**STATE OF MAINE**

**Department of the Secretary of State**

*Information Services*



**REQUEST FOR INFORMATION**

**RFI# 201909164**

**Backup Solution**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.  **Name:** Marie Packard **Title:** Office Specialists II  **Contact Information:** [marie.packard@maine.gov](mailto:marie.packard@maine.gov) |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:*  **Date:** October 14, 2019, no later than 5:00 p.m., local time |
| **Response Submission** | **Submission Deadline:** October 25, 2019, no later than 5:00 p.m., local time  **Submit to:** [marie.packard@maine.gov](mailto:marie.packard@maine.gov) |

TABLE OF CONTENTS

**PUBLIC NOTICE 3**

**RFI DEFINITIONS/ACRONYMS 4**

**PART I INTRODUCTION**

1. PURPOSE AND BACKGROUND **5**
2. CURENT CONDITIONS **5**
3. CHALLENGE STATEMENT **7**
4. GENERAL PROVISIONS **7**

**PART II INFORMATION SOUGHT**

1. GENERAL INFORMATION **8**
2. FEEDBACK REQUESTED **8**

**PART III KEY RFI EVENTS AND PROCESSES**

1. QUESTIONS **9**
2. SUBMITTING THE RESPONSE **9**

**PART IV REVIEW OF RESPONSES RECEIVED 10**

**RFI APPENDICES AND RELATED DOCUMENTS**

RESPONSE COVER PAGE **11**

SUBMITTED QUESTIONS FORM **12**

# **PUBLIC NOTICE**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**State of Maine**

**Department of the Secretary of State, Information Services**

**RFI# 201909164**

**Backup Solution**

The State of Maine, Department of the Secretary of State, Information Services, is seeking information to inform the development of a backup solution for the Secretary of State’s data center configuration and to gain an understanding of what products may be in the marketplace for backup solutions.

A copy of the RFI, as well as the Question & Answer Summary and all other related documents to this RFI, can be obtained at the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis

Responses must be submitted to: Marie Packard (marie.packard@maine.gov) and be submitted by 5:00 pm, local time, on October 25, 2019.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFI DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Information:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **RFI** | Request for Information |
| **RFP** | Request for Proposal |
| **State** | State of Maine |
| **Department** | Department of the Secretary of State, Information Services |
| **FOAA** | Maine Freedom of Access Act |
| **Respondent** | Any individual or organization submitting a response to this RFI. |
| **SOS** | Secretary of State |
| **IS** | Information Services |
| **BMV** | Bureau of Motor Vehicles |
| **CEC** | Bureau of Corporations, Elections and Commissions |
| **Archives** | Maine State Archives |
| **Keep Indefinitely** | A portion of data belonging to the Maine State Archives has indefinite retention period and must be stored and available permanently, for the foreseeable future. |
| **OIT** | Office of Information Technology |

**State of Maine - Department of the Secretary of State, Information Services**

**RFI# 201909164**

**Backup Solution**

# **PART I INTRODUCTION**

## A. Purpose and Background

The Secretary of State, Information Services (“Department”) is seeking information regarding backup solutions for The Secretary of State’s data center from interested parties as defined in this RFI document. This is an opportunity for interested parties to help the Department better understand the marketplace and/or specific subject matter. This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a “Request for Proposals” document).

The Secretary of State, Office of Information Services supports the Bureau of Motor Vehicles, the Bureau of Corporations, Elections and Commissions as well as the Maine State Archives. Information Services maintains its own data center with a unique configuration and which is separate from the State of Maine, Office of Information Technology (OIT). Information Services relies on the network maintained by OIT. Information Services maintains varied environment configurations as well as data with differing retentions periods. Information Service is looking for strategies and marketplace options for a backup solution which would accommodate the diverse business requirements that Information Services is tasked to support.

## B. Current Conditions

1. **Business Structure**

In Maine, the Secretary of State oversees one cohesive Department made up of three distinct bureaus: the Maine State Archives (Archives), the Bureau of Corporations, Elections and Commissions (CEC), and the Bureau of Motor Vehicles (BMV).

1. Bureau of Motor Vehicles (BMV)   
   The Maine Bureau of Motor Vehicles, within the constitutional office of the Department of the Secretary of State, was established in 1905 out of concern for public safety following the invention, mass production, and use of automobiles. Since that time, the Bureau has served the residents of the State and all users of Maine highways by qualifying and licensing drivers and by maintaining records of driver history, vehicle ownership and vehicle registration. Through the collection of the licensing and registration fees associated with these services, the BMV also provides revenue to build and maintain Maine's highways.
2. Bureau of Corporation, Elections and Commissions (CEC)   
   The Bureau is responsible for elections, corporations, and a variety of central filing activities. The Bureau has significant contact with the public in many areas including the following: conduct of state elections; corporation filings; Uniform Commercial Code (UCC) filings; oversight of the Administrative Procedure Act (state agency rule-making); recording of appointments to state offices, boards, and commissions; secretariat to the Governor's Board on Executive Clemency; commissioning of notaries public; and the disclosure of financial information by state agency executive employees.
3. Maine State Archives (Archives)   
   A bureau within the Department of Secretary of State, the Maine State Archives maintains approximately 95 million pages of official State records considered to be permanently valuable. The earliest dates from 1639. Maine State Archives also houses all state records which must be kept until a pre-determined date of destruction.
4. **Current Backup Configuration**

A total of 22 TB of data is backed up weekly and this amount is continually growing.

* 1. BMV & CEC
     1. Current Backup solution is hosted in the Secretary of State Data Center.
     2. Using NetBackup, production databases and data files are backed up to storage arrays and then from the storage arrays, backed up to tape.
     3. Eight weeks of backups are stored on tape. Two weeks of the most current data is stored on tape, off site.
     4. NetBackup Catalog is used to determine the location of file(s) to be restored, for example on the storage array or on a given tape.
  2. Maine State Archives

1. Current Backup solution is hosted in the Secretary of State Data Center.
2. Production databases and data files are backed up directly to tape.
3. Eight weeks of backups are stored on tape. Two weeks of the most current data is stored on tape, off site.
4. NetBackup Catalog is used to determine the location of file(s) to be restored, for example on which tape is a given file located.
5. **Requirements**
   1. BMV & CEC
6. A large variety of database types are used including: Oracle, MySQL, MS SQL and MS Access.
7. Operating systems which must be supported include: Oracle Linux 6 & 7, Fedora Core 9, Red Hat Enterprise Linux 4, CentOS 6 & 7, Solaris 8 & 10, BSD 8.4 & 9.1, Windows 2003, Windows 2008, Windows 2008 R2, Windows 2012, Windows 2012 R2 and Windows 2016
8. Data must be encrypted.
9. Allow imaging of servers (bare metal backup)
   1. Maine State Archives
10. A large variety of database types are used including: Oracle, MySQL, MS SQL and MS Access.
11. Operating systems which must be supported include: Oracle Linux 6 & 7,   
    Red Hat Enterprise Linux 4, CentOS 6 & 7, Windows 2008, Windows 2008 R2, Windows 2012 and Windows 2012 R2
12. Must be physically and logically separate from BMV & CEC since the public requires access to Maine State Archives’ data but cannot, under any circumstances, be allowed access to BMV or CEC data.
13. A variety of retentions periods must be accommodated including short-term, long-term, keep indefinitely and retain permanently.
14. Potential for large increases in storage space needs over time.
15. Data must be encrypted.
16. Allow imaging of servers (bare-metal backup/restore)

**C. Challenge Statement**

The RFI is intended to explore an overarching question: What options are available in the marketplace for Backup solutions which will support the configuration and functionality required by the Department of the Secretary of State, Information Services’ data center?

## D. General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned RFI Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding Request for Information. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of their response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State of Maine to issue a Request for Proposal (RFP).
5. All responses should adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.): [State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html)
7. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer’s/Vendor’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II INFORMATION SOUGHT**

The Department seeks information regarding Backup solutions and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable and high-quality outcomes. Respondents are not required to submit responses pertaining to every question, but the Department encourages interested parties to respond to any or all relevant aspects of the RFI.

The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and/or familiarity with the subject matter. **As this is not a competitive RFP process,** **Respondents must not provide any specific cost or customized pricing documentation in their response.**

1. **General Information**

Provide a brief overview of yourself and your organization, if applicable.

* 1. Please identify yourself and any organization you represent in this RFI.
     1. Name of respondent
     2. Organization and affiliation
     3. Address (organizational, if responding on behalf of an entity)
     4. Contact information (phone number(s) and email address)
  2. Please identify your experiences in providing Backup solutions

1. **Feedback Requested**

**Topics for Responders to Discuss**

* 1. Long-term storage options including archival options for storage
  2. Off-Site Disaster Recovery options
  3. Real-time Disaster Recovery options; immediate, hours or days restoration
  4. Potential for growth in data storage needs
  5. Solutions which include software, hardware or both
  6. Options for Disaster Recovery
  7. Live database backup possibilities
  8. Configurable schedule and retention periods
  9. Knowledge transfer and training as part of a hands-on, on-site installation
  10. Security
  11. Network bandwidth requirements
  12. Supporting infrastructure requirements

# **PART III KEY RFI EVENTS AND PROCESSES**

## Questions

**1. General Instructions**

1. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
2. Interested parties should use **Appendix B** – Submitted Questions Form – for submission of questions.
3. The Submitted Questions Form must be submitted by e-mail and received by the RFI Coordinator, identified on the cover page of this RFI, as soon as possible but no later than the date and time specified on the RFI cover page.
4. Submitted Questions must include the RFI Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted on the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Submitting the Response

1. **Responses Due**

Responses must be received no later than the date and time listed on the cover page of this RFI document.

1. **Delivery Instructions**

Responses must be submitted to the RFI Coordinator, via e-mail, listed on the cover page of this RFI document.

1. **Response Format**

Responses to this RFI may be developed in a manner that suits the respondent. A list of key topics to be discussed is included within the RFI and all submissions, regardless of format will be reviewed. Respondents are asked to be brief and to respond to as many topics as possible within the RFI. Number each response to correspond to the relevant topic or instruction of the RFI to allow comparison and clarity.

# **PART IV REVIEW OF RESPONSES RECEIVED**

# **General Information**

1. The Department will review responses received for the purpose of gathering information and market research only. The Department will not score or rate responses received.
2. The Department reserves the right to communicate and/or schedule interviews/presentations with Respondents, if needed, to obtain clarification of information contained in the responses received and/or additional information to enhance marketing research efforts.

**APPENDIX A**

**STATE OF MAINE**

**Department of the Secretary of State, Information Services**

## RESPONSE COVER PAGE

**RFI# 201909164**

**Backup Solution**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Lead Point of Contact - Name/Title:** | | |  | | |
| **Organization Name (if applicable):** | | |  | | |
| **Tel:** |  | | **Fax:** |  | |
| **E-Mail:** |  | | **Website:** | |  |
| **Street Address:** | |  | | | |
| **City/State/Zip:** | |  | | | |

**APPENDIX B**

**State of Maine**

**Department of the Secretary of State, Information Services**

**SUBMITTED QUESTIONS FORM**

**RFI# 201909164**

**Backup Solution**

|  |  |
| --- | --- |
| **Organization/Responder’s Name:** |  |

|  |  |
| --- | --- |
| **RFI Section & Page Number** | **Question** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

*\* If a question is not related to any section of the RFI, state “N/A” under “RFI Section & Page Number”.*

*\*\* Add additional rows, if necessary.*