



Consolidated Technology Services • WA

July 16, 2014

TO: TierPoint Business Continuity Customers

FROM: Heidi Brownell

SUBJECT: Sunset Announcement: CTS TierPoint Business Continuity Services

The Washington State Consolidated Technology Services (CTS) is sunsetting the existing Business Continuity service with TierPoint LLC effective March 15, 2015. This date coincides with the expiration of the existing statements of work (SOW). The SOWs for Business Continuity services under the master contract (T05-MST-001) cannot be extended beyond this date.

CTS is developing a Request for Proposal (RFP) for a replacement Business Continuity/Disaster Recovery Location service. As the current vendor, TierPoint is not precluded from responding to this RFP. After evaluation and selection of the appropriate solution, CTS will collaborate with interested customers to migrate their services to the new location, if needed.

What Does this Mean?

- No new services can be purchased either by new customers or existing customers as the master contract expired March 15, 2014. However, per the terms of the master contract, SOWs effective before the expiration of the master contract allows existing customer infrastructure to remain in place through March 15, 2015.
- CTS will work with existing customers to migrate to the new service, if desired or required.
- Customers can also establish a contract with TierPoint independently.

Additional information regarding this announcement will continue to be provided to impacted customers.

For questions or comments, please send an email to the CTS Service Desk (ServiceDesk@cts.wa.gov) or call 360-753-2454.