

## ADDENDUM #002

**Date:** 12/01/20

**Solicitation Number:** RFI-EC-ITMSPO

**Solicitation Title:** Information Technology Managed Services Outsourcing

**Addendum Number:** 002

Please be advised that the changes below are applicable to the original specifications of the above referenced solicitation.

This Addendum includes the following information:

### **Answers to written questions.**

Questions received are listed in blue text. Answers are directly below each question.

1. V.6 Please describe the Cloud Database (DB) Solution currently in place, including the application(s), how it is currently supported, and how/where it is currently hosted, and the current operating cost structure.

The current Cloud DB solution, consisting of multiple Production and Test DB's in support of (3) separate solutions, Data Warehouse, Custom Data application and a Mobile App solution, is housed and maintained in Azure Cloud. It is currently supported by our IT MSP, as part of our IT Outsourcing contract. Operating cost structure is NA to this process.

2. V.7.a Please list and describe the Mission Critical applications that require support and the current support in place for these applications. Please include whether these applications have active support agreements with the software manufacturer/developer.

The Mission Critical applications referenced are numerous, most of which are standard business applications (HRMS, Payroll, AP, AR, T&E Management, Collaboration Platforms, O365, etc.) and Funder provided/required applications (State of Florida FSFN, 3rd Party Child Welfare Client Management Solutions, State Juvenile Justice Client Management Applications, State and County Workforce Development Management Systems, etc.). All of the applications are web-based, SaaS or private-cloud hosted, and publicly accessible. All of the referenced applications are supported by the Funder or Partner as part of our contracts with them for same. The one exception is an internally hosted MS based CRM solution that serves as an EHR and Client Management Solution and is hosted at our Data Center. It is administered by an internal development team that reports to the Eckerd Connects CIO. We also have maintenance and support agreements in place with the application provider.

3. V.8 Please describe the current data backup and archival solution(s) in place and a high-level description of State, Statutory and Contractually mandated archival requirements.

Currently Eckerd Connects uses a variety of backup, storage and archival solutions that consist of primarily Nimble storage, Dell Storage arrays and a Dell Data Domain and DPS solution. We currently utilize Veeam and Avamar as our primary backup management software solutions. Our mandated, contractual or otherwise, archival retention requirements are a minimum of 7 years for all data, electronic or hard copy. We do have some solutions and contracts that require longer archival retention periods and have proper solutions in place to accommodate those long-term retention/recovery requirements and capabilities.

4. General Question: Is there is any possibility of an extension of the deadline on responding to the RFI?

No, the updated dates, as per Eckerd Connects RFI-EC-ITMSPO ADDENDUM #001, are the applicable deadline and deliverable dates.