



U N I V E R S I T Y O F
SOUTH CAROLINA

ADDENDUM NO.1

TO: All Vendors

FROM: Jack Nichols

SUBJECT: Solicitation #USC-RFP-1217-JN
Deadline for Responses: Changed to April 21, 2008 at 3:00 pm

DATE: April 10, 2008

This addendum No. 1 modifies the Request for Quote only in the manner and to the extent as stated herein.

Item One: Deadline for Responses: Changed to April 21, 2008 at 3:00 pm

Item Two: Questions from Vendors

Questions from Data Network Solutions:

1. Please clarify the following statement in regards to Student e-mail accounts.

“Please note that the university does not plan to offer the online archival service for student e-mail accounts.”

Does this mean the student mailboxes will be archived but the ability of the students to recall their archived e-mail will be prohibited?

- There are no plans to archive student mail

2. USC currently has CommVault Software. Does USC require or desire the proposed tool to integrate with the current CommVault Software.
 - the solution does not have to directly integrate with CommVault, but the solution should be able to work along side CommVault without causing any issues to the CommVault product or the proposed archiving product

3. Is legal search of all data under Hitachi HDPS management, including File Servers and email required for compliance reasons?
 - Not necessarily – if we have the e-mail message, we have to produce it.

4. Is Single Instancing of data desired across e-mail and File Server data, retaining a single copy of files and email across Archive and Backup operations?
 - Any time we can preserve a single instance of the content the better.
 - The solution is to be used for e-mail archive. There is no desire at this time to archive file server data. Single instance storage is desired across the e-mail archive solution, not backups.

5. Is a single interface desired to manage backup and Archiving operations, reporting, alerting, etc...?
 - It depends on the tradeoffs.
 - These two operations are separate, performed by separate administrators, doing different roles. There is no desire to integrate the two operations.

6. Please provide more detail relating to retention schedules, applications currently in production, Compliance concerns and process for dealing with eDiscovery requests
 - This is new ground for us; currently we maintain email systems with 60 days of backup and recovery. Most archives are stored locally on each person's desktop and have not been consistently retained. Our expectation is that we will want to retain archive data for 7 years. The only application in mind for Archiving is Microsoft Exchange 2003. The purpose is for storage and performance, not compliance or data discovery.

7. Is there a need for (data) immutability?
 - Not a requirement but may be a nice feature if available

8. Is WORM storage important, need to search for and have immediate access to data/content? - Not important

Storage

9. How long will you want to keep mail/records online?
 - That depends – the purpose of the archive is to extend the online mailbox size. Online access would probably be required for at least 3 years.

10. Do you sweep or apply different rules to different data sets?

-Not determined, depending on what the archiving solution can provide

11. We assume USC is going to use the HDS SAN. Is our assumption correct?
 - We would prefer to leverage the investments we've already made in both the Fiber channel and the SATA SAN's.
12. Will USC dedicate a portion of the SAN for the archive?
 - We would prefer to use the SATA SAN.
13. Do you move your files from higher priced storage to cheaper storage, or essentially will USC use tiered storage for archiving?
 - The intent is to place the archives on SATA storage while the Exchange mailstores are on the Fiber Channel SAN.
14. Do you have separate storage for (Email or other messaging) Exchange or does it reside on the servers internal drives?
 - All mailstores are on the Fiber Channel SAN.

Email

15. What email archiving and management solution are you considering?
 - None determined yet – that's the reason for the RFP; currently we simply archive to local drives from Outlook.
16. What email retention rules will be required?
 - These are still to be determined

Disaster Recovery/Business Continuity

17. How are you backing up your data?
 - Backups are being performed using CommVault. Two Exchange clusters are backed up using local NT backup, which is then backed up via the FileSystem iData agent. Two other clusters are being backed up via Exchange iData agents.
18. What is your backup schedule/cycle?
 - Full Once a week, incremental the rest of the week, retention policy is 15days on SATA disk and 30days on Tape

Security

19. What are you doing for monitoring?
 - We are implementing Microsoft Systems Operations Manager. Current monitoring includes built-in Exchange Status Notifications, and TrendMicro system alerts.
20. Do you have a Disaster Recovery site?
 - Not yet

21. If so – where?

22. Is replication going to be necessary?

- hopefully, once we have a 2nd site or 2nd data center.

Records Retention/ILM

23. Do you have a records retention schedule in place?

- Not to date; there is no official retention schedule for e-mail; according to the state archives experts, it is up to the user to determine the business value of each e-mail message and retain it indefinitely or based on the retention schedule set for that particular type of message.

24. If yes, when was it last updated?

25. Do you currently have an email archive in your environment? If yes, please provide more information.

- Only the archives that are maintained by each person on their local drives or departmental server space.

FRCP Preparedness (refers to the new Federal Rules of Civil Procedure)

26. What is your process for identifying the need for a Legal/Preservation Hold?

- To be determined

27. What storage and management structures are in place to assure integrity and security of information subject to preservation holds?

- To be determined

Questions from Computer Generated Solutions, Inc.

- Are there any bandwidth limitations we might want to know about?
 - Bandwidth should not be a problem
- How much production mail are you initially looking to archive?
 - Production mail archived initially will be minimal but will grow over time – we would expect the average to be .5GB per user per year for the 15,000 user population.
- How much local mail file (.PST) data are you planning to import initially?

- Good question – many users have GB's of archive data. Most users will probably want to have their local archives imported; however, this may not be the best use of this solution.
- How long do your backups currently take?
 - Our backup window is generally from 6pm – 6am nightly – server start times are staggered during this window depending on the size of the server and/or other requirements of the server – some backups take a few hours and others take a few minutes
 - Exchange full backups take 2 -3 hours. Incrementals take 10 – 20 minutes.
- Do users access e-mail using mobile devices (e.g. Blackberry)?
 - Yes – many users have PDA's which sync via the Windows Mobile Interface. Users with Blackberry devices use NotifyLink to synchronize with Exchange.
- Are you looking for software to install on your current hardware, or for an 'appliance' solution that includes new hardware?
 - We would prefer to leverage the investment we have made in our SAN technology; other than that, we don't have a strong preference.
 - We assume we might have to purchase 1-2 servers for an administrative management console / interface.
- How many e-mail archive accounts is this proposal for?
 - E.g. 15,000 for faculty/staff accounts (none for the student e-mail accounts)?
 - 15,000
- How many e-mail archive accounts do you anticipate will be required in 3 years?
 - The growth per year should be less than 1,000 per year.
 - I would say the growth could be up to 2,000 per year. There is a lot of turn over with student employees.
- Are there plans to have student e-mail accounts archived in the foreseeable future?
 - No plans at this time
- Are there any plans to archive student e-mail accounts such that students will not have access to the archives but the e-mail in question can be retrieved by an Auditor?
 - No plans at this time
- Do you intend to capture ALL incoming and outgoing e-mail for the active e-mail archive accounts, or only e-mail that meets designated policy conditions (e.g. age)?
 - Only e-mail that meets designated policy, or ones that are manually (user initiated) archived.
- What retention period will be applicable to the archived accounts?

- That is still to be determined based on what the solution can accommodate. A desired retention period would be 7 years, if possible
- Are there going to be any redundant archive mail server(s)
 - Redundancy would be good.
 - No plans, but this will depend on what is proposed.

BIDDER SHALL ACKNOWLEDGE RECEIPT OF ADDENDUM NO.1 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Firm

Date