**Instructions**

Please supply requested information in the blue-shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

**If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.**

**Respondent Name: Mainline Information Systems, Inc.**

| **Attachment F – Technical Proposal** | | |
| --- | --- | --- |
| **Section Number** | **Clarification Question** | **Respondent Response** |
| VII. Staffing and System Maintenance and Operations (M&O) | Please clarify how the proposed warranty will apply when the State renews the subscription after the conclusion of the first year, including what is and not covered under the warranty and any additional costs. | Within the first 12 months, BMC’s warranty guarantees that the product performs "in substantial accordance" with its documentation. This is a one-time warranty that applies to the first contract only, no future renewals. The Enterprise User License Agreement details this warranty here: |
| VIII. Business Continuity and Disaster Recovery | During implementation, please clarify how will the Respondent assist the State in developing the architecture for disaster recovery? | VPMA will work with the existing St of Indiana team to see how they are presently configured now in working with other applications on their DR / Business Continuity methodologies. Whether that be cloud, alternate Data Center, IBM, SunGard type DR offerings. VPMA has developed many DR solutions for clients over the years. Once we collaborate on the present options available VPMA will architect and document a DR solution design for State of Indiana. This is typically done in the initial stages of the engagement. The design is phase 1 where we will architect and design the entire BMC Control-M Solution set Inclusive of High Availability and Disaster Recovery options. |
| VIII. Business Continuity and Disaster Recovery | In the instance of a disaster recovery event, will the State contact Mainline or BMC? Which entity will be responsible for assisting the State? In the event the application fails to load, what is the Respondent’s proposed support strategy? | The State would contact BMC for assistance. If application fails to load, an Impact Level 1 ticket should be submitted to BMC. You will receive a phone call within 1 clock hour. BMC Support is available 24x7 to work on any critical issues.  BMC provides Support via Web, Email and Phone.  Initial Response goals are relative to the impact of the reported problem on the customer environment. The BMC definitions for Impact (Severity) levels 1-4 can be found [here](https://www.bmc.com/support/resources/bmc-severity-level-definitions.html).  Impact Level 1 issues are defined as follows: **Critical Impact to production environment, primary business service, large number of users experience critical loss of function or data integrity at risk.** Customer resources should be available to work on a 24x7 basis with BMC to resolve the issue. |