



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
 ISCH0176

PAGE  
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF  
 KRISTA FERRELL  
 304-558-2596

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DEPARTMENT OF ADMINISTRATION  
 IS&C - DIVISION DIRECTOR  
 ONE DAVIS SQUARE

CHARLESTON, WV  
 25301 304-558-5472

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/26/2008				
BID OPENING DATE: 04/03/2008		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		
				THIS ADDENDUM IS ISSUED TO:		
				1.) ANSWER TECHNICAL QUESTIONS SUBMITTED PRIOR TO THE DEADLINE FOR TECHNICAL QUESTIONS PER THE ATTACHED, AND		
				2.) EXTEND THE BID OPENING DATE.		
				BID OPENING DATE IS EXTENDED TO: 04/03/2008		
				BID OPENING TIME REMAINS: 1:30 PM		
				***** END ADDENDUM NO. 1 *****		
0001	1	LS		205-43		
				EMAIL ARCHIVING PRODUCT		
				***** THIS IS THE END OF RFQ ISCH0176 ***** TOTAL:		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS  
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

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**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

**SIGNED BID TO:**

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

## ISCH0176: Email Archiving

### Addendum No. 1

#### Answers to Technical Questions

**1.) Is WV only looking for software costs on this RFQ? It states "The VENDOR must provide professional services to install and configure the Product(s) onsite". However there is no description of the services provided on this quote, such as the retention rules, etc. Can you please clarify?**

We expect the vendor to come on-site to assist with the design, install, and configure the product.

**2) If the first year of annual support is included in the initial purchase price of the software and then maintenance/support becomes due in years 2, 3, etc. how do you want us to reflect that on the response?**

If the first year of annual support is included in the initial purchase price, then you would show that cost under Unit Cost and the cost of maintenance support under Annual Support, noting that the first year's annual support is included in the initial Unit Cost.

**3) The RFQ states support for EMC CX700 Centera storage device. Is WV looking for support for the Clariion CX700, EMC Centera, or both?**

The CX700 was added in error. This should read "...an EMC Centera storage device."

**4) How many users only need to search the archive for their own emails?**

All licensed users will need the ability to search the archive for their own emails.

**5) How many users need to search the archive for other user's emails (Cross mailbox search)?**

We would estimate that 10 users need to search other people's archives.

**6) On page 10, the first item states: "Product(s) must be in the Leader or Challenger Quadrant" contained in the latest Gartner Research for E-mail archiving." Given that**

**only two companies meet this criterion, is this a mandatory requirement or simply a preference if all other requirements are equal between bidders?**

This is a mandatory requirement.

**7) On page 10, line 7 states: "Product(s) must support multiple hardware storage options for the archiving including, but not limited to, an EMC CX700 Centera storage device." Are you currently using anything other than an EMC CX00 Centera storage device that we should be aware of?**

Currently we are using only the Centera.

**8) Please provide additional details pertaining to the infrastructure currently in place.**

See attached Visio document.

**9) What version of Microsoft Exchange are you currently using? Do you anticipate upgrading to a newer version? If yes, what are the anticipated timelines?**

We are currently using Exchange 2003. At some point in the future (1+ years), we will upgrade to 2007.

**10) How many mail servers do you expect to have in total, and how many locations (and approximately how far apart) are they spread over?**

We have four (4) Active Backend servers all in the same location. All are in the same exchange cluster.

**11. Are there any bandwidth limitations we might want to know about?**

No

**12) What (if any) email retention policy do you currently employ?**

There is no official email retention policy active at this time. After implementing the archiving solution, we plan to implement a 90-day retention policy.

**13. How much production mail are you initially looking to archive?**

That is unknown as this may be an optional service that is offered to the customer.

**14. How much local mail file (.PST) data are you planning to import initially?**

That is unknown as this may be an optional service that is offered to the customer.

**15. How long do you backups currently take?**

Differentials are taken nightly during Monday through Friday and take a little less than one (1) hour. A full backup is taken on the weekend and takes over five (5) hours.

**16. Was a consultant used to create the terms of reference for this RFP? If yes, is the consultant affiliated with any email archiving company? If yes, which company?**

No

**17. For strategic purposes, our company does not utilize Gartner as a potential reference tool. We use a different marketing methodology. Will this disqualify our RFP submission from consideration?**

The RFQ specified that the product must be in the Leaders or Challengers quadrant on the latest Gartner Magic Quadrant for e-mail archiving. See #6 above.

**18. Do users access e-mail using mobile devices (e.g. Blackberry)?**

Yes

**19. Are you looking for software to install on your current hardware, or for an "appliance" solution that includes new hardware?**

Either.

**20. We aren't in Gartner's "Magic Quadrant". Is this a deal-breaker? Will we be disqualified if we aren't listed?**

If the software being bid is not in Gartner's Magic Quadrant, you will be disqualified.

**21. If we don't currently work with MS Outlook Web Access 2003 and MS Outlook Web Access 2007, will we be disqualified?**

Yes

**22. Do you want to purge individual messages from PST files or remove the entire PST file?**

Remove the entire PST files.

**23. We have our own user/group management. How important is interfacing to Active Directory?**

This product must interface with Active Directory.

**24. What is total number of months of historical data that needs to be ingested into new archive environment?**

Multiple years.

**25. How much data already exists in the email environment; either on the Exchange server or in the form of PST files (the info available on server manager console on an Exchange Server)?**

We are migrating multiple Exchange environments into one. Also, this may be offered as an optional service so we cannot currently answer this question.

**26. Operating system used for current Exchange Server environment?**

Windows Server 2003 Enterprise

**27. Version of Exchange Server currently being used?**

Exchange 2003 Enterprise

**28. Version of Outlook Client Being Used?**

Outlook 2003 and 2007

**29. What components are available in your user environment: Outlook 2003 Web Access, Outlook 2007 Web Access, or other?**

Outlook 2003, Goodlink, and BES

**30. Total number of mail servers?**

Two current backend active and one backend passive.

**31. Estimated number of email servers to be added in the next 12 months?**

Two

**32. Mail server hardware configurations? (#CPUs, Speed, Architecture 32 or 64 bit, RAM, OS language (Unicode, MultiByte)**

IBM Blade Servers, 2 CPUs per server, 64-bit capable currently running 32-bit.

**33. Total number of mail boxes?**

After consolidation is completed, we will have approximately 16,000 mailboxes.

**34. Total size of all mail boxes combined?**

This is unknown and will not be known until after consolidations.

**35. Estimated number of mailboxes to be added within the next 12 months?**

12,000

**36. Total number of expected archive servers to run the archive software?**

Unknown

**37. Average email message size?**

Unknown

**38. Average number of messages per day per user?**

50 emails

**39. Estimated growth of total messaging data over the next 12 months?**

Because of consolidation, we estimate it will increase by 10 times.

**40. Vendor and type of secondary data storage?**

EMC

**41. Do you currently own EMC DiskXtender? If not, should DiskXtender software pricing be included in vendors bid response if it is necessary?**

No, we do not currently own EMC DiskXtender. If your solution requires DiskXtender, you should include the cost.

**42. Would you like the local user cache quoted with the archive software? This enables local user email shortcutting.**

Yes

**43. Describe your network back-up environment?**

Tivoli TMS, Full on weekends, differential during the week.

**44. Do you have a clustered server environment? If so, how many cluster nodes, active/passive, other?**

Yes, currently 2 active and 1 passive.

**45. Does the customer have a VM or terminal services environment?**

Yes

**46. What security and encryption measures are used in your environment?**

Pointsec was recently approved as the State's Encryption tool.

**47. Encryption environment in place? If so what type?**

ZIX VPM

**48. What is your preferred database server platform... SQL Server, Oracle?**

SQL Server