**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** | | |
| --- | --- | --- |
| **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? |  |
| 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>. |  |

| **Attachment F – Technical Proposal** | | |
| --- | --- | --- |
| **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). |  |
| 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. |  |
| 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. |  |
| 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? |  |
| VIII. Business Continuity and Disaster Recovery | Please clarify if the Disaster Recovery training team is included in the training. |  |