

**New York State Department of Transportation
Request for Proposals for Contract #C004309 for
NYMTC Website Redesign to Drupal Platform**

**Attachment 19
Ongoing System Support, Maintenance and Enhancement Requirements**

Proposer's Name: **Enter Proposer Name Here**

Instructions:

1. For each requirement contained within this document a response is required.
2. If additional space is needed then each Proposer should clearly label their response with the requirement identifier.
3. NYS reserves the right to allow itself and/or the Proposer to correct obvious errors of omission.
4. Within each of the responses, and as applicable, identify which requirement(s) from Attachment 1 Functional Requirements will be met.

For each of the following business challenges, provide detailed responses as to how the offered solution meets the requirement.

Below is a presentation of the Support Service Levels expected for the NYMTC Website Redesign to Drupal Platform System:

ITS Technical Support, Maintenance and Service Desk Services

The Office of Information Technology Services (ITS) is directly responsible for all aspects of IT hardware and software including the servers, end-user personal computers, and network connectivity. In addition, ITS is partially or indirectly responsible for access to the Department's mainframe, and most telecommunication devices including phones and fax machines.

All servers are located in the State's Primary Data Center which is: a physically secure space with specific environmental controls, emergency power, and other means of risk mitigation. Only authorized personnel are allowed into the facility. ITS is responsible for backing up all files, databases and systems. ITS is responsible for the enterprise backup solution, which performs disk to disk backup for servers and data at the State's Primary data center. The data is replicated nightly to the State's Disaster Recovery site.

ITS has a NYS Disaster Recovery Plan that is a living document and describes ITS' approach and plans for technology disaster recovery at an alternative location. The plan is complimented by the ITS Continuity of Operations Plan (COOP), Agency COOPs and Individual System Contingency Plans for specific systems. The disaster recovery plan will cover essential and critical infrastructure elements, systems and networks, in accordance with key state priorities.

NYSDOT users will be instructed to report the problem to the ITS Service Desk which provides Level 1 Intake and Support 24x7x365 and routes to the appropriate ITS Resolver Group. If ITS determines that the problem can only be resolved by the Proposer, ITS will re-assign the ticket to the Consultant for triage, identification of root cause, identification of solution, development of solution, testing of solution, and implementation of solution.

Proposer Technical Support, Maintenance and Help Desk Services

The Proposer must provide Help Desk support during normal business hours, Mon-Fri 7:30am – 5:00pm EST, excluding designated NYS Holidays. There will be two types of calls made to the Proposer's Help

Desk: system problems related to the workings of the application; and problems with functional issues within the application. In these instances, it is expected that specified NYSDOT and/or ITS staff can open a ticket with the Proposer’s Help Desk.

The Proposer’s Help Desk support must include the following:

1. Email and phone support (via a toll-free #) Mon-Fri 7:30am – 5:00pm EST, excluding designated NYS Holidays.
2. Remote diagnostics.
3. Access to the Proposer’s ticketing system.

The Proposer must participate in on-going support status meetings with ITS personnel, as needed, to troubleshoot problems with the system.

The Proposer is responsible for Corrective Maintenance. This type of maintenance includes diagnosing and fixing defects including, but not limited to, those found by users. Perfective Maintenance (i.e., implementing new or changed user requirements which concern functional enhancements to the software) will be invoked following the ITS DOT QA-QC and Release-Deployment Process_Vendor as described in **Attachment 20**. Adaptive Maintenance (i.e., modifying the system to cope with changes in the software environment), where possible, will be the responsibility of ITS. ITS may require additional support from the Proposer for adaptive maintenance. Such support must be provided through a scheduled WebEx event wherein ITS will act as Server Administrators to support triage, troubleshooting and resolution.

A. Service Level Objectives.

The Proposer must meet or exceed the Service Level Objective indicated below:

Defect Severity	Maximum Response Time	Maximum Resolution Time	Service Level Metric to be Met	Service Credit to State	Resources Applied
Severity 1	2 clock hours	Same Calendar Day	98%	3% monthly support invoice for maximum response time; 3% monthly support invoice for maximum resolution time	Proposer will provide resources to fix until completed to the satisfaction of NYSDOT.
Severity 2	4 clock hours	2 calendar days	90%	3% monthly support invoice for maximum response time; 3% monthly support invoice for maximum resolution time	Proposer will provide resources to fix until completed to the satisfaction of NYSDOT.
Severity 3	12 clock hours	10 calendar days	80%	3% monthly support invoice for maximum response time; 3% monthly support invoice for maximum resolution time	Proposer will provide resources to fix until completed to the satisfaction of NYSDOT.

Definitions of Severity Defects (Note: The State will determine the level of severity of the defect based on the business impact):

Severity 1 Defect - A problem whose nature and/or severity prevent the State from continuing its business. A Level 1 Defect may have one or more of the following characteristics:

1. The application hangs indefinitely and causes other State applications to hang;
2. The application crashes and causes other State applications to crash; and/or
3. A security incident has occurred or is suspected to have occurred.

Severity 2 Defect - may have one or more of the following characteristics:

1. The performance, functionality or usability of one or more parts of the application are severely degraded or not available;
2. Multiple users are impacted; and/or
3. One or more business functions are unavailable or unusable by the end users.
4. Incorrect application business function, resulting in data integrity issues.

Severity 3 Defect - A failure of a system or part thereof which has a minor impact on a State business process and can be handled on a non-immediate basis. Examples may include user requests (e.g., a report is not formatted correctly) and peripheral problems (e.g., output fails to print properly).

The Proposer shall not close a Defect Fix unless that Fix shall have been demonstrated to either: (a) repair the functionality, performance and usability of the application to its pre-Defect level or (b) improve the functionality, performance and usability of the application from its pre-Defect level.

For each of the following requirements, provide detailed responses as to how the Proposer’s system meets the requirement.

Rqmt. No.	Requirement Description – System Support and Maintenance Plan:
MT1	<p>The Proposer must describe the ongoing support and maintenance services the Proposer is proposing to provide in support of the proposed solution. The Proposer shall provide a logistics support plan addressing in detail each of the following aspects of system support:</p> <ul style="list-style-type: none"> • Include a definition of the roles of the Proposer with a list of the responsibilities of each role related to the processes and support of the proposed solution. • Describe the proposed solution’s system alerts, monitoring and management tools (defining where these items are addressed with COTS or customized) that will be available to NYS. • Describe in detail what methods are available to contact Proposer for system support i.e. web site, toll free phone number, etc. • Detail procedures and guidelines for escalation of problems which cannot be solved in a timely manner. Please indicate if there are multiple levels of support and if so, the timeframes for the Proposer’s internal escalation process to the next level of support. • Describe the issue tracking and resolution reporting documentation that will be provided. • Detail the proposed communication strategy for issues status and resolution, system health and support performance. • Include an organization chart of the Proposer’s support structure

	<ul style="list-style-type: none"> • Certify that all future upgrades made to the base COTS solution will include any and all customizations made to meet the NYSDOT Requirements in this RFP. Customizations in this context should include all software modifications to the application interfaces and standard reports. • The vendor must provide documentation and support for implementation and post-implementation operations.
<p>MT1 – Proposer Detailed Response as how your solution meets this requirement and/or what is your plan, including timeline, for your solution to come into compliance with this requirement:</p>	

Rqmt. No.	Requirement Description –System Continuity
MT2	<p>The Proposer must include a description of the Proposer’s Continuity Plan that meets, at a minimum, the following requirements:</p> <ul style="list-style-type: none"> • The system shall be able to automatically back out incomplete processed transactions if the system fails. • The system shall gracefully handle database failovers in a clustered database server configuration. • The system shall have fully documented restart capabilities for the application’s on-line and batch processing components. • The system must be capable of functioning in a load balanced and redundant configuration. End user session persistence, in the event of web/app server failover, would be desired.
<p>MT2 – Proposer Detailed Response as how your solution meets this requirement and/or what is your plan, including timeline, for your solution to come into compliance with this requirement:</p>	

Rqmt. No.	Requirement Description –System Error Management
MT3	<p>The Proposer must include a description of the Proposer’s Error Management Plan that meets, at a minimum, the following requirements:</p> <ul style="list-style-type: none"> • The solution must provide recovery capability supporting retries for faults and error handling that includes display of network and database errors for troubleshooting. • The solution must provide logging capabilities to trap user access and application events.
<p>MT3 – Proposer Detailed Response as how your solution meets this requirement and/or what is your plan, including timeline, for your solution to come into compliance with this requirement:</p>	

Rqmt. No.	Requirement Description – Optional Services (IF APPLICABLE)
MT4	The Proposer must:

	<ul style="list-style-type: none">• Acknowledge its agreement to provide Optional Services during the term of the Contract;• Detail the Proposer’s commitment to provide such resources;• Describe how the Proposer proposes to provide said services; and• Provide detail regarding the availability and capacity of the Proposer to provide such services.
<p>MT4 – Proposer Detailed Response as how your solution meets this requirement and/or what is your plan, including timeline, for your solution to come into compliance with this requirement:</p>	