ADDENDUM NO. 2: QUESTIONS AND ANSWERS
REQUEST FOR PROPOSALS FOR WEBSITE HOSTING SERVICES

1. Please specify the cloud platform viz. AWS or Azure or GCP for the cloud hosting.

    - **AWS is preferred, though other cloud hosting solutions can be considered as long as they are in compliance with the scope and requirements set forth in the RFP.**

2. Is it daily incremental backup?

    - **We would prefer a weekly fully backup, with daily incremental. Daily incremental backups can expire and be removed after 7 days.**

3. Is it weekly Full back up?

    - **We would prefer a weekly fully backup, with daily incremental. The weekly full backup can expire and be removed after 2 weeks.**

4. What is the volume of backup data? (Daily/Weekly)

    - **Less than 30GB.**

5. Do you have Dedicate network between on-premise to the cloud viz. Direct connect?

    - **We prefer a VPN connection between on-prem and cloud.**

6. As there will be new additions/modification to the on-premise data, for how long is the incremental replication in the cloud be an ongoing activity?

    - **This will be a new website, so this requirement is not applicable.**

7. What is the existing size of Staging environment? What is the growth% year over year?

    - **Less than 30GB, with a growth rate of 2.5-5%.**

8. What is the existing size of Production environment? What is the growth% year over year?

    - **Less than 30GB, with a growth rate of 2.5-5%.**

9. What is the frequency of Database backup?

    - **We would prefer a weekly fully backup, with daily incremental.**

10. Can you please specify the Database size?

    - **Less than 30GB.**

11. Do you prefer to opt for managed database solution once hosted on cloud?

- **Yes, we would like this as an option.**

12. Is the disaster recovery at AZ level of Region level?

    - **We prefer Region Level.**

13. Can you please specify your preference of encryption, it is Server-side encryption or Client-side encryption?

    - **Server Side & Client Side.**

14. What is the preferred storage option in cloud? (for eg: S3 in AWS)

    - **S3, but we are look for recommendations.**

15. Is it a 3-tier architecture (Web, Application and Database)?

    - **Yes.**

16. We are a partner for AWS cloud hosting services based out of Iowa. Are you open to non-resident bidders?

    - **Yes.**

17. Do you currently have a proposed budget for covering hosting and support for the 3-year period?

    - **Yes.**

18. Do you currently have a disaster recovery plan in place?

    - **Yes, for our on prem environments.**

19. How often would you like to have updates applied to the websites? Monthly/Fortnightly/Weekly?

    - **Weekly.**

20. Do you currently use any tools to manage web accessibility?

    - No.

21. How often do you initiate the site backups for your current CMS?

    - **Weekly full backup, with daily incremental backup.**

ADDENDUM NO. 2: QUESTIONS AND ANSWERS
REQUEST FOR PROPOSALS FOR WEBSITE HOSTING SERVICES

22. Can Connecticut Health Insurance Exchange provide any information on the current site architecture?

    - **Refer to Topology Diagram**

23. Can you share the current web hosting architecture?

    - **Refer to Topology Diagram**

24. Do you currently have any licensing agreements with any OS provider?

    - **No**.

25. Does Connecticut Health Insurance Exchange have a requirement for the hosting of any environments in addition to the staging and production environment (for instance, development, QA, pre-prod)?

    - **We require the following three (3) environments: Staging; User Acceptance Testing; Production.**

26. Do you have any people or staff who manage your current hosting environment?

    - **It's a mix of staff and contractors.**

27. Is the hosting provider required to have any compliance in place?

    - **Yes, we prefer: Network Infrastructure to ensure compliance by using the current version of NIST 800- 53 requirements, inclusive of CMS MARS-E 2.0, IRS Publication 1075, and FIPS 140-2.**

28. We noticed you included Form 1 in Appendix B do you want that submitted as well?

    - **Form 1 is provided for informational purposes only. Form 1 is completed in conjunction with contract execution.**

    - **We do require the following forms with the submission of your Proposal:**
        - **IRS Form W-9**
        - **Ethics Form 5 – Consulting Agreement Affidavit, attached as Appendix C**
        - **SEEC Form 10 – Acknowledgement of Receipt of the State Elections Enforcement Commission's Notice of Campaign Contribution and Solicitation Limitations, as attached in Appendix D**
        - **Nondiscrimination Form A (Affidavit by Individual) or Nondiscrimination Form C (Affidavit by Entity), attached as Appendix E. Respondents should only submit the applicable form**

29. Is your requirement a Linux OS or are you open to Microsoft OS (Windows)?

- **Prefer Linux OS.**

30. What Hypervisor are you standardized on; we are standard on VMWare?

    - **VMWare.**

31. How many of the section 5 database servers are you looking to quote?

    - **Two per environment, a total of six.**

32. What cloud service model are you requesting - IaaS, PaaS, SaaS, BUaaS?

    - **PaaS.**

33. Please provide the Contract Type for this Request for Proposal, such as Time and Materials or Firm Fixed Price.

    - **We need fixed cost proposal with options for hourly rate resources should they be needed. Multiple fixed cost options can be submitted.**

34. The initial contract length is not to extend 3 years, would it be rebid or would it be extended?

    - **We generally include rights to extend contract terms, however, we always consider all our options at the conclusion of a contract including the issuance of an RFP/RFI.**

35. Access Health CT requires a 1.5 second 'average page load'. Does Access Health CT have a specific tool or application that it requires to demonstrate sustained compliance, os is tool selection and documentation format left to the respondent?

    - **We would like recommendations from the selected Respondent regarding the best tools for testing and monitoring.**

36. Access Health CT requires an option "of being notified immediately in the case of any kind of failure that ..that would cause interruption to the platform" Will Access Health CT define which conditions require notification and which do not? Will that list remain unchanged after it is defined?

    - **We can provide a list of required notification triggers. The list may need to be updated periodically, but not often.**

37. The Information Technology Infrastructure Library (ITIL) has standard process templates that define IT Services and compliance with services requirements. These methods are based on things that can be objectively measured and reported upon. Being notified 'immediately' is not something that is objectively defined or measured. Would Access Health CT be willing to define this requirement as 'Notification Generated and Sent in 5 minutes or less'?

    - **Notifications generated when issues and downtime occur will be included in the final contract. Please provide your organizations minimum notifications time frame.**

ADDENDUM NO. 2: QUESTIONS AND ANSWERS
REQUEST FOR PROPOSALS FOR WEBSITE HOSTING SERVICES

38. Access Health CT is requiring "Patch Management for Security and all Related Operating System Updates - Provide and deploy core updates across the platform quickly and efficiently to prevent website hacks" Can Access Health CT define "Core Updates" and "quickly and efficiently" in a way which is objective and measurable?

- **Technology stack and system updates for known security threat as recommended from the operating systems and software vendors.**

39. Pricing instructions require that respondents provide "specific hourly rates for each category of employee who will provide services described herein (excluding clerical staff)." "Reflect discounted rates for government or not-for-profit". Our Managed Hosting Services do not charge for any directly billable labor categories or specific resources. Is pricing presented in terms of processing, memory and storage resources acceptable to Access Health CT?

- **Please see Answer to Question #33. Hourly rate cards should also be included for additional work that may fall outside the scope set forth in the RFP.**

40. Access Health CT defines a server specification – i.e. 4 vCPUs, 16 GB of Random Access Memory, 200 GB of storage, but does not provide any configuration or architecture as to how these Virtual Server Units are to be deployed. Can Access Health CT provide their desired architecture which identifies the number of web servers, database servers, etc., and the relationships between them – i.e. are there failover groups or replication between database servers, or a single unit, or how many web servers are desired and the type of load balancing envisioned.

41. **Refer to Topology Diagram.** Are the number and type of servers required by Access Health CT fixed or variable?

- **For this solution, the environments/servers are fixed.**

42. The RFP asks for Production and Staging environments. Are these environments identical in number and resource use or is development a subset of what is present in production?

- **We will need three environments from the vendor, STG, UAT, PROD. Yes, they will be identical.**

43. I see that Access Health CT is using GITHUB to use CICD software deployment processes. RFP section 4 requires 'Automated deployment tools to deploy code and data between environments'. While we are able to load any tool that has the required GIT integration, wouldn't your development team be responsible for selection and operation of their required tool?

- **Yes, we will prefer to use a tool such as buildkite, but the Exchange is looking for recommendations and/or solutions from the selected Respondent for the best integrated solution within their environment.**

44. Section 3: Security (Moderate Risk) includes 2 separate options – Option 1 and Option 2. The difference between the options appears to be the FedRAMP compliance requirement. Does the Exchange require FedRAMP certified hosting/cloud environment e.g. Option 2?

- **The Exchange prefers FedRAMP certified hosting/cloud environment.**

45. Is Option 1 a typo that should be removed in its entirety from the solicitation?

    - **No.**

46. Section 3: Security (Moderate Risk) - Does the Exchange also require physical access to the cloud hosting datacenter(s) for purposes of a security assessment?

    - **Yes, through a secure VPN.**

47. Section 3: Security (Moderate Risk) – Does the Exchange store electronic protected health information (ePHI) as part of the AccessHealthCT.com website?

    - **No, all PHI is decentralized from the AccessHealthCT.com website and store on-prem**.

48. Section 6. Preferred Software Stack – Does the Exchange require any WordPress support to be provided as part of the Website Hosting Services scope of work? If yes, please provide additional information to help us better assess the scope and quantity of support required (e.g. 10 hours per month, etc.).

    - **No, this is not needed.**

49. Instructions To Respondents – please confirm that the Technical Proposal should be submitted to Nick Gugliotti while the Price Proposal should be submitted to Sinisa Crnkovich.

    - **Respondents must email their Proposal to: Nick Gugliotti; Nicola.Gugliotti@ct.gov. The Subject line of the email should read: Proposal for Website Hosting RFP – [Your Firm's Name].**

    - **Respondents must email their Pricing Proposal to: Sinisa Crnkovich, Sinisa.Crnkovich@ct.gov. The Subject line of the email should read: Pricing Proposal for Website Hosting RFP – [Your Firm's Name].**

50. Instructions To Respondents – some forms (e.g. CTHIX Nondiscrimination Form C) appear to require notarized corporate signatures. Will the Exchange accept a scanned copy of notarized documents as part of our electronic submission?

    - **Yes, we will accept emailed notarized forms.**

51. Instructions To Respondents – which proposal volume (Technical or Price volume) should include the following proposal contents: certificate of insurance, IRS/Ethics forms, client references.

    - **The Forms can be included with the Proposal that will be sent to Nick Gugliotti.**

52. Can you provide the following stats?
    - Breakdown of where traffic comes from (top 10 countries / states):
        i. **Most traffic is from CT**

ADDENDUM NO. 2: QUESTIONS AND ANSWERS
REQUEST FOR PROPOSALS FOR WEBSITE HOSTING SERVICES

- What is the daily average number of sessions and users
    i. **Not available**
- What is the monthly average number of sessions and users:
    i. **150,000**
- What is the monthly average bandwidth in gigabytes?
    i. **Not available**
- What are the top 10 visited pages and number of visitors?
    i. **Not available**

53. Is there public user authentication (login) for this site?

    - **No.**

54. Are there restricted areas of the site?

    - **No.**

55. How many administrators and where are they located (if in US, which states - assume CT)?

    - **5-10, CT.**

56. Does traffic fluctuate greatly? What are the busiest / quietest days of the week and hours of the day?

    - **On avg 120k Unique Visits Monthly, with a busy season from November to February during Open Enrollment, maximum of 250K users a month.**

57. Are there any data-intense features / functions?

    - **No.**

58. What kind of deployment strategy is required (i.e. is the site required to remain online during deployments? Blue/Green, Canary, etc?

    - **Yes, the site should remain online during deployments in general. Blue green, but this may be different for specific releases.**

59. Is there any need to access servers directly (i.e. ssh, etc)? If so, for who and how many users?

    - **Yes, 5 Users.**

60. What is the average page size in kilobytes (i.e. include images, html, css, js)?

    - **125kb-130kb.**

61. How much storage (DB / File System) is required.

    - **Less than 30Gig.**

ADDENDUM NO. 2: QUESTIONS AND ANSWERS
REQUEST FOR PROPOSALS FOR WEBSITE HOSTING SERVICES

62. Do you have a style guide or a brand guide?
    - **Yes, but not needed as the website content is already developed.**

63. Do you have a budget you are able to share?
    - **Budgets will not be shared at this time.**

64. Does the budget include tech support and hosting?
    - **The final budget may include tech support and hosting; however, we are awaiting the conclusion of the RFP process to finalize the budget components.**

65. What was the investment in the previous website?
    - **N/A.**

66. Does the Exchange have a CMS preference? Open source? Drupal/WordPress?
    - **The Exchange prefers Open Source, WordPress CMS.**

67. Who are your primary and secondary users?
    - **Primary users are citizens of CT who need healthcare coverage.**

68. Would you like detailed research in terms of your audience in the form of an audience needs assessment?
    - **Sure, this would be great to have.**

69. Do you have a desired launch date?
    - **June 4, 2021.**

70. Is there a specific event driving the launch date?
    - **Yes, an update to our enrollment application.**

71. What is the current hosting environment?
    - **On Prem, State of CT.**

72. How many visitors does the current website receive on a monthly basis?
    - **120,000 Unique Visitors per month.**

73. How many pages of content do you anticipate transferring to the new site?
    - **60 pages.**

74. What are your current pain points with the existing website?

- **The existing website is too tightly integrated into our enrollment application.**

75. What are the current technical challenges (if any)?

    - **Long process to update simple content.**

76. How many site administrators will you have?

    - **5-10.**

77. Will you require different levels of admin permissions?

    - **Yes.**

78. Is Access Health CT looking for anything beyond the currently proposed environments for Disaster Recovery as a service (DRaaS)?

    - **We are looking for recommendations for DRaaS for this solution.**

79. Does Access Health CT currently have established Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO)? If so, what are they?

    - **These are not established at this time.**

80. Proposal is to entirely migrate the hosting of current on prem webservices to cloud and not partial migration or any hybrid model of on prim and cloud. Is the assumption correct?

    - **Yes, for this AHCT Website Solution it will be fully in the cloud.**

81. What kind of Cloud hosting service Access Health currently using?

    - **We do not have any current cloud hosting capabilities.**

82. What kind of support in terms of maintenance will be needed Post implementation? Support will include only warranty support and handover, or it will be continuous maintenance support post warranty with the provide SLA.

    - **Yes, it will be it will be continuous maintenance support post warranty with the provided SLA.**

83. What is the current downtime of the Webservers and its application on prem (weekly or monthly)?

    - **We currently have some scheduled downtime, but it not a set time. It follows the release implementations, just a few hours when a release is ready to deploy.**

84. How much downtime currently observed for on prem – Planned Downtime because of release or security updates and unplanned upgrades like application crashing and troubleshooting etc.?
    - **We currently have some scheduled downtime, but it not a set time. It follows the release implementations, just a few hours when a release is ready to deploy.**

ADDENDUM NO. 2: QUESTIONS AND ANSWERS
REQUEST FOR PROPOSALS FOR WEBSITE HOSTING SERVICES

85. Will you be sharing the logs of the servers and its application health and downtime?

    - **No, this is not available.**

86. What is the maximum total average downtime per week in Hrs./Mins acceptable once we move to cloud?

    - **See Answer to Question #82.**

87. Does 99.99 % uptime include downtime of included software stacks as this are controlled by software vendors?

    - **Yes.**

88. Do we know the current downtime of the software stacks used like Linux, Maria DB etc. and if they meet the new SLA of 99.99% uptime mark?

    - **This is not available.**

89. 99.99% uptime means in cloud environment means not more than 53 mins downtime in a year? Is that correct understanding?

    - **Yes.**

90. Scope of Work: For each environment, provide current server specs. i.e. Number of servers, CPU/RAM/Storage per server.

    - **We provided guidelines in the RFP but are really looking for the vendors to provide recommendations.**

91. Scope of Work: For each environment, provide software deployed on each server?

    - **WordPress and MariaDB.**

92. Scope of Work: SLA response time - how does this apply? Please elaborate.

    - **How quickly you can respond/solve a technical issue.**

93. Scope of Work: Managed Services: Server and Application Support - will the selected vendor manage up thru the application?

    - **Application support is not relevant to this RFP. Only infrastructure support is in the scope of this RFP.**

94. Security: Are both options (1 & 2) required in response?

    - **One or Two.**

95. What are the managed applications? Are the managed applications as follows: Linux, MariaDB, PHP, GIT, WordPress?

- **Correct.**

96. What is the timeline to make a decision and start deployment?

- **Feb – Mar.**

97. Is there budget currently allocated for this project?

- **Yes.**

98. Are there penalties specified if a vendor misses an SLA?

- **SLAs and penalties will be included in the final contract.**

99. Is self-help considered an option for delivery of 24x7x365 support?

- **No.**

100. Is it allowable for any support to be offshore, outside of the United States?

- **No.**

101. Will you consider an extension of proposal responses to February 5, in order to allot more time for high-quality responses?

- **No.**

102. Please describe the current environment in more detail. Is it meeting, not meeting, or exceeding the response and performance times requested?

- **This RFP is for the requirements for a new website, so we don't have a current environment with this technology stack for comparison. The response and performance times requested are based on the prevalent industry standards. The current environment is with a technology stack suited for Java based web applications.**

103. The Web and Database servers are listed with the same specifications; is this correct?

- **Yes, this is correct. If the recommendation is for a higher specification, we would like to know the cost for additional CPUs/storage.**

104. Is the Database currently in a high availability and disaster recovery configuration now?

- **Currently, yes.**

105. What size is the Database?
- **Less than 30GB currently but expected to grow.**

106. Are the backups requested by Access Health CT file level, image level, or both?

- **Open to reviewing all the options.**

107. Is GitHub being used simply as a repository or is it being used for Continuous Integration?

- **Currently, GIT is being used as a repository. AWS CodeCommit's GIT service is being used for this code repository. We are not using Github cloud for this.**

108. Who is the current vendor of the existing webserver application stack?

- **Not relevant to this RFP.**

109. Please provide the evaluation criteria that will be used to score the bidders.

- **Approach and Qualifications - The quality of proposed work plan and methodologies to achieve the project outcomes, including the ability to complete the work within the required timeframe. The ability to meet the AHCT's contract compliance requirements/terms and conditions. The previous experience, education and training, special knowledge, skills and abilities. The number, qualifications, and titles of the primary person(s) assigned to the project.**

- **Pricing - The quality of the pricing proposal that provides the best value for the goods or services. A pricing proposal that is cost effective and competitive.**

- **Overall presentation - The overall organization of the Proposal, the passion and professionalism of the firm and the quality of oral presentations, references and or site visits (if applicable)**

110. Please provide the budget for this procurement.

- **Budgets will not be shared at this time.**

111. Is there a preferred cloud hosting solution (i.e., AWS, Azure)?

- **AWS is preferred, though other cloud hosting solutions can be considered as long as they are in compliance with the scope and requirements.**

112. Please provide additional clarification on how pricing should be presented. Should the vendor provide labor rates to support a Time and Materials bid or is there a requirement to provide a fixed fee proposal?

- **We need fixed cost proposal with options for hourly rate resources should they be needed. Multiple fixed cost options can be submitted.**

113. Kindly Provide Web Application List for both Test and Production Environment.

- **AHCT Home Website.**

114. Kindly confirm if there is any scope deviation than what is currently being supported. If yes, please explain additional/reduced scope (Ex: Any new web applications being added in scope etc.).

- **RFP accurately captures the scope of work as of now.**

115. Kindly provide description, functional and architecture, for Web applications (especially large and complex applications).

- **Refer to Topology Diagram**

116. Kindly provide details of technology stack including version for each web application. In addition to "preferred stack" specified in Section 6, is agency receptive to using other open source s/w stack?

- **The preferred technology stack for the AHCT Home Website, is as mentioned in the RFP. Yes, we are receptive to other recommended open source s/w stacks.**

117. Kindly provide application user base, application criticality and complexity details
Criticality – is very high, it's going to be the home website for AHCT's consumer application system.

- **Userbase – Not available**

- **Complexity – just as any other enterprise WordPress website.**

118. Does client have any existing performance testing tool? If yes, which tool?

- **We are looking for recommendations from the Respondents to this RFP.**

119. Kindly provide Web application peak usage details during the calendar year. Are there peaks in usage of certain applications, and if so, is there any specific time of year, correlation?

- **Peak times are during open enrollment period, Nov - Feb**

120. Please provide Application Support annual ticket volume statistics for last 12 months.

- **Application support is not relevant to this RFP. Only infrastructure support is in the scope of this RFP.**

121. Is there existence of any backlog tickets which the provider should consider when moving to Cloud?

- **No.**

122. Is there any applications undergoing any transition phase or currently under development?

- **Yes.**

123. Please segregate applications (per technology) whether independent and/or stand-alone applications. Does detail exist corresponding to integration aspects of the application (integrated through open standards or WCF or WebAPI etc.) and if so, can this be provided?

- **Application development/integration is not in the scope of this RFP, only the hosting infrastructure and its support is in scope. We are looking for a VPN connectivity with**

the state of CT network, so our application development team can connect to the hosting infrastructure for application deployments and triage process.

124. Can a list and Version details of database technologies be provided?

- **MariaDB is preferred, but we are open to other recommended options.**

125. Does client have any existing server monitoring tool? If yes, which tool?

- **We are looking at the applications of this RFP to do the server monitoring and provided the recommended tools for this to meet the SLA as mentioned in the RFP.**

126. Kindly provide the following details for Application Support:
   i. categorization of applications (per Technology) in terms of complexity i.e. how many applications (per Technology) are deemed low, medium and high complexity?
   ii. categorization of applications (per Technology) in terms of business criticality i.e. how many applications (per Technology) are classified Tier 4 – Mission Critical, Tier 3 – Business Essential, Tier 2 – Business Core, Tier 1 – Business Supporting and Tier 0 –Non-Essential?
   iii. Size of each application in terms of Function Points and Lines of Code?

- **Application support is not relevant to this RFP. Only infrastructure support is in the scope of this RFP.**

127. Please provide last year usage statistic of applications along with count of applications per technology, whether internal or external (end user) facing.

- **This hosting is for a new website.**

128. Is there a preference of cloud environment (AWS/AZURE/GOOGLE CLOUD)?

- **AWS is preferred, though other cloud hosting solutions can be considered as long as they are in compliance with the scope and requirements.**

129. Please provide details about existing Production and Staging Infrastructure:

- **There is no UAT, Staging or Prod environments for this new home page design. They will need to be built.**

130. Total number of servers with configuration - for both production and staging?

- **Looking for recommendations from the Respondents to meet the required SLA.**

131. Idle and Peak connection per second?

- **Not Available**

132. Average concurrent session count?

- **Not available**

133. Will the ticketing systems and software be provided by Access Health CT or is this vendor responsibility?

- **We would want the vendor to supply a ticketing system for infrastructure support.**

134. Please clarify whether procurement of DRaaS and maintenance is part of vendor scope.

- **Yes.**

135. Item 2: Scope of Work, Desired Outcome indicates vendor to procure Linux Servers, please provide additional clarity whether procurement for servers, network switches, firewalls, IPS, etc. are the responsibility and scope of vendor?

- **Yes.**

136. Please clarify whether procurement of WAN link and maintenance is all part of vendor scope?

- **Yes.**

137. Is there potential a template for proposed pricing will be provided?

- **No.**

138. In total, how many servers are required for migration?

- **This hosting requirement is for a new website, so there is no migration needed.**

139. What is the total size of data to be migrated (GB)?

- **Less than 30GB.**

140. What is/are the operating systems of the servers?

- **Redhat Enterprise Linux.**

141. Is installation and configuration of Webserver, AppServer, and Database middleware software in scope of this RFP?

- **Yes.**

142. What application deployment tool is being used?

- **We are looking for recommendations for deployment tools.**

143. What is the RPO / RTO SLA for the DR environment?

- **4 hours.**

ADDENDUM NO. 2: QUESTIONS AND ANSWERS
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144. Please confirm whether fixing performance bottlenecks found in application coding during performance testing is in scope or not?

- **It's not. Infrastructure bottlenecks are in the scope though.**

145. Is the State of Connecticut Azure Infrastructure residing on Public Cloud or Gov Cloud?

- **Currently housed on-premises for Staging and Production.**

146. Can Access Health provide its existing Network, Security and connectivity architecture?

- **Can't be shared for the other AHCT applications. This hosting RFP is for a new AHCT Home website based on WordPress technology.**

147. Since vendor is expected to provide hosting solution, and if Azure is chosen Cloud for hosting the solution, is it possible vendor can utilize State's existing ExpressRoute circuit for on-premise connectivity?

- **We are not looking to utilize the States ExpressRoute circuit. This new homepage will need to be separate from state infrastructure.**

148. Is on-premises security scan process lifecycle required similar to server end/network end?

- **This website won't have any footprint in the on-premises infrastructure.**

149. Is server patch management required like that of Linux/window patching/end of life cycle of hardware information?

- **Yes.**

150. Will you please provide details corresponding to network, webserver SSL Certificate requirements?

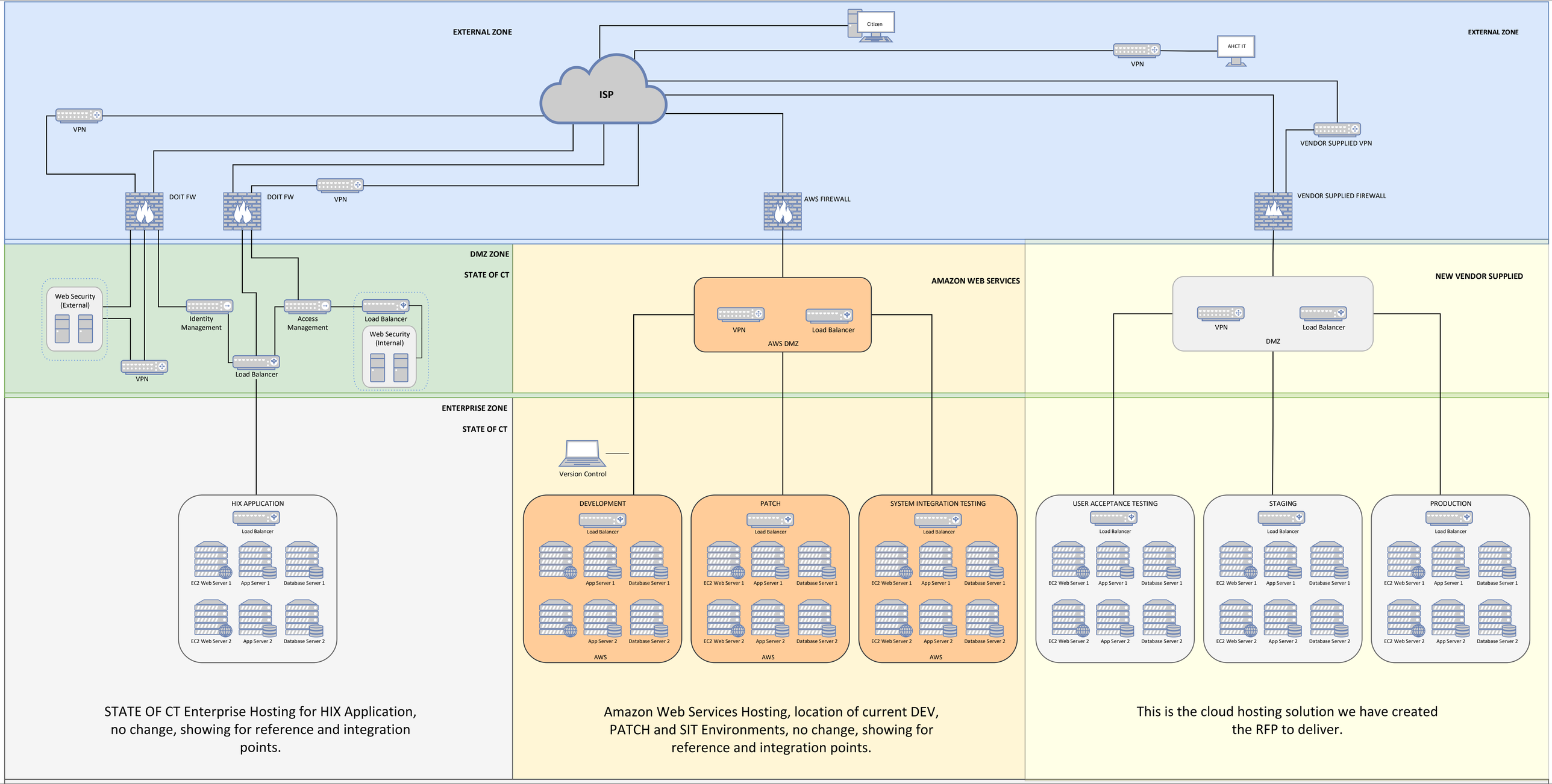
- **We'll provide the SSL certificate to be installed on the server as needed.**

151. Does Access Health and RFP requirements suggest pricing proposal to be fixed price whilst inclusive of all requirements to deliver the infrastructure, assets, hosting, support services? Wherein, hourly rates are provided for potential future services? Or is this RFP Time and Material pricing?

- **We need fixed cost proposal with options for hourly rate resources should they be needed. Multiple fixed cost options can be submitted.**

152. Does Access Health envision Cloud subscription pricing to be a component within vendor's overall inclusive pricing, or as a separate line item?

- **We are looking for the overall inclusive pricing, but it would be helpful to see that portion of total cost that is related to the Cloud subscription.**


EXTERNAL ZONE
Citizen
AHCT IT
VPN
EXTERNAL ZONE
ISP
VPN
VENDOR SUPPLIED VPN
DOIT FW
DOIT FW
VPN
AWS FIREWALL
VENDOR SUPPLIED FIREWALL
DMZ ZONE
STATE OF CT
AMAZON WEB SERVICES
NEW VENDOR SUPPLIED
Web Security (External)
Identity Management
Access Management
Load Balancer
Web Security (Internal)
VPN
Load Balancer
VPN
Load Balancer
AWS DMZ
VPN
Load Balancer
DMZ
ENTERPRISE ZONE
STATE OF CT
Version Control
HIX APPLICATION
Load Balancer
EC2 Web Server 1
App Server 1
Database Server 1
EC2 Web Server 2
App Server 2
Database Server 2
DEVELOPMENT
PATCH
SYSTEM INTEGRATION TESTING
AWS
USER ACCEPTANCE TESTING
STAGING
PRODUCTION
STATE OF CT Enterprise Hosting for HIX Application, no change, showing for reference and integration points.
Amazon Web Services Hosting, location of current DEV, PATCH and SIT Environments, no change, showing for reference and integration points.
This is the cloud hosting solution we have created the RFP to deliver.