**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 E – Business Proposal** | | |
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| **Section Number** | **Clarification Question** | **Respondent Response** |
| II. General Respondent’s DEI Informaton, Company Financial Information, Integrity of Company Structure and Financial Reporting, and All Other Sections | Please clarify the relationship between Mainline, BMC, and VPMA Global Services. What roles will each entity play during implementation and in ongoing maintenance and support? | Mainline, and our Partners, for over the past two decades, have been servicing the State of Indiana IOT and other State agencies offering and implementing IT hardware, software, and services solutions. For this particular RFP, we have decided to partner with BMC and VPMA because of their Best of Breed offerings compared to our other partners based on the State’s requirements |
| III. References, Experiences Serving State Governments, and Experience Serving Similar Clients | Please clarify if your references have submitted their Attachment H – Reference Check Form to the State to the email address <mailto:idoareferences@idoa.in.gov>. | Due to confidentiality agreements, we are not able to provide all details on the customer reference check form. We will coordinate any interviews the State requires; these customers will be available. |

| **Attachment F – Technical Proposal** | | |
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| **Section Number** | **Clarification Question** | **Respondent Response** |
| III. Introduction, About IOT and Current State, Future State Goals and General Project Requirements | Please clarify who will be providing 24x7 support to the State (BMC, Mainline or VPMA Global Services). | BMC Software will provide 24x7 support for software |
| V. Transition, Project Management, Implementation, and Training and End of Contract Turnover | Please clarify your proposed approach to training IOT staff to use the proposed solution tools described in your project management and training plan. Please detail your methodology, timeline, and expected commitments for State staff to be proficient with the proposed tools. | VPMA Training Plan  VPMA has included 80 hours of training in the sow. The covers basic & operations, Scheduling, advanced and administration. Admin training is typically given near the time of product installation to educate your folks on installs and product components. Basic Training is typically given after the products are installed and before conversion so that your team can help with validation on the remediated converted jobs. Advanced is delivered to your teams (Production Support or application users depending on how you plan on controlling your environment). Typically the operations aspect is when jobs are running in your BMC Control-M test bed so they are comfortable with monitoring and taking actions within the monitoring domain. Basic Scheduling & Operations This course covers many of the functions and features of CONTROL-M. This course explores the tools available for monitoring and managing the active environment, including all jobs and workflows for an enterprise. Additionally, hands-on exercises are used extensively to demonstrate job-scheduling functions. By the end of this course, participants should have the skills and knowledge to manage daily business operations, as well build and implement new workflows. Advanced Scheduling Building upon the topics of the Basic Scheduling track, this track includes an in-depth analysis of the various CONTROL-M features and options. Real-world scenarios are used to demonstrate how CONTROL-M can be leveraged for best effect. Participants should have a firm understanding of basic CONTROL-M functions before taking this course. Administration This program reviews the architecture, design, and configuration of CONTROL-M and all its components. Intended for system administrators, this course describes the various hardware and software requirements of the system, how it communicates over networks, its database structure, and other aspects of the product.  VPMA PROJECT MANAGEMENT  VPMA will provide a project plan and allocate resources for this project prior to the kick-off meeting with the State of Indiana. VPMA and the Ste Of Indiana will conduct a series of workshops to gather requirements and finalize the design of the new system. After the requirements and design are signed off, VPMA and the State Of Indiana will start the configuration and conversion work needed to migrate over to the new solution. VPMA will deliver the training (described above) and provide guidance in the migration effort to the State of Indiana project team and design the new system. After the requirements and design is signed off, VPMA and the State of Indiana will start the configuration and conversion work needed to migrate over to the new solution. VPMA will assist in training and provide guidance in the migration effort to the State of Indiana project team and management team where appropriate After the configuration and conversion work is completed, VPMA and the State Of Indiana project team will conduct a series of tests to ensure that the new solution is working appropriately. Any discrepancies will be resolved prior to cut-over. Once the migration is completed VPMA will review the project deliverables with the State Of Indiana prior to final signoff and project close out.  Project Phases   1. Project Initiation Plan 2. Requirements 3. Design 4. Configuration 5. Test / QA 6. Deployment Cutover 7. Project Closeout |
| VII. Staffing and System Maintenance and Operations (M&O) | Please clarify what is and what is not covered in the proposed solution under the one-year warranty mentioned in your response. | BMC’s warranty provides 12 months of guarantee that the products the State is purchasing will perform in substantial accordance with its documentation. Language provided in the RFP response matches contract language the State will receive. |
| VIII. Business Continuity and Disaster Recovery | Please clarify how BMC will provide support to the State in a BC/DR situation. Please clarify how Mainline will support the State in a BC/DR situation. What duties will you execute? What are your assumed responsibilities of the State? | **BMC** products being presented to the State are not managed services or SaaS-based solutions. They are self-hosted software products that have extensive DR capabilities. Most BMC customers have active/passive DR processes and the product fully supports leveraging this setup.  If the state needs to add a failover process to **VPMA**’s scope of services, this can be discussed.  **Mainline** will be the main point of contact for the State and the contracting entity for the WLA solution. |
| VIII. Business Continuity and Disaster Recovery | Please clarify if the Disaster Recovery training team is included in the training. | High Availability training is included in the administration portion of the training, but DR is not included as VPMA is unaware of your present DR solution, and is typically handled internally by your internal team and your DR provider |