



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header

 List View

### General Information

Procurement Folder: 162343

SO Doc Code: CRFQ

Procurement Type: Central Purchase Order

SO Dept: 0210

Vendor ID: 000000198832 

SO Doc ID: ISC1600000007

Legal Name: SYCOM TECHNOLOGIES LLC

Published Date: 2/29/16

Alias/DBA:

Close Date: 3/8/16

Total Bid: \$1,340,695.84

Close Time: 13:30

Response Date: 03/08/2016 

Status: Closed

Response Time: 13:07

Solicitation Description: Replacement solution for State's primary backup system   


Total of Header Attachments: 0

Total of All Attachments: 0



## State of West Virginia Solicitation Response

**Solicitation Description :** Replacement solution for State's primary backup system

**Proc Type :** Central Purchase Order

Date issued	Solicitation Closes	Solicitation No	Version
	2016-03-08 13:30:00	SR 0210 ESR03081600000004122	1

## VENDOR

000000198832

SYCOM TECHNOLOGIES LLC

**FOR INFORMATION CONTACT THE BUYER**

Stephanie L Gale  
(304) 558-8801  
stephanie.l.gale@wv.gov

**Signature X**

**FEIN #**

DATE \_\_\_\_\_

**All offers subject to all terms and conditions contained in this solicitation**

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Cost of System	1.00000	JOB	\$1,340,695.840000	\$1,340,695.84

Comm Code	Manufacturer	Specification	Model #
71151106			

Extended Description :	Total Cost of New System
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Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

**State of West Virginia  
Request for Quotation**

**Proc Folder:** 162343

**Doc Description:** Replacement solution for State's primary backup system

**Proc Type:** Central Purchase Order

Date Issued	Solicitation Closes	Solicitation No	Version
2016-02-29	2016-03-08 13:30:00	CRFQ 0210 ISC1600000007	2

**BID RECEIVING LOCATION**

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

**VENDOR**

**Vendor Name, Address and Telephone Number:**

SyCom Technologies  
(804) 262-7100  
1802 Bayberry Court  
Suite 201  
Richmond, Virginia 23226

**FOR INFORMATION CONTACT THE BUYER**

Stephanie L Gale

(304) 558-8801

stephanie.l.gale@wv.gov

Signature X

FEIN #

DATE

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**ADDITIONAL INFORMATION:**

Addendum #1 issued to:

1. Provide responses to technical questions.

End of Addendum #1.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - DATA CENTER MANAGER DEPARTMENT OF ADMINISTRATION BLDG 6 RM B110 1900 KANAWHA BLVD E CHARLESTON WV 25305-0135 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Cost of System	1.00000	JOB		

Comm Code	Manufacturer	Specification	Model #
71151106			

Extended Description :

Total Cost of New System

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Technical Questions Due	2016-02-22

**SOLICITATION NUMBER: CRFQ ISC1600000007**

**Addendum Number: 1**

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The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- ☐ | Modify bid opening date and time
- ☐ | Modify specifications of product or service being sought
- ☒ | Attachment of vendor questions and responses
- ☐ | Attachment of pre-bid sign-in sheet
- ☐ | Correction of error
- ☐ | Other

**Description of Modification to Solicitation:**

Addendum #1 issued to:

1. Provide responses to technical questions.

End of Addendum #1.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**Question 1:**

4.1.1.1 For SW maintenance is it to be up front, or yearly renewal?

**WVOT Response 1:**

Software maintenance costs must be provided on a yearly renewal basis.

**Question 2:**

4.1.1.3 - the line says 1GB connection: Is the connection between sites 1 GIGABYTE per second or 1 GIGABIT?

**WVOT Response 2:**

Communication speeds are measured in gigabits.

**Question 3:**

Is any WAN optimization in place?

**WVOT Response 3:**

No.

**Question 4:**

How much of the inter-site link will be available? (percentage?)

**WVOT Response 4:**

All of the available bandwidth is shared between the Charleston and Flatwoods sites. There is no allocation or dedicated bandwidth for any application or service. No statistics are available for the amount of bandwidth in use, so 1 GB can be assumed for the purposes of this RFQ.

**Question 5:**

4.1.1.4. Deduplication: Does this mean both HW and SW deduplication must both be in the configuration?

**WVOT Response 5:**

No. The requirement of the specification is only that deduplication must be provided. The manner and method in which it is to be provided is not mandated by the specification.

**Question 6:**

4.1.1.5: Does encryption in flight include encryption from the NDMP source or client nodes to the backup server, or just between the sites replication?

**WVOT Response 6:**

Encryption in flight means data being passed from NDMP source and client nodes to the backup device, as well as between sites involved in the replication process.



**Question 7:**

4.1.2.1 Does the training need to be onsite, or can it be offsite?

**WVOT Response 7:**

Training must be on site in Charleston, W. Va. It can include remote or distance learning techniques incorporating on-line instruction.

**Question 8:**

4.1.3.2: Can we have an expanded explanation of what is meant by 1 hour critical support?

**WVOT Response 1:**

Vendor must provide engagement with support or technical personnel within one hour of notification of critical outages which cause unavailability of backup, restore or replication functions for multiple users of this system. A simple call-back or acknowledgement does not meet this specification. Support or technical personnel must be available for and engage in telephone or on-line support activity with the State within one hour of being notified of a major system outage.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.:** \_\_\_\_\_

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

\_\_\_\_\_  
SyCom Technologies

\_\_\_\_\_  
Company

\_\_\_\_\_  
*Amanda Brown*

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
3/8/16

\_\_\_\_\_  
Date

**NOTE:** This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012



Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
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Signature X

*Amanda Brown*

FEIN # 54-1798697

DATE 3/8/16

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**ADDITIONAL INFORMATION:**

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End of Addendum #1.

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Total Cost of New System

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<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions Due	2016-02-22

ISC1600000007	<b>Document Phase</b> <b>Final</b>	<b>Document Description</b> Replacement solution for State 's primary backup system	<b>Page 3</b> <b>of 3</b>
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#### ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions