



Department of Alcohol &  
Drug Addiction Services

**Ted Strickland**, Governor  
**Angela Cornelius Dawson**, Director

July 12, 2010

Re: Invitation to Bid #ADA11-009  
Service Contract for Backup Tape Library

To Ohio Vendor:

The Ohio Department of Alcohol and Drug Addiction Services has identified your firm from existing lists and invites your company to bid on a current State contracting opportunity. Vendors interested in bidding must be a Certified Minority Business Enterprise (MBE) with the State of Ohio.

Please see attached "Invitation to Bid" form for Contract deliverables and time frames.

To assure consideration, please submit your Intent to Bid by July 16, 2010 via fax to ATTN: Duane Casto, Fax # 614-387-7956. All vendors submitting an Intent to Bid may also submit any questions by July 16, 2010.

Please note the submission deadline for this bid is July 21, 2010.

Thank you for your interest.

Sincerely,

Rosaland Tye, Chief Fiscal Officer  
Ohio Department of Alcohol and Drug Addiction Services

ODADAS' Vision: "An addiction-free Ohio that promotes health, safety, and economic opportunity."

280 North High Street, 12th Floor  
Columbus, Ohio 43215-2550  
Main 614-466-3445

FAX 614-728-4936

TDD 614-644-9140

800-788-7254 Treatment and Recovery Hotline

[www.odadas.state.oh.us](http://www.odadas.state.oh.us)

*The State of Ohio is an equal opportunity employer.*

# Ohio Department of Alcohol and Drug Addiction Services

## Invitation to Bid

Date: July 12, 2010

Bid #: ADA11-009

Notice of Intent to Bid Required By: July 16, 2010

\*Intent to Bid letter must be received in order for bids to be considered.

**Closed MBE Bid**

Bid Submission Required By: July 21, 2010

Vendor's Name: _____		
Vendor's Address: _____		
City: _____	State: _____	Zip Code: _____
Contact Person: _____	Phone Number: _____	
Signature: _____	Federal Tax Id Number: _____	
Certified MBE/EDGE Vendor with the State of Ohio? (please check): _____		

**Project:** Backup Tape Library Support Contract

**Projected time frame:** 07/01/2010 – 06/30/2011

Deliverable Description	Unit Cost	Total Cost
<b>Service Requirements:</b> 1 year service contract consisting of 24x7 Technical Phone Support / Next Business Day Hardware Replacement / Access to Firmware Upgrades.		
See following documents for details on required services and equipment.		
<b>Grand Total</b>		

Please provide a one page summary identifying experience relevant to this project.

## OVERVIEW

The Ohio Department of Alcohol and Drug Addiction Services (ODADAS) is seeking a qualified vendor to provide support services their Spectra Logic T50 Archival Tape Library located at 280 North High Street on the 15<sup>th</sup> floor, Columbus Ohio. The support service will last for one calendar year beginning on 07/01/2010 and ending on 06/30/2010, unless ODADAS terminates the contract earlier.

## OBJECTIVE

ODADAS makes use of a Spectra Logic T50 archival tape library fitted with two Ultrium LTO 4 drives. This device operates by moving electronic data from network storage to archival tapes. The tape library is a single point of failure in ODADAS data backup strategy. As such, any hardware problems need to be dealt with quickly and efficiently. The service contract shall allow for phone support for troubleshooting and diagnostics. It shall also provide hardware replacement services for the tape library.

Due to the critical role the tape library serves in ODADAS backup strategy, troubleshooting and/or diagnostic support calls shall not last longer than 24 hours. If the issue is not able to be resolved in a 24-hour period by means of configuration modifications, hardware replacement must occur.

The support service contract will be for the following archival tape library model

- (1) Spectra Logic T50 archival tape library with two Ultrium LTO 4 drives

## SERVICE TERMS

Effective Date: 07/01/2010

Termination Date: 06/30/2011

- Hardware Repair and/or Replacement of Device, Including Internal Parts
- 24x7x365 Technical Phone Support
- 4 Hour Service Call Response Time
- Support Calls Exceeding 24 Hours Shall Escalate to Hardware Replacement
- Next Business Day Onsite Hardware Replacement
- Access to latest equipment firmware, security updates, patches, and hotfixes