



Houston Independent School District

Hattie Mae White Educational Support Center
4400 W. 18th St. - Houston, TX 77092

Procurement Services

March 7, 2016

ADDENDUM No 1

RFP Project No. **16-01-20**

RFP Project Title: **RFP/MRMS PaaS Hosting Services**

This addendum is issued to provide an update and answer the following questions:

Extended Bid Opening Date: Monday, March 21, 2016 at 2:00 P.M.
Originally, Monday, March 10, 2016 at 2:00 P.M.

Question 1 Is the District seeking a business development/continuity solution?

Response 1 Yes.

Question 2 What are your Recovery Time Objective (RTO) and Recovery Point Objective (RPO) times?

Response 2 RTO should be no more than 8 hours and RTO 24 hours.

Question 3 What are the physical security environments for this project?

Response 3 We are looking for at least a Tier III facility. Please refer to section 3.3. in particular for facilities, security, and other requirements sub-sections.

Question 4 Is the District open to cost proposal options?

Response 4 Yes.

Question 5 Clarification on section 3.1.1 Purpose of the RFP: 350 GB

Response 5 The 350 GB is the minimum used space for the production environment. All other environments should utilize space based on the type of environment.

Question 6 Clarification on section 3.3 Specification: Is it for production only?

Response 6 The table in section 3.3 displays the recommended resources needed for each environment based in our current developer vendor. However, application is still under development stage.

Question 7 Will application and OS licenses be provided by the vendor or the city?

Response 7 Licenses will be provided by the vendor that will support the application.

Question 8 Does max load supported users mean concurrent connections by users?

Response 8 Yes, 6,000 max load users means concurrent users.



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Question 9 Geofencing Data - does it have to stay with-in the state? Is geofencing for data required/mandated?

Response 9 No, Geofencing does not have to stay within state and yes, geofencing is required.

Question 10 Is the current Tier II facility a commercial hosting facility in the state of TX? If so, who is it? If not, is it a school district/county owned facility?

Response 10 Current system is being hosted internally by HISD IT department. MRMS system is under development and we are requesting at least a Tier III facility. Refer to question 3.

Question 11 What are the Internet bandwidth requirements for the application?

Response 11 Internet Bandwidth should be at least 4Gbps.

Question 12 Is encryption required at rest and in transit?

Response 12 Yes, data encryption is required in both: data at rest and data in transit.

Question 13 Is SSL VPN preferred?

Response 13 Yes.

Question 14 It is our understanding that HISD has a master agreement with Microsoft for licensing of software. Will this hosted MRMS solution be able to leverage the master Microsoft agreement to supply any necessary licenses for this hosting platform? In other words, will you use your own licenses for this solution or will you require new licenses to be supplied? If new licenses are required, those will be reflected in our proposal costs. Specific Licenses in question: Microsoft SQL Server; Microsoft Windows Server

Response 14 We may be able to provide these licenses; however, we would like to obtain a quote for both options: 1) HISD providing the licenses and 2) Proposer providing the licenses.

Question 15 In Section 3.1.1 Purpose and section 3.1.1.4 Expected Results of the RFP, Can you please elaborate and further define your use of the word "dedicated" for the solution being requested? The term "dedicated" implies entire servers housed in an off-site datacenter that are dedicated to your uses only and not shared with anyone else as in a shared hosting environment. Many cost effective cloud hosting solutions are based on multi-tenant (shared) environments. These environments utilize a Virtual Private Cloud/Network design which provisions a "logically isolated" network instead of dedicated hardware. This virtual design is configured to meet requirements for security, access control, privacy, and HIPAA/FERPA compliance. Is a "logically isolated" network a viable option for this MRMS solution or are truly "dedicated" environments required?

Response 15 We will prefer a dedicated solution; however, we are open for other options as long as they meet security requirements, privacy, control, and most importantly, ensure we meet HIPAA/FERPA compliance.



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Question 16 In Section 3.3 Network Security, are both Virtual and Physical firewalls required for this solution? The term “dedicated” is referenced and we would like to clarify the requirements.

Response 16 We require both, the mixed firewalls will allow our application to have the flexibility of virtual firewalls along with the hardware solution of physical firewalls.

Question 17 Will an IDS (Intrusion detection system) be required?

Response 17 Yes, an IDS is required to ensure application and network are being monitored for malicious activities.

Question 18 In Section 3.3 Specifications, can you elaborate on your redundancy needs for this solution? Currently, we only see one server as listed for “Failover” redundancy. Can you further describe your redundancy needs or describe your desired results for failover?

Response 18 The table in section 3.3 displays the requirements recommended by the vendor developing the MRMS system; however, our expectations are to avoid disruptions in the application so we can maintain continuous operations. We are expecting to be able to quickly re-route data automatically in case something fails such a server or network connection, especially during our peak times when critical-timelines are requested from our clients. The most critical components that we are looking to have a failover plan are Power, servers’ capacity, and network connectivity so users will not be aware of any failures.

Question 19 Where on the procurement site will the addenda be posted?

Response 19 The Addenda(s) will be posted under "See Current Bid Proposals" under the project number of the HISD Procurement website.

Office of Procurement Services
Victoria Rivera, Sourcing Specialist

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM BY SIGNING AND
RETURNING WITH YOUR BID PACKAGE.

Company Authorized Signature