server will be updated with release code from the Vendor's D&T server after approval to release to UAT.		
2.2.4.	The Vendor shall ensure that all application and database software components maintain full compatibility with all interfacing systems, security systems and infrastructure. The Vendor shall ensure that no support compromises SEMS system level or component level compatibility. The Vendor shall ensure that the SEMS application will remain current to the core-operating environment (operating system and database) in which it is utilized and delivered at no additional cost to MSOS.		

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2.2.5.	<p>The Vendor shall continuously support and maintain the MSOS-accepted operating environment and version of SEMS. If the Vendor intends to install any upgrade to the SEMS operating system, storage, security or database, or an upgrade to any other third-party software on which SEMS is dependent, the upgrade shall operate within the current operating environment and infrastructure of SEMS. The Vendor must conduct tests of the proposed upgrade in a test environment with a copy of the production SEMS software and provide documentation that the full capabilities of the SEMS application are retained. The Vendor may not install the upgrade until MSOS signifies in writing its readiness to accept the upgrade.</p>		
2.3.	<p>Software Development. The Vendor must have standardized, integrated, and documented software development procedures for both management and engineering activities. The Vendor shall employ these procedures for developing and maintaining the SEMS software. The documented process shall be submitted to and approved by the MSOS Team before use. All software changes, upgrades, and enhancements shall be functionally analyzed; documented in functional specifications approved by MSOS; and fully tested (Unit and Integration Testing, Business Process Testing and Quality Assurance) before being sent to MSOS for UAT.</p>		

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2.3.1.	Functional Analysis and Specifications. Accurate, inclusive, clearly communicated functional requirements are key to success in application maintenance. The Vendor shall consult with MSOS to document functional analyses and deliver functional specifications for MSOS approval prior to development of code modifications in SEMS. The Vendor shall:		
2.3.1.1.	Work with MSOS and users to define the problems and analyze and develop plans and requirements to meet the needs for SEMS.		
2.3.1.2.	Coordinate and manage the functional analysis of complex voter registration issues identified by the MSOS or counties through design sessions or Help Desk reporting.		
2.3.1.3.	Lead software application design sessions (JADs) attended by MSOS Team and SEMS Focus Group and prepare accurate written reports of the design decisions made at the sessions.		
2.3.1.4.	Prepare the Functional Specifications Document and obtain signoff from MSOS Team. Approval must be obtained before any development begins.		

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2.3.1.5.	Work with the Vendor's software developers, to ensure MSOS's requirements for new development, or corrections to existing code, are clearly understood before the code is written.		
2.3.1.6.	Perform testing of the software changes made by the developers to ensure the product fulfills the functional specifications before sending the code or release to MSOS for testing.		
2.3.1.7.	Provide Release Notes on the changes contained in new releases and update on-line help documentation.		
2.3.2.	The timing of software releases will vary according to election year. The schedule will be flexible due to election dates and because SEMS software is generally frozen during the election cycle. The timing of releases per year will be based on the Annual Plan and the Joint Application Design (JAD) sessions conducted by the Vendor and held at MSOS each year.		

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2.3.3.	MSOS is requesting up to 1,000 developer hours per release as an estimate. Payments will be based on billable time performed during the release. There will be a maximum of 4,000 developer hours per year. Each release is a deliverable. In the Cost Proposal, Vendors shall specify pricing based on four releases per year.		
2.3.4.	The Vendor will be required to warrant all software developed by the Vendor for MSOS will perform as specified and will not result in disruption or loss of functionality that existed prior to introduction of the Vendor's new application software.		
2.3.5.	The Vendor shall cover the costs of returning the functionality to SEMS. The Vendor will be required to report warranty hours used for each release.		
2.3.6.	Prior to acceptance by the MSOS Team, SEMS application software deliverables must undergo rigorous testing by the Vendor; migration to the SEMS Test server, and successful UAT by MSOS and the SEMS Focus Group prior to being moved to SEMS production.		
2.3.7.	The Vendor shall provide the test plan--including test scenarios--used for Vendor testing of software changes or new releases prior to the new release being migrated to the UAT server for MSOS testing.		

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2.3.7.1.	The Vendor shall provide a review of all items to the MSOS Team. The MSOS Team will provide written UAT Stage 1 approval to move forward in the release process.		
2.3.7.2.	Upon UAT Stage 1 approval, the Vendor will provide a review of all items to the SEMS Focus Group. The Focus Group will agree to UAT Stage 2 approval.		
2.3.7.3.	Once a software release has passed UAT in SEMS Test, MSOS will approve UAT Stage 3 and schedule with the Vendor and users for the release to be applied to the SEMS Production servers.		
2.3.8.	Acceptance of Software Releases		
2.3.8.1	<p>When a new release is installed in the SEMS production environment, the following are required to be delivered to the MSOS Team:</p> <ul style="list-style-type: none"> - List of SPIRIT (Help Desk) system issues closed as a result of the new release (or, updated in SPIRIT if not closed) - Results of UAT Testing - Documentation of any required patches - Copies of compiled and un-compiled source code including new release. 		

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2.3.8.2.	Failure of a release to pass the UAT or Mock Election testing will require the Vendor to correct the code and the MSOS acceptance test/tests to be repeated to the satisfaction of the MSOS Team.		
2.3.8.3.	After the release has performed without error in the production environment for 30 days, the Vendor shall present a Release Certification document, MSOS will formally accept the software. The Vendor shall not invoice for the new release until MSOS has provided written acceptance of the new software.		
2.4.	Meeting Requirements		
2.4.1.	Transition Phase Meetings. During the transition phase, the Vendor will conduct weekly status meetings to update MSOS Team on the progress made and upcoming events on the proposed System Support Transition Plan (SSTP).		
2.4.2.	Monthly Status Meetings. The Vendor Lead Support Manager, Database Support Manager, Lead Developer and other Vendor team members will meet via conference call with MSOS Team to provide a monthly update on the status of all components of the SEMS Support effort.		

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2.4.3.	JAD Meetings. The Vendor Lead Support Manager, Lead Developer and Functional Analyst responsible for new SEMS software releases will meet quarterly with MSOS in Jackson. These meetings will be held to discuss application issues and to conduct joint application design (JAD) sessions attended by MSOS and the SEMS Focus Group for the upcoming release.		
2.4.4.	Weekly Development Meetings. The Vendor will schedule and conduct weekly review meetings with MSOS Team and the Development Team, of the release development efforts in progress.		
2.5.	Deliverables		
2.5.1.	System Support Transitions Plan A Draft SSTP is not required for this RFI , but cost to prepare a transition plan should be included in pricing Section 3. Items required for the plan include:		
2.5.1.1.	An organization chart showing the Vendor's SEMS support organization during transition, including, for each position: the person's name, position title, and annual hours assigned to the support project, for all areas of responsibility.		

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2.5.1.2.	The specific plan steps the Vendor will use to support the SEMS application transition; the milestones to be met; the due dates for each milestone; any deliverables; and, the names of the individuals responsible for each task.		
2.5.1.3.	A detailed written description of any work to be subcontracted during transition, with the name and address of the proposed partner(s).		
2.5.1.4.	A Risk Management Plan that identifies project risk and mitigation strategies during the transition.		
2.5.2.	System Support Management Plan (SSMP) A draft SSMP is not required for this RFI , but cost to prepare a support plan should be included in pricing Section 3. Items required for the plan include:		
2.5.2.1.	Describe the Vendor's overall project management approach and its ability to control and deliver the requirements of the RFP.		
2.5.2.2.	Include an organization chart showing the Vendor's SEMS support organization, including, for each position: the person's name, position title, and annual hours assigned to the support project, for all areas of responsibility, including:		

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	<ul style="list-style-type: none"> • Voter registration project management and functional analysis • Software development (up to 4,000 hours per year) • Testing • Quality assurance • Database support and administration • Documentation • Help Desk 		
2.5.2.3.	The specific plan steps the Vendor will use to support the SEMS application; the milestones to be met; the due dates for each milestone; any deliverables; priority ranking and percentages of total effort for each deliverable, and, the names of the individuals responsible for each task.		
2.5.2.4.	A detailed written description of any work to be subcontracted, with the name and address of the proposed partner(s).		
2.5.2.5.	A Risk Management Plan that identifies project risks and mitigation strategies that will be maintained and updated throughout the life of the project by the Vendor.		

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2.5.2.6.	Following the release of an RFP, evaluation, award, and contract signing, an on-site meeting will be required to create the System Support Plan. Vendor should plan for two to three days for this event.		
2.5.3.	Change Control Plan. Throughout the contract period, the Vendor shall maintain a rigorous, documented program for software change control and configuration management. A draft of the Vendor's typical plan is not required for this RFI . Change Management Plan and Communications Plan will detail the steps the Vendor will follow to: identify needed software changes and SEMS system configuration table changes; obtain required approvals for changes from MSOS and Vendor decision makers; and, communicate implementation of the changes to MSOS personnel, following testing and acceptance of the change by MSOS. The Vendor shall record and retain the changes made to SEMS in the SEMS Software Change Log. This program shall include the Vendor's methodology for:		
2.5.3.1.	identifying changes needed;		
2.5.3.2.	unit, integration, and business process testing;		
2.5.3.3.	quality assurance review;		
2.5.3.4.	migration control.		

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2.5.3.5.	Functional Specifications Document to identify, document and show status of development efforts.		
2.6.	System Documentation		
2.6.1.	The Vendor must maintain updated system documentation and provide one paper and one electronic copy in MSWord to the MSOS Team. All documentation must address only the Mississippi system. Specifically, only SEMS functionality or processing requirements can be included in the technical specifications, or in any correspondence or documentation related to software releases or application fixes.		
2.6.2.	Documentation should include Flow Diagrams to graphically represent the software modification or new component and how it fits into the existing application processes.		
2.6.3.	Documentation should include Detailed Platform information to identify any changes to infrastructure requirements of the modification or new component, (e.g., hardware, software, communications architecture, user interfaces, administrative interfaces, other interfaces, backup and recovery components and methods, security, etc.)		

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2.6.4.	Documentation should include design and architecture documentation for the source code, object code, and all data files delivered to MSOS, with a data dictionary.		
2.6.5.	Documentation of all updates to the SEMS Online Help function.		
2.6.6.	Creation and updates to the Database Administrator's Manual.		
2.6.7.	Creation and updates the System Operations and Maintenance Manual.		
2.7.	Reporting Requirements The Vendor will be required to provide monthly reports on the 10th business day following month end. All aspects of the SEMS Support effort during the Monthly Status Meeting including:		
2.7.1.	The Lead Support Services Manager will send a Project Management (PM) Status Report to the MSOS Team This PM Status Report shall attach all detailed SLA and Status Reports required from the Vendor under this contract, as well as a covering Summary Report on activities of the past month and planned in the future. The Report format and content to be proposed by Vendor and approved by MSOS Team.		

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2.7.2.	The Vendor will be required to provide routine and exceptional database activities that have occurred in the past month. The report format and content are to be proposed by Vendor and approved by MSOS, but will include at a minimum indexing; scheduled and unscheduled downtimes; scripts run; record growth; storage available; storage needed; and the actual backup performance statistics.		
2.7.3.	The Vendor will be required to provide a monthly report of all new Help Desk tickets to MSOS in an electronic format approved by MSOS. At a minimum, the Monthly Report will include a dashboard view of Help Desk items that were opened that month; were closed that month; remain open; or are work in progress. The Monthly Report should additionally include details of open calls both those already assigned to a release date and those that need to be scheduled.		
2.7.4.	The Vendor must keep MSOS informed on SEMS issues weekly and will send to MSOS the Help Desk Issue reports by county and module, in an electronic format approved by MSOS as outlined in the Help Desk Services Section 2.9 of this RFI.		

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2.7.5.	The Vendor must account for development (new release) by providing a Monthly Development Hours Used Report. This report will be used as a flexible management tool by the Vendor and MSOS to allocate hours for the new releases and minor coding changes requested by MSOS during the year. The Vendor shall report to the MSOS Team, by the new release version number, the hours used each month for software development; the development time remaining for the year—in hours and as a percentage of the total development hours budgeted. The report is due monthly in conjunction with the Monthly Status Meetings and is not tied to a billable event.		
2.7.6.	The Vendor will provide a Monthly Warranty Repair Hours Used Report to account for hours spent repairing software bugs for the prior month and a cumulative total for the year. The report is due monthly in conjunction with the Monthly Status Meetings and is provided at the cost of the Vendor under the software warranty terms.		
2.7.7.	Performance Reporting—Performance statistics and trend analysis on the SEMS application, system hardware and network. Some key indicators to be measured and reported include: application, hardware, and network uptime; total system uptime; traffic monitoring; notification of routing problems; individual transaction response times; CPU usage; and network bottlenecks.		

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2.8.	Vendor Personnel Work Locations during transition. The Vendor will commit to the following work locations for key positions during transition:		
2.8.1.	The Lead Support Manager and Lead Developer will spend at least two weeks in the Jackson, Mississippi area during transition.		
2.8.2.	All other positions can be located remotely at the discretion of the Vendor.		
2.9.	User Help Desk Services		
2.9.1.	The Vendor must provide Help Desk user support services that are seamlessly integrated with the Vendor's SEMS application development and testing services.		
2.9.2.	The Vendor must provide information and pricing for a minimum of two (2) first tier and one (1) second tier responders.		

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2.9.3.	The Vendor must provide toll-free telephone hotline technical support, as well as internet access to a help desk that is available Monday thru Friday, 8:00 A.M. to 5:00 P.M. (CST) in Off Election Periods and Ballot Prep Periods, 7:00 A.M. to 7:00 P.M. in Peak Election Periods and 6:00 A.M. to 12:00 midnight on Election Day, or as outlined in Section 1 and agreed upon by the MSOS Team. Specifically, the Vendor's Help Desk will be expected to align with the MSOS Team availability during election cycles.		
2.9.4.	The Vendor's Help Desk must serve as the single point of contact for receiving, recording, and tracking the problems reported by SEMS users. For this reason, the Help Desk staff will attempt to determine the cause of the problem being called in, by asking the user if their problem relates to: (1) SEMS software; (2) SEMS system hardware; (3) desktop hardware; or (4) the network. If the call requires on-site service at the county level, the user will be advised to contact their local technical support.		
2.9.5.	The Vendor must respond to SEMS users who will notify the Help Desk of problems by telephone, e-mail, facsimile, or in writing. The caller shall be given a Help Desk issue number for tracking and an expectation of the next step towards resolution..		

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2.9.6.	The Vendor’s Help Desk, within five (5) minutes of any reported software failure, must notify by telephone and email the person(s) specified by MSOS.		
2.9.7.	If the user identifies the problem as being with the system hardware or statewide network, the Help Desk—within 5 minutes of completing entry of the trouble ticket—shall notify by telephone the Hardware Maintenance partner, Network Support staff and Vendor, and the person(s) specified by MSOS. The call should include the Help Desk tracking number. In addition, an email will be sent giving the entire ticket write up and user contact information. Email subject lines will read: “Hardware Problem (trouble ticket number)”, or, “Network Problem (trouble ticket number)” as appropriate.		
2.9.8.	Prior to the planned 2016 Start-Up of the Support Contract, the Vendor shall assume ownership of all current SEMS Help Desk items. Currently in use is the Atlassian JIRA product. The Vendor shall move all current and past JIRA tickets to the Vendor’s Help Desk management system. If the same JIRA number cannot be maintained in the new system, the Vendor shall provide to MSOS an electronic Trouble Ticket Cross Reference Listing.		

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2.9.9.	The Vendor shall identify in its proposal the industry-standard Help Desk management reporting system (Remedy, JIRA, other) that it will provide for SEMS exclusive use.		
2.9.10.	The Vendor shall keep MSOS informed on SEMS issues weekly and will send to MSOS the Help Desk Issue reports by county and module, in an electronic format approved by MSOS. This weekly report will be due to MSOS on Friday. MSOS will work to prioritize the items on this list and will add them to the pending software release schedules. Monthly reports are also required as specified in Section 2.7.		
2.9.11.	The Vendor will track on the monthly report the Help Desk performance including the counts of hardware and network ticket. These items will be tracked separately from software and support tickets. The close rates on hardware and network tickets will not be used to evaluate Vendor's performance on this SLA.		
2.9.12.	MSOS Team members, approved in writing by MSOS shall have read and write access to Help Desk system tickets and reports, but only MSOS Team and Vendor Help Desk staff are permitted to create new tickets or close tickets in the system. The Help Desk will close tickets after review and acceptance by MSOS.		

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2.9.13.	MSOS may requests changes in Help Desk operating practices or reporting content, in order to improve the timeliness of issue resolution or the value of the reports to management.		
2.9.14.	The Vendor must comply with all requirements set forth in the SSMP document. Failure to comply will result in a reduction of monthly payments for Help Desk support on a percentage basis.		
2.9.15.	The Vendor must identify in the proposal submitted any standard Help Desk services that are not included in the proposed support agreement.		
2.9.16.	The Vendor must provide training on the Help Desk Tracking product to MSOS Team.		
2.9.17.	The Vendor must implement an escalation process for the Help Desk Staff in order to alert all Team Members when an emergency issue arises.		
2.10.	Other Service Requirements		

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2.10.1.	The Vendor must provide MSOS with the source code of all software developed to maintain the SEMS application. This requirement includes all software patches, upgrades, or external software scripts developed by the Vendor to keep the application working properly. MSOS retains all sole proprietary rights to all software patches, upgrades and scripts.		
2.10.2.	MSOS owns the source code for SEMS. The production version compiled source code will be made available to the awarded Vendor. SEMS software is solely for use by persons authorized by MSOS; the Vendor is not allowed to copy or distribute SEMS software to other users or States.		
2.10.3.	The Vendor must deliver a copy of the SEMS Source code to MSOS within 14 days after the acceptance of each quarterly software release.		
2.10.4.	The vendor will maintain different versions of SEMS software, to provide for control of application development, testing, quality assurance and production operations.		
2.10.5.	The Vendor will warrant the SEMS software received from MSOS and any software developed for SEMS for the life of this contract, including all renewal periods. MSOS pays only for accepted software working in production for 30 continuous days.		

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2.10.6.	All new SEMS application releases must be “backwards-compatible” and be tested for backwards-compatibility by the Vendor prior to release for MSOS user acceptance testing (UAT).		
2.10.7.	The Vendor will maintain the SEMS data edits and online help prompts that assist users in maintaining standardized voter registration records and processes.		
2.10.8.	The Vendor must resolve any problem which has been formally documented and prioritized by MSOS, including any compatibility problems with third-party software or operating system software. Corrective action by the Vendor must follow the Vendor’s proposed development process as by MSOS and included in the SSMP.		
2.10.9.	The Vendor shall implement a method for prioritizing repair of reported problems, to ensure optimal use of Vendor resources throughout the SLA term. The order of priority will be: (1) issues preventing operation of SEMS statewide; (2) issues denying critical functionality to several counties; (3) issues denying critical functionality to a single county; (4) issues denying functionality to a single user; (5) ideas to improve overall system efficiency; and, (6) ideas to improve the efficiency of a group of users performing a particular task.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
2.10.10.	<p>The Vendor will work with MSOS to develop a Statewide Reporting Module that will include the compilation of reports at the State level with SEMS data. The initial effort will be less than 10 reports. These reports will be designed in conjunction with the MSOS Team and may be updated as the need is established and approved. Currently these reports are being pulled using Crystal Reports, MS SQL and Toad queries. Vendor should quote an optional hourly rate for development of these reports.</p>		
2.10.11.	<p>At the sole determination of MSOS, the Vendor will be required to transition the functions covered by this RFI to another vendor. The Vendor must provide transition support to ensure a high quality, efficient and timely transition of all functions to MSOS or the new MSOS vendor. During the transition period, the Vendor will fulfill all responsibilities under this RFI. Also, the Vendor shall work with MSOS to develop a Transition Deliverables and Payment schedule for any tasks determined by MSOS to be outside the scope of this RFI.</p>		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
PART 3:	Data Centers Monitoring and Support Requirements		
3.1.	Software. The Vendor must provide annual licenses and support for third-party systems and applications software and fully describe what this support includes (for example: product updates, telephone hotline technical support, remote diagnostic support, etc.). NOTE: The Vendor is responsible for the annual licensing fees on these products. These licensing fees are paid directly to the software provider and will be a pass-through cost. The current software products are Oracle, Citrix and Linux.		
3.2.	Vendor must specify how regular updates and new releases of the software are distributed to the user. This detail must include detail on the availability of resources such as software update managers, etc. Vendor's support service must include the following:		
3.2.1.	On-line accessible software patches; and		
3.2.2.	Access to a technical knowledge-base of calls that have been previously logged for support problems.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.2.3.	Vendor must be aware of any end-of-life third party products and be prepared to recommend and support replacement products with MSOS approval.		
3.2.4.	At a minimum, the following shall be included in database maintenance:		
3.2.4.1.	Server and Database Monitoring - Provide and maintain server for datacenter monitoring, monitoring server and storage health, uptime/downtime, bandwidth usage, application services, event logs, and more. Responding to the notifications on the monitoring system on an as needed basis, according to response times defined by MSOS. Reviewing the monitoring software, IPS, firewall logs, SAN management interface and any other critical servers or services on a weekly basis		
3.2.4.2.	Performance Management - Proactive monitoring – tracking up/down status for all devices, free disk space on server volumes, server CPU utilization. Antivirus signatures are configured to automatically update and are periodically verified.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.2.4.3.	Incident Management - Alerts from the proactive monitoring system are responded to as they occur. Reports and event logs are reviewed on a weekly basis. A summary of any issues or alerts are provided in a monthly report.		
3.2.4.4.	Load Balancing - between the two data center platforms. Database management will work to optimize load balancing between the two data center platforms to preclude performance degradation, especially during the peak operating periods which begin two weeks prior to primary and general elections and ten days after.		
3.2.4.5.	The Vendor must monitor and ensure that full data replication will occur in near real-time between the two data center sites.		
3.2.4.6.	Backup and recovery. System backups are checked on a daily basis.		
3.2.4.6.1.	Backup success – 99.99%. Tape backups and successful completion of backups of application software and all data sets on daily, weekly and monthly schedule.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.2.4.6.2.	Backup validations – 100%. Validation that backups can be used to restore either individual data elements and or restore entire system. Tested quarterly.		
3.2.5.	The Vendor shall be proactive in scheduling downtime periods for maintenance and upgrading of the database, security or storage components of SEMS. All downtime must be approved by the MSOS team and notification must be given to users prior to the downtime event.		
3.2.6.	The Vendor is required to actively maintain the SEMS production software and databases residing at the both data centers. The Vendor will also maintain non-production versions of the SEMS software and associated data at fully secure, Vendor-operated location(s) in the continental United States. Non-production software versions and data are not permitted on SEMS production servers. Non-production systems the Vendor will maintain include:		
3.2.6.1.	Vendor Development and Testing (D&T) – this system will be provided by the Vendor for their use in the development process.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.2.6.2.	SEMS Test – for SEMS Users and UAT Testing. Full images of production code and data with code changes are migrated from the Production SEMS. (NOTE – to save storage, the scanned images of voter registration applications are not included in the SEMS test environment.) This server must be updated during the third weekend of each month with Production Data. This server will be updated from the Vendor’s D&T server for UAT Testing. Additional updates may be requested to complete Mock Election Testing as necessary.		
3.2.6.3.	SEMS Training – User training environment to be maintained as needed for MSOS training and education efforts to election officials by MSOS.		
3.2.6.4.	MSOS UAT - MSOS is in the process of setting up a server for verification of new release code. This server will be updated with release code from the Vendor's D&T server after approval to release to UAT.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.2.7.	The Vendor shall ensure that all application and database software components maintain full compatibility with all interfacing systems, security systems and infrastructure. The Vendor shall ensure that no support compromises SEMS system level or component level compatibility. The Vendor shall ensure that the SEMS application will remain current to the core-operating environment (operating system and database) in which it is utilized and delivered at no additional cost to MSOS.		
3.2.8.	The Vendor shall continuously support and maintain the MSOS-accepted operating environment and version of SEMS. If the Vendor intends to install any upgrade to the SEMS operating system, storage, security or database, or an upgrade to any other third-party software on which SEMS is dependent, the upgrade shall operate within the current operating environment and infrastructure of SEMS. The Vendor must conduct tests of the proposed upgrade in a test environment with a copy of the production SEMS software and provide documentation that the full capabilities of the SEMS application are retained. The Vendor may not install the upgrade until MSOS signifies in writing its readiness to accept the upgrade.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.3.	Hardware. The Vendor must propose services to monitor and support the hardware listed in Appendix A. This equipment is currently in the second year of a five (5) year warranty period. The service must be provided by a local Mississippi services company with experience supporting this type of hardware and configuration.		
3.3.1.	The Vendor must guarantee a functioning SEMS System of at least 99%, 24 hours a day by 7 days a week. Functioning is defined as the system being available to users and the ability to complete typical processing activities. Due to the end-of-lifecycle of the current equipment, individual component uptime will not be required at this level.		
3.3.2.	The Vendor proposed data center maintenance and support agreement includes four categories of hardware and software support; Off-peak Period, Election Prep Period, Peak Election Period, Election Week and Election Day Period (see Part 1 for a definition of each period) with response time as follows:		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.3.2.1.	Off-peak Period - The Vendor must respond by telephone within one (1) hour, Monday through Friday, 8:00 A.M. to 5:00 P.M. (Central Time), and must provide necessary support efforts (remote or on-site) within four (4) hours from the point the call is made to service critical components and within eight (8) hours from the point the call is made to service all other peripherals.		
3.3.2.2.	Ballot Prep and Peak Election Period – The Vendor must respond by telephone within one (1) hour to requests, twelve (12) hours a day from 6:00 am to 6:00 p.m., six (6) days a week, and must provide necessary support efforts (remote or on-site) within two (2) hours from the point the call is made to service critical components and within four (4) hours from the point the call is made to service all other peripherals and related computer equipment.		
3.3.2.3.	Election Week Period – The Vendor must respond with thirty (30) minutes by phone and to agree to a maximum two (2) hour turnaround from the point the call is made to service critical components and within four (4) hours from the point the call is made to service all other peripherals and related computer equipment.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.3.2.4.	Election Day Period – The Vendor must respond with fifteen (15) minutes by phone and to agree to a maximum two (2) hour turnaround from the point the call is made to service critical components and within four (4) hours from the point the call is made to service all other peripherals and related computer equipment.		
3.4.	If unable to repair equipment as specified in 3.3 above, the Vendor must be willing to pay a third-party to restore the equipment or provide an interim loaner until equipment is functional.		
3.5.	The Vendor must provide support for SFTP sites to facilitate the exchange of data with state and federal agencies.		
3.6.	The Vendor must utilize the same call center tracking software that will be used for Software Support and must provide a toll free number for access to a centralized call center.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.7.	The Vendor must discuss the manner and schedule under which preventive maintenance on hardware will be provided. Preventive remote maintenance may be performed concurrently with remedial maintenance activity. Vendor must record all activities related to preventive maintenance on a log to be retained on-site.		
3.8.	The Vendor must identify the location of the service center nearest to Jackson, Mississippi and Oxford, Mississippi.		
3.9.	The Vendor must provide details on how a call is initiated and all steps involved in getting the item repaired, including escalation procedures.		
3.10.	The Vendor must provide security plans for the system. Such plans include security audits, training of MSOS to be secure users, independent 3rd party penetration testing of the SEMS application.		
3.11.	The Vendor must state his policy for adding equipment to the maintenance contract. MSOS reserves the right to add or delete equipment to/from the list of equipment to be maintained. MSOS also reserves the right to access the production and test databases or any other network or application appliance.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
3.12.	The Vendor must specify whether the proposed services will be provided by his company's in-house staff. If not, Vendor must provide the name, address, telephone number and contact person of the partner that is to provide the technical hardware and networking support. If a partner is used, Vendor will remain the primary party responsible for all components of this request.		
PART 4:	Vendor Qualifications		
4.1.	Company Information - Vendor must provide a description of the organization to include the following information:		
4.1.1.	Type of company ownership (public or private) and type of organization (limited partnership, non-profit, etc.) and corporate information to include parent corporation and any subsidiaries.		
4.1.2.	The date of establishment		
4.1.3.	Location of Vendor's principal office and the number of executive and professional personnel employed at this office.		
4.1.4.	The location of the place of performance of this proposed contract.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
4.1.5.	Current products and services.		
4.1.6.	Number of years the company has been in business (minimum of two (2) years required).		
4.1.7.	Disclosure of any company restructurings, mergers, and acquisitions in the past three (3) years that have impacted any products the Vendor sold, serviced, and supported.		
4.2.	Corporate Experience		
4.2.1.	The Vendor must provide information on professional accreditations/certification pertinent to the services provided by this RFI.		
4.2.2.	The Vendor must provide information on the its' background and experience with:		
4.2.3.	Supporting software/application development projects.		
4.2.4.	Monitoring data center, preferably with Oracle and replication.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
4.2.5.	The Vendor must include in the proposal, a list of all current or recent application development support, or related projects for governmental agencies (federal, state, and local). The time frame for references should begin, at a minimum, in January 2013 through present date.		
4.3.	Proposed Personnel Qualifications		
4.3.1.	Help Desk Manager/Tier 2 Services		
	The key person responsible for Help Desk services must be qualified to manage all work described in Section 2.9 and possess the following education and experience:		
4.3.1.1.	Bachelor's degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business, or an Associate's Degree in Computer Science, Information Systems and two (2) years of directly related work experience.		
4.3.1.2.	At least three (3) years of experience in providing Help Desk services for a system involving at least 150 users.		
4.3.1.3.	At least two (2) years of experience with ELECTUS or SEMS software.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
4.3.1.4.	The individual must undergo training by MSOS in the Mississippi election business processes and in maintenance and support of SEMS software in order to provide effective person-to-person instruction and resolution of software problems encountered by users. Completion of this training and the evaluation of comprehension will determine utilization of the individual to fulfill the duties of this position.		
4.3.2.	<p>Lead Developer</p> <p>The key person responsible for software development must be qualified to lead the maintenance of the SEMS application software in all areas of the system and skilled in using the development tools used to maintain an ELECTUS-based system:</p> <p><u>Required</u></p> <ul style="list-style-type: none"> ○ Visual Studio ○ ORACLE ○ Active Reports ○ Image Basic ○ Cannon Scanner Management 		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
4.3.2.1.	The Lead Developer must be able to effectively interact with the key members of the SEMS support organization including: MSOS Team; Vendor testing, quality assurance, database, training, and Help Desk services; in order to keep production of the application software on schedule.		
4.3.2.2.	Shall demonstrate excellent listening, writing and oral communications skills in English.		
4.3.2.3.	Bachelor's degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business; or an Associate's Degree in Engineering, Computer Science, Information Systems, Business or other related disciplines and four (4) years of directly related work experience.		
4.3.2.4.	At least five (5) years of software development experience utilizing the required products.		
4.3.2.5.	At least three (3) years of software development experience working on SEMS or ELECTUS system.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
4.3.3.	<p>Lead Support Services Manager</p> <p>The key person responsible for project management and functional analysis of voter registration business requirements, documentation of functional specifications, and project management of services must be qualified to manage the related tasks and possess the following capabilities, education and experience:</p>		
4.3.3.1.	Shall demonstrate excellent listening, writing and oral communications skills in English.		
4.3.3.2.	Bachelor's degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline; or an Associate's Degree in Computer Science, Information Systems or other related discipline and four (4) years of directly related work experience.		
4.3.3.3.	Must have five (5) years consulting, managerial, or software design experience working on large scale programs.		
4.3.3.4.	Must have three (3) years' experience working on SEMS or ELECTUS voter registration programs.		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
4.3.3.5.	Vendor must provide a cost for this position to be located in Jackson, Mississippi, with optional cost of providing these services remotely.		
4.3.4.	<p>Database Support</p> <p>The key person responsible for database management must be qualified to provide database support and ad-hoc reporting. The DSM must be capable of providing highly technical expertise and support in the use of SEMS and possess the following capabilities, education and experience:</p>		
4.3.4.1.	Maintain the file organization, indexing methods and security procedures for the SEMS application;		
4.3.4.2.	Maintain database back-up and recovery procedures for the processing environments;		
4.3.4.3.	Ensure that data integrity, security, and recoverability are built into the SEMS applications;		
4.3.4.4.	Be able to evaluate and recommend available SEMS functions to support validated user requirements;		

SECTION 2 - RFI SPECIFICATIONS

Item	Specifications	Acknowledged Yes or No	Comments
4.3.4.5.	Demonstrate excellent writing and oral communications skills in English;		
4.3.4.6.	A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field;		
4.4.4.7.	Must have three (3) years' experience in ORACLE database systems analysis and programming.		
4.3.4.8.	Shall possess specific knowledge of the functions of ELECTUS application software and the underlying database structure. At least three (3) years of experience supporting the SEMS or ELECTUS system.		
4.4.	For all other necessary personnel, the Vendor is required to build an IT technical staff organization that will meet the needs of this RFI.		

**SECTION 3
 COST INFORMATION SUBMISSION**

Vendors must propose a summary of all applicable project costs in the matrix that follows. The matrix must be supplemented by a cost itemization detailing the basis of each cost category. The level of detail must address the following elements as applicable: item, description, quantity, retail price, discounted price, and extended price. These costs will be used for planning and budgeting purposes only.

Table 1 – Support Services – Year 1

Section	Description	Hours Qty	Unit Price	Extended Price	Cost Plus %
2.1 – 2.2	Requirements for all SEMS software and database maintenance				
2.3.	SEMS Software Development hours will include 50% development, 25% functional specifications and 25% quality assurance testing.	4,000			
2.4.- 2.7.	Project management including meetings, deliverable plans, documentation, and reporting				
2.8.	Personnel Work Location on-site for two weeks during transition				
2.9.	User Help Desk Services				
2.10.	Other Service Requirements – Itemize and price any that are not covered in overall support effort on an attached options page				
3.	Data Center Monitoring and Support including hardware and software				
	TOTAL PROPOSED COST				
	Support Cost Increase % for Years 2-5.			% =	

Table 2 – Change Order Rates

Role/Function	Base Rate	Fully-Loaded Rate

APPENDIX A
MS Secretary of State - SEMS Hardware
Jackson Site

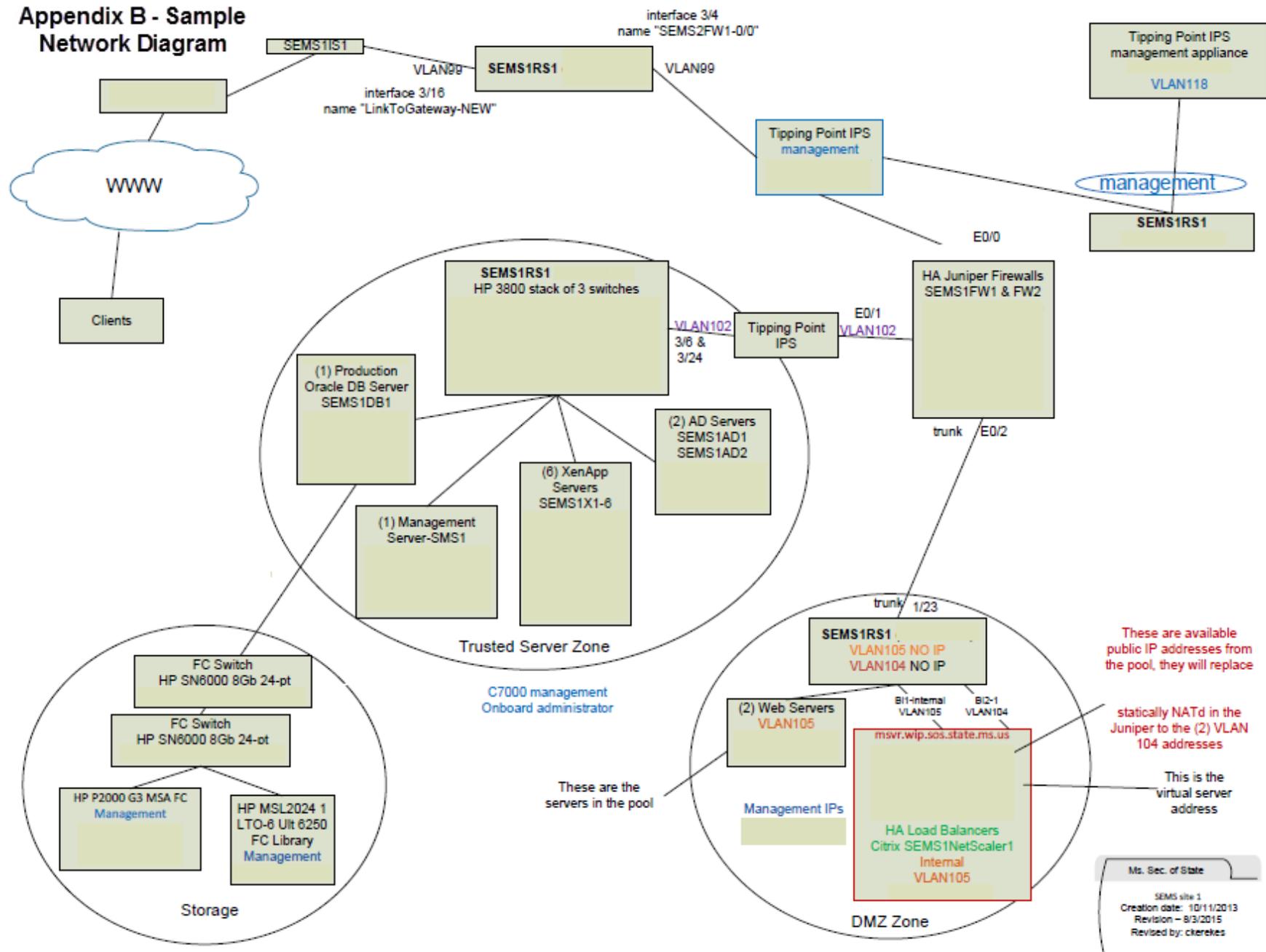
Jackson Site - Server		
Qty	Part #	Description
1	BW904A	HP 642 1075mm Shock Intelligent Rack
1	507019-B21	HP BLc7000 CTO 3 IN LCD ROHS Encl
8	641016-B21	HP BL460c Gen8 10Gb FLB CTO Blade
8	662066-L21	HP BL460c Gen8 E5-2650 FIO Kit
8	662066-B21	HP BL460c Gen8 E5-2650 Kit
2	662072-B21	HP BL460c Gen8 E5-2643 (4 core) FIO Kit
72	690802-B21	HP 8GB 2Rx4 PC3-12800R-11 Kit
18	652611-B21	HP 300GB 6G SAS 15K 2.5in SC ENT HDD
9	684212-B21	HP FlexFabric 10Gb 2P 554FLB FIO Adptr
9	651281-B21	HP QMH2572 8Gb FC HBA
9	339778-B21	HP Raid 1 Drive 1 FIO Setting
4	641016-B21	HP BL460c Gen8 10Gb FLB CTO Blade
4	662066-L21	HP BL460c Gen8 E5-2650 FIO Kit
16	690802-B21	HP 8GB 2Rx4 PC3-12800R-11 Kit
8	652611-B21	HP 300GB 6G SAS 15K 2.5in SC ENT HDD
4	684212-B21	HP FlexFabric 10Gb 2P 554FLB FIO Adptr
4	651281-B21	HP QMH2572 8Gb FC HBA
4	339778-B21	HP Raid 1 Drive 1 FIO Setting
2	406740-B21	HP BLc 1Gb Enet Pass Thru Mod Opt Kit
2	403626-B21	HP BLc 4Gb FC Pass Thru Module
1	517521-B22	HP 6X 2400W Plat Ht Plg FIO Pwr Sply Kit
1	456204-B21	HP BLc7000 DDR2 Encl Mgmt Option
1	677595-B21	HP BLc 1PH Intelligent Power Mod FIO Opt
1	517520-B21	HP BLc 6X Active Cool 200 FIO Fan Opt
1	H1K93A5#7FX	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC: c7000 Enclosure HW Supp
13	H1K93A5#7XE	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC: BL4xxc Svr Bld HW Support
1	433718-B21	HP BLc7000 10K Rack Ship Brkt Opt Kit
1	BW946A	HP 42U Location Discovery Kit
1	BW932A	HP 600mm Black Rack Stabilizer Kit
1	BW930A	HP Air Flow Optimization Kit
1	BW906A	HP 42U 1075mm Side Panel Kit
2	AF531A	HP Intelligent Mod PDU 24a Na/Jpn Kit
2	AF520A	HP Intelligent Mod PDU 24a Na/Jpn Core
1	C6N33AAE	HP Insight Control Encl Bundle 16 E-LTU

1	H1K93A5	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC
1	H1K93A5 4YN	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC: IC BL 16-Svr SW Support
2	500662-B21	HP 8GB 2Rx4 PC3-10600R-9 Kit
4	627117-B21	HP 300GB 6G SAS 15K 2.5in DP ENT HDD
Jackson Site - Secondary Storage (Tape Backup)		
Qty	Part #	Description
1	C0H22A	HP MSL2024 1 LTO-6 Ult 6250 FC Library
1	H1K92A5#80N	HP 5Y 4 hr 24x7 Proactive Care SVC: MSL2024 Library Support
Jackson Site - Tape Backup Software		
Qty	Part #	Description
1	B6961BAE	HP Data Prot Starter Pack Windows E-LTU
1	HM610A5#43B	HP SW Enterprise Standard 5yr Support: HP Software 43B Supp
14	B6965BAE	HP DP On-line Backup for Windows E-LTU
14	HM610A5#1QL	HP SW Enterprise Standard 5yr Support: HP Software 1QL Supp
Jackson Site - Networking		
Qty	Part #	Description
3	J9573A	HP 3800-24G-PoE+-2SFP+ Switch
3	HA105A5#R3Q	HP 5y 6h Call-To-Repair HW Support: HP Networks 3800 Switch Jointware Support
3	J9580A	HP X312 1000W 100-240VAC to 54VDC PS
3	J9577A	HP 3800 4-port Stacking Module
1	J9151A	HP X132 10G SFP+ LC LR Transceiver
7	J9151A	HP X132 10G SFP+ LC LR Transceiver
Jackson Site - UPS		
Qty	Part #	Description
2	AF460A	HP R5KVA UPS 3U L630 HV NA/JPN Kit
2	HA110A5#7GV	HP 5y Support Plus 24 SVC: UPS Equal 3VA Less than 6KVA HW Support
4	AF464A	HP R5 and 7KVA 3U Ext Runtm Mod Kit

Oxford Site (Redundant Site)		
Oxford Site - Server		
Qty	Part #	Description
1	BW904A	HP 642 1075mm Shock Intelligent Rack
1	507019-B21	HP BLc7000 CTO 3 IN LCD ROHS Encl
1	HA454A1-003	HP Fctry Express Blade Svr Pkg 4 SVC
8	641016-B21	HP BL460c Gen8 10Gb FLB CTO Blade
8	662066-L21	HP BL460c Gen8 E5-2650 FIO Kit
8	662066-B21	HP BL460c Gen8 E5-2650 Kit
2	662072-B21	HP BL460c Gen8 E5-2643 (4 core) FIO Kit
72	690802-B21	HP 8GB 2Rx4 PC3-12800R-11 Kit
18	652611-B21	HP 300GB 6G SAS 15K 2.5in SC ENT HDD
9	684212-B21	HP FlexFabric 10Gb 2P 554FLB FIO Adptr
9	651281-B21	HP QMH2572 8Gb FC HBA
9	339778-B21	HP Raid 1 Drive 1 FIO Setting
4	641016-B21	HP BL460c Gen8 10Gb FLB CTO Blade
4	662066-L21	HP BL460c Gen8 E5-2650 FIO Kit
16	690802-B21	HP 8GB 2Rx4 PC3-12800R-11 Kit
8	652611-B21	HP 300GB 6G SAS 15K 2.5in SC ENT HDD
4	684212-B21	HP FlexFabric 10Gb 2P 554FLB FIO Adptr
4	651281-B21	HP QMH2572 8Gb FC HBA
4	339778-B21	HP Raid 1 Drive 1 FIO Setting
2	406740-B21	HP BLc 1Gb Enet Pass Thru Mod Opt Kit
2	403626-B21	HP BLc 4Gb FC Pass Thru Module
1	517521-B22	HP 6X 2400W Plat Ht Plg FIO Pwr Sply Kit
1	456204-B21	HP BLc7000 DDR2 Encl Mgmt Option
1	677595-B21	HP BLc 1PH Intelligent Power Mod FIO Opt
1	517520-B21	HP BLc 6X Active Cool 200 FIO Fan Opt
1	H1K93A5#7FX	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC: c7000 Enclosure HW Supp
13	H1K93A5#7XE	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC: BL4xxc Svr Bld HW Support
1	433718-B21	HP BLc7000 10K Rack Ship Brkt Opt Kit
1	BW946A	HP 42U Location Discovery Kit
1	BW932A	HP 600mm Black Rack Stabilizer Kit
1	BW930A	HP Air Flow Optimization Kit
1	BW906A	HP 42U 1075mm Side Panel Kit
2	AF531A	HP Intelligent Mod PDU 24a Na/Jpn Kit
2	AF520A	HP Intelligent Mod PDU 24a Na/Jpn Core
1	C6N33AAE	HP Insight Control Encl Bundle 16 E-LTU
1	H1K93A5	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC
1	H1K93A5 4YN	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC: IC BL 16-Svr SW Support

2	500662-B21	HP 8GB 2Rx4 PC3-10600R-9 Kit
4	627117-B21	HP 300GB 6G SAS 15K 2.5in DP ENT HDD
Oxford Site - Networking		
Qty	Part #	Description
3	J9573A	HP 3800-24G-PoE+-2SFP+ Switch
3	HA105A5#R3Q	HP 5y 6h Call-To-Repair HW Support: HP Networks 3800 Switch Jointware Support
3	J9580A	HP X312 1000W 100-240VAC to 54VDC PS
3	J9577A	HP 3800 4-port Stacking Module
1	J9151A	HP X132 10G SFP+ LC LR Transceiver
7	J9151A	HP X132 10G SFP+ LC LR Transceiver
HP SANs for Jackson and Oxford sites		
Qty	Part #	Description
1	AW568B	HP P2000 G3 MSA FC/iSCSI DC SFF Array
1	AJ941A	HP D2700 Disk Enclosure
22	C8S61A	HP P2000 6G SAS 15K 2.5in DP ENT HDD
1	TA808AAE	HP P2000 Remote Snap Software E-LTU
2	AW575B	HP SN6000 8Gb 24-pt Single Pwr FC Switch
2	AW575B 05Y	2.4m Jumper (IEC320 C13/C14, M/F CEE 22)
1	H1K93A5	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC
1	H1K93A5#14C	D2000 Disk Enclosure JW Supp
2	H1K93A5#1P8	SN6000 24-port FC Switch JW Supp
1	H1K93A5#1PA	P2000 Remote Snap SW LTU SW Support
1	HA124A1#53A	HP Startup SAN - Level 1 Tier 1 Svc
1	HK696A5	HP 5Y Proactive Select 50 Credit SVC
1	AW568B	HP P2000 G3 MSA FC/iSCSI DC SFF Array
1	AJ941A	HP D2700 Disk Enclosure
22	C8S61A	HP P2000 6G SAS 15K 2.5in DP ENT HDD
1	TA808AAE	HP P2000 Remote Snap Software E-LTU
2	AW575B	HP SN6000 8Gb 24-pt Single Pwr FC Switch
2	AW575B 05Y	2.4m Jumper (IEC320 C13/C14, M/F CEE 22)
1	H1K93A5	HP 5Y 4 hr 24x7 w DMR Proactive Care SVC
1	H1K93A5#14C	D2000 Disk Enclosure JW Supp
1	H1K93A5#1N7	MSA2000 G3 support
2	H1K93A5#1P8	SN6000 24-port FC Switch JW Supp
1	H1K93A5#1PA	P2000 Remote Snap SW LTU SW Support

Appendix B - Sample Network Diagram



Ms. Sec. of State
 SEMS site 1
 Creation date: 10/11/2013
 Revision - 8/3/2015
 Revised by: ckerkes