

Q&A Addendum

Request for Qualifications (RFQ): LED Strategic IT Modernization & Infrastructure Transition

Q1. What virtualization platforms are currently deployed?

A. The current environment utilizes VMware-based virtualization within the OTS-managed data center. Future-state platform decisions will be confirmed during discovery and design phases.

Q2. If VMware is in use, which components and editions are deployed (vSphere, vSAN, NSX)?

A. The current environment utilizes VMware-based virtualization within the OTS-managed data center. Future-state platform decisions will be confirmed during discovery and design phases.

Q3. Approximately how many virtual machines are in scope?

A. Approximately nine (9) physical servers and four (4) virtual domain controllers are currently in scope. Final counts will be validated during discovery.

Q4. Are VMs bound to specific physical hosts or storage platforms?

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q5. Are there workloads that cannot be migrated without re-architecture?

A. This information is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q6. Is VMware the intended long-term virtualization platform? If yes, has discovery been made to migrate away for long-term cost savings?

A. The current environment utilizes VMware-based virtualization within the OTS-managed data center. Future-state platform decisions will be confirmed during discovery and design phases.

Q7. Is the customer evaluating alternative virtualization platforms (Hyper-V, Nutanix AHV, KVM, cloud-native, VME)?

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q8. Are there workloads that must remain on VMware due to application, vendor, or licensing constraints?

A. This information is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q9. Will platform decisions be finalized prior to migration execution?

A. Yes. Platform options are expected to be presented during discovery and planning with the selected vendor and a decision will be made, partnering with LED, prior to migration execution.

Q10. Due to limited data center options in the BR area, are locations outside the immediate BR area possible?

A. LED intends to transition its infrastructure from the OTS data center to a commercial data center located within Baton Rouge, based on accessibility considerations for LED IT staff. Vendors may propose alternative locations outside the immediate Baton Rouge area provided they include supporting rationale demonstrating how such locations serve LED's operational and strategic interests.

Q11. Who is the current VoIP or telephony provider?

A. WebEx is the current VOIP provider.

Q12. What platform is currently deployed (cloud, on-prem, hybrid)?

A. The current VOIP platform cloud-hosted.

Q13. Is the existing solution fully VoIP or are legacy components still in use?

A. The existing solution is fully VOIP.

Q14. Are contact center, IVR, voicemail, conferencing, or call recording features in use?

A. Only voicemail is in use.

Q15. Are third-party integrations (Teams, CRM, contact center platforms) included?

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q16. How many source data center locations are in scope?

A. One (1). The Office of Technology Services (OTS) Data Center located in Baton Rouge, LA.

Q17. Are systems centralized or distributed across multiple facilities?

A. Systems are centralized.

Q18. What are the physical addresses, access hours, and security requirements for each site?

A. This information is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q19. Are blade, converged, or hyper-converged systems included?

A. This information is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q20. Are legacy or end-of-life systems included?

A. This information is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q21. Are non-server assets (storage, network devices, appliances) included?

A. Yes.

Q22. Will data migration occur online, offline, or via replication?

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q23. Should responses assume licensing is out of scope unless stated otherwise?

A. No. Responses should not assume licensing is out of scope.

Q24. Is discovery and assessment included, or should vendors rely on provided information?

A. This information is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q25. Is the vendor expected to assist with VoIP vendor evaluation or recommendation?

A. The vendor is expected to provide recommendations for LED to review.

Q26. Are ISP changes under consideration, and are they in scope?

A. ISP changes are not in scope.

Q27. Will new or temporary circuits be required?

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q28. Are firewalls, load balancers, and network services (appliances) in scope?

A. Yes. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q29. Who is responsible for DNS updates, routing changes, and cutover?

A. Responsibilities will be shared between LED IT staff and the selected vendor, with the vendor providing execution support, documentation, and knowledge transfer as required.

Q30. Do any systems store, process, or transmit Criminal Justice Information (CJI)?

A. No.

Q31. Is CJIS compliance required?

A. No.

Q32. What are the objectives of penetration testing?

A. The objective for the Penetration Testing engagement is to proactively identify and address potential security vulnerabilities across IP addresses within the organization's network. By simulating real-world attack scenarios, this assessment will offer valuable insights into how an attacker might exploit weaknesses, enabling the organization to build stronger defenses and protect its critical assets. The Pen Test will enhance the security posture by revealing vulnerabilities that can be mitigated before they are exploited maliciously, reducing the risk of unauthorized access and data breaches. The engagement will provide prioritized, expert remediation recommendations, tailored specifically to the organization's environment, allowing for targeted improvements. Additionally, it will support

improved incident response by highlighting possible attack vectors and refining defensive strategies.

Q33. Should testing be black-box, gray-box, or white-box?

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q34. Are specific frameworks required (NIST, OWASP, PTES)?

A. NIST CSF is required. This information is not explicitly specified in the RFQ and additional frameworks may be determined during discovery and planning with the selected vendor.

Q35. What reporting, remediation, and retesting deliverables are required?

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q36. Will vendor personnel be granted business-hours and after-hours access?

A. Vendor personnel will be granted escorted, business-hours and after-hours access as needed throughout the project.

Q37. What is the process for emergency or after-hours access approval?

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor.

Q38. Are there limits on onsite personnel?

A. No personnel limits are defined, however, only those personnel with specific project duties or those identified as key stakeholders, will be allowed onsite during the project.

Q39. Is escorted access required?

A. Yes.

Q40. What badging, credentialing, and background checks are required?

A. Visitor and vendor sign-in is required for access to LED IT facilities and spaces. No additional background checks are required beyond those mandated by the selected vendor for its employees or subcontractors.

Q41. Will the customer provide a single point of contact and application owners?

A. Yes, there will be a single point of contact, serving as the contract monitor, who is responsible for monitoring the progress and results of the project, ongoing plans for the continuation of the project, and any other matters relating to the project. The LED Contract Monitor shall review with the Contractor its plans for its performance of the duties and services hereunder prior to the performance thereof; and shall continually review and analyze Contractor's performance of services pursuant to this contract, any "Task Orders" and any other authorizations or approvals which may be issued to the Contractor from time to time, as well as Contractor's written final analysis report and invoices, to ensure contractor's compliance with contract requirements and Scope of Services, and to determine the progress being made by the Contractor. See additional details in section 4.2 of the LED Strategic IT Modernization & Infrastructure Transition RFQ.

Q42. The respondent respectfully requests an extension of the proposal submission deadline from February 16, 2026 to February 27, 2026. Please advise whether this request is approved and whether any approved extension will apply to all respondents.

A. This request is denied. The RFQ establishes a single submission deadline of Monday, February 16, 2026, for all Statements of Qualification. Any extension, if granted, would be due to unforeseen circumstances (such as inclement weather-related office closures, natural disasters, or public health emergencies) and, if approved, would apply uniformly to all respondents.

Q43. Please clarify which transition, access provisioning, approval, and scheduling activities will remain the responsibility of the Office of Technology Services (OTS) versus the selected Contractor during execution of the Scope of Work.

A. Responsibilities will be shared among the Office of Technology Services (OTS), LED IT staff, and the selected vendor. OTS will collaborate with all parties to provide support as needed and as outlined in the RFQ throughout the transition until project completion.

Q44. Please confirm whether the Office of Technology Services (OTS) has committed to supporting the proposed project schedule, including domain transfer, data migration assistance, and infrastructure cutover activities.

A. Yes, the Office of Technology Services (OTS) has committed to supporting the proposed project schedule, including domain transfer, data migration assistance, and infrastructure cutover activities, as needed and as outlined in the RFQ, throughout the transition until project completion. The Division of Administration (DOA) has also provided authorization to proceed with this project.

Q45. Please clarify whether the selected Contractor is expected to procure and manage commercial data center services on behalf of LED, or whether LED will contract directly with the selected data center provider.

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal, and will be determined during discovery and planning with the selected vendor. It is preferred that LED contract directly with the recommended data center provider.

Q46. Please confirm whether ongoing commercial data center costs (including rack space, power, IP addressing, and connectivity fees) are excluded from the Contractor's proposed cost and will be paid directly by LED.

A. This information is not explicitly specified in the RFQ, may be submitted within a proposal for inclusion or exclusion, and will be determined during discovery and planning with the selected vendor.

Q47. Please provide clarification regarding expected timelines and approval durations associated with state procurement processes for required hardware, software, and licensing.

A. Project milestones are outlined in RFQ Section 2.5, Project Requirements. Detailed schedules will be finalized with the selected vendor during project kickoff. Please refer to RFQ Section 1.35, Payment, for the anticipated timeframe for LED review and approval/sign-off. Procurement of hardware, software, and licensing will be conducted in accordance with LED Procurement Code rules.

Q48. Please clarify the acceptance criteria and formal approval process for each project phase, including the expected timeframe for LED review and sign-off.

A. The acceptance criteria consists of LED's IT team validation that each task within a specified Phase, as listed in RFQ section 2.3 Deliverables, 2.4 Technical Requirements, and 2.5 Project Requirements, is complete. See RFQ section 1.35 Payment for expected timeframe for LED review and approval/sign-off.

Q49. In the event of delays caused by third-party vendors, procurement lead times, or OTS dependencies beyond the Contractor's control, please confirm whether corresponding schedule adjustments will be permitted.

A. Project milestones are defined in the RFQ and Transition Plan. Detailed schedules will be confirmed with the selected vendor during project kickoff and adjustments shall be permitted if delays are confirmed to be beyond the Contractor's control.

Q50. Please clarify whether the required 24x7 support is intended to be continuous or provided on an as-requested basis within a defined block of contracted support hours.

A. The required 24x7 support is intended to be continuous for the duration of the executed contract with the selected vendor.

Q51. Please provide a list of equipment (server, network, storage and other appliances) and software expected to be migrated to the new colocation facility. Please include manufacturer, model, version and date purchased.

A. This information is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q52. Please provide a list of physical and virtual servers including function (ex. Database, Web Server), operating systems (ex. Windows, ESX, Linux) including cpu/vcpu, memory and storage sizes.

A. This information is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q53. Please provide a list of in-scope end-user equipment (desktops, laptops, mobile phones, tablets, etc) by operating system (MacOS Tahoe, Ios/IpadOS 26.2, Windows 11,etc

A. See RFQ section 2.2 Tasks and Services. Inventory includes both Windows and MacOS. Additional in-scope end-user equipment may be determined during discovery and planning with the selected vendor.

Q54. Please clarify if the twenty-four hour support for LED systems is confined to new systems configured, migrated or otherwise put in service by the contractor or does it include existing LED servers, network, storage and end-user systems?

A. The 24x7 support for LED systems is not confined to new systems configured, etc. It includes existing LED servers, network, storage and end-user systems, when LED IT

Staff requests assistance. Additionally, data center monitoring and support is required 24x7x365 as described in RFQ section 2.4 Technical Requirements.

Q55. Please provide a format for RFQ cost (Hourly by skill, by phase, etc)

A. See RFQ section 1.9.8 Cost Statement of Qualification. The format is at the proposer's discretion, provided it clearly and effectively communicates the proposed costs required to successfully execute the project.

Q56. Please clarify which third party audits is the selected contractor responsible for as it relates to the in-scope services within the term of the agreement?

A. The selected vendor is responsible for providing either SOC 2, Type II report or complete the Third Party Information Security Questionnaire located at the following link: https://www.doa.la.gov/media/ylqaagyx/isp-thirdparty_infosecquestionnaire.xlsx. Additionally, Proposers shall also provide a quality control plan [such as third-party Quality Assurance (QA), an Independent Verification and Validation (IV & V)], other independent Contractor project or performance review or audit report.

Q57. Which formal compliance audits (ex. SAS 70 Type II, ISO27001, etc) is the contractor expected to participate in (provide/coordinate evidence gathering) during the term of the agreement?

A. See RFQ section 1.8.1 Mandatory Qualifications. In addition, for the winning Proposer, LED may make a written request for an independent SOC 2, Type II audit no more than once every twelve (12) months. The cost of such audits shall be borne by the Proposer.

Q58. Please clarify the factors that LED attributes to "elevated risk"

A. This project includes infrastructure modernization and configuration changes, data center transition, IT technology upgrades, and network security configurations. Due to the complexity and criticality of these activities, improper handling may introduce elevated risk.

Q59. Please clarify what level of security controls (ex. GovRAMP) exist today and what level of controls are planned for the new environment?

A. Current security controls align with the State of Louisiana Information Security Policy, the NIST Cybersecurity Framework (CSF), and Office of Technology Services (OTS) requirements. Future-state security controls will no longer be governed by OTS requirements but will continue to align with NIST CSF and other applicable best-

practice controls. Specific tools and configurations will be finalized during the implementation phases.

Q60. Please clarify if a LED is responsible for infrastructure security prior to migration and what organization will be responsible after migration

A. Responsibility for infrastructure security currently resides with the Office of Technology Services (OTS). Following migration, proposers are expected to provide recommendations in their submissions addressing the allocation of infrastructure security responsibilities and associated ongoing support.

Q61. Please clarify which existing locations are in-scope, their addresses and what technologies exist at those locations (VOIP switches, handsets, servers, storage, etc)

Locations in scope include:

- 100 North St. (7th and 9th floors), Baton Rouge, LA 70802
- 702 River Road, Baton Rouge, LA 70802
- OTS Data Center, Baton Rouge, LA 70802

Technologies existing at those locations is not explicitly specified in the RFQ and will be determined during discovery and planning with the selected vendor.

Q62. Are you limiting your potential data center move to Baton Rouge? Are you open to other locations in Louisiana?

A. LED intends to transition its infrastructure from the OTS data center to a commercial data center located within Baton Rouge, based on accessibility considerations for LED IT staff. Vendors may propose alternative locations outside the immediate Baton Rouge area provided they include supporting rationale demonstrating how such locations serve LED's operational and strategic interests.

Q63. How would you best describe your current environment via the following:

- a. Size – Number of Servers or Full Racks?
- b. Technology – Physical Servers or Virtualized? If Virtualized, what Platform?
- c. Network – Have your own dedicated 3rd Party Provider, or utilized bandwidth provided by OTS?
- d. Hardware Lifecycle – Where are you in your hardware lifecycle in relation to your current hardware components being end of life?

A. The current environment leverages VMware-based virtualization within an OTS-managed data center. Final future-state platform selections will be determined during the discovery and design phases.

LED presently utilizes network bandwidth and shared infrastructure provided by OTS across state agencies. As part of the transition and modernization initiative, LED intends to move toward dedicated connectivity through third-party providers to enhance security, performance, and isolation from shared environments.

Much of the existing hardware environment is at or approaching end-of-life, with diminishing manufacturer support, which is a primary driver for modernization to supported, scalable, and secure infrastructure.

While this information is not explicitly specified in the RFQ, detailed requirements and final decisions will be defined during discovery and planning with the selected vendor.

Q64. If at the reasonable end of your hardware lifecycle, would you be open to infrastructure as a service?

A. Yes. LED would be open to considering Infrastructure as a Service (IaaS).

Q65. Has LED housed gear in a commercial data center before? If so, how long ago?

A. No. LED has not previously housed its equipment in a commercial data center. Historically, LED has relied on state-managed or shared infrastructure and services. The consideration of alternative hosting models, including commercial data centers, is part of the current IT modernization and transition effort.

Q66. Is State Contract or some other procurement vehicle a requirement?

A. State Contract is highly preferred but not required.

Q67. How big is your current IT staff?

A. LED's current IT staff consists of five (5) team members.