

## Ongoing System Support, Maintenance and Enhancement (MT) Requirements Technical Proposal Response

**Bidder's Name: Enter Bidder Name Here**

**Instructions:**

- For each requirement contained within this document a response is required.
- If additional space is needed Bidder should clearly label their response with the requirement identifier.
- NYS reserves the right to allow the Bidder to correct obvious errors of omission.
- Within each response, identify which functional requirements will be met as listed in the Attachment 2.01 - Requirements Matrix (include item numbers).

For each of the following requirements, provide detailed responses as to **how** the Bidder's system meets the requirement. Refer to Appendix J for the minimum requirements for support service levels.

| Rqmt. No. | Requirement Description – <b>System Support and Maintenance Plan:</b>   |
|-----------|---|
| MT1       | <p>At this part of its Technical Proposal, the Bidder must describe the ongoing support and maintenance services the Bidder is proposing to provide in support of the proposed solution. The Bidder shall provide a logistics support plan addressing in detail each of the following aspects of system support:</p> <ul style="list-style-type: none"> <li>• Include a definition of the roles of the Bidder and NYS with a list of the responsibilities of each role related to the processes and support of the proposed solution.</li> <li>• Describe the proposed solution's system alerts, monitoring and management tools (defining where these items are addressed with COTS or customized) that will be available to NYS.</li> <li>• Describe in detail what methods are available to contact Bidder for system support i.e. web site, toll free phone number, etc.</li> <li>• Detail procedures and guidelines for escalation of problems which cannot be solved in a timely manner. Please indicate if there are multiple levels of support and if so, the timeframes for the internal escalation process to the next level of support.</li> <li>• Describe the issue tracking and resolution reporting documentation that will be provided.</li> <li>• Detail the proposed communication strategy for issues status and resolution, system health and support performance.</li> <li>• Include an organization chart of the Bidder's support structure</li> <li>• Certify that all future upgrades made to the base COTS solution will include any and all customizations made to meet the NYS Requirements in this RFP. Customizations in this context should include all software modifications to the application interfaces and standard reports.</li> </ul> |

**Bidder MT1 Response:**

| Rqmt. No. | Requirement Description – <b>Disaster Recovery and System Continuity</b>  |
|-----------|---|
| MT2       | <p>At this part of its <i>Technical Proposal</i>, the Bidder must include a description of the Bidder's proposed Disaster Recovery and Service Continuity Plan that meets at a minimum the following requirements:</p> <ul style="list-style-type: none"> <li>• The system shall be able to automatically back out incompletely processed transactions if the system fails.</li> <li>• If the system fails, the system shall be able to automatically restore to its last consistent state before the failure occurred.</li> <li>• The system shall have fully documented restart capabilities for the application's on-line and batch processing components.</li> <li>• The system shall retain archived data and system records in accordance with NYS regulations, policies, and procedures.</li> <li>• The system shall be designed assuming zero fault tolerance (i.e. no single physical or electronic point of failure).</li> <li>• The Bidder shall provide a documented disaster recovery plan for the system.</li> <li>• The system shall provide the capability to perform incremental and full backups.</li> <li>• The system shall provide the capability to restore file(s) from incremental or full system backups.</li> </ul> |

Bidder MT2 Response:

| Rqmt. No. | Requirement Description – <b>Optional Services:</b>   |
|-----------|---|
| MT3       | <p>At this part of its Technical Proposal, the Bidder, must:</p> <ul style="list-style-type: none"> <li>• acknowledge its agreement to provide Optional Services during the term of the Contract;</li> <li>• detail the Bidder's commitment to provide such resources;</li> <li>• describe how the Bidder proposes to provide said services; and</li> <li>• provide detail as regards to the availability and capacity of the Bidder to provide such services.</li> </ul> |

Bidder MT3 Response:

