**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. |  |
| VIII. Business Continuity and Disaster Recovery | During implementation, please clarify how will the Respondent assist the State in developing the architecture for disaster recovery? |  |
| 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? |  |