

RFP – 2016–006 ADDENDUM #1
DOIT
STATEWIDE IBM MAINFRAME SUPPORT
QUESTIONS & ANSWERS AND CHANGES TO RFP 2016-006
VENDOR CONFERENCE 1-19-16

	Section	QUESTION	ANSWER
1.	Page 8, First Paragraph –	Is there a preferred version of MS Word to be used for the document format?	Word 2010 or older is acceptable.
2.	Page 18, Topic 10 –	Are there plans to convert system platforms?	Not at this time that we are aware of
3.	Page 18, Topic 11	Are there multiple data centers that need to be managed? If yes, do other topics in the section apply to those?	There is a possibility that another small data center might be included under the after-hours and special projects category
4.	Page 24, Section 6.13.3	Second paragraph first sentence – How is the “time period agreed upon” defined?	The warranty is considered to be ongoing and is meant to relate to quality of service provided. The warranty for special custom programming may be considered separately.
5.	Page 24, Section 6.13.3,	Second paragraph second sentence – What if the Vendor cannot provide the deliverables under the contract for this RFP due to acts and/or omissions of other Vendors, such as mainframe hardware & software suppliers? Is the Vendor awarded a contract under this RFP still liable for acts/non-acts of other Vendors that are not direct subcontractors?	No
6.	Page 24, Section 6.13.3	Second paragraph last sentence – This RFP is for services. Does the State expect the Vendor to add/replace hardware and software if the Vendor cannot deliver its services due to acts/omissions of other Vendors that are not direct subcontractors?	No

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	Section	QUESTION	ANSWER
7.	Page 25, Section 6.15.1	If the State directs the Vendor to move to the mainframe environment to a disaster recovery (DR) site due to an actual disaster or for a test, is the Vendor expected to cover the complete costs for its staff? If the answer is yes, how can a Vendor predict the duration the State may choose to use a DR site (other than for testing)?	The State is considering adding the requirement for the performance of a test to the DR site. Otherwise the Vendor would be expected to keep the Mainframe environment running during a disaster, the length of which cannot be predicted. Should the disaster require funding beyond the original contract funding limit the, the Commissioner has the authority to expend funds which exceed the contract limit. The vendor would be expected to maintain the level of effort required keep the data center or the DR site operational as directed by the Operations Manager.
8.	Page 25, Section 6.15.3	The Vendor can keep its costs to the State down if it uses its own equipment. Will the Vendor be allowed to provide workstations, servers, communications equipment and printers for its on-site staff?	Yes, but the Vendor would need to adhere to DoIT's standards. On a regular basis the Vendor will be required to provide proof of having up-to-date antivirus, etc.. If that is not possible or Vendor fails to adhere to state standards and/or have issues then state equipment would then be provided. State is also in the process of implementing a Network Access Control System which the vendor will need to adhere to as well.
9.	Pages 32-38	Can a MS Word version of this Appendix be supplied so that it can be filled in without having to retype them?	Yes
10.	Page 48, Section E-1.2	We are a privately held company and are not required to have audited financial statements. Will un-audited financial statements be sufficient?	Yes or the last federal tax return could serve as a substitute.
11.	Page 61 – Section G-2.3	Will the Vendor be able to conduct non-State business during work hours over the State's Internet Connection? Vendor realizes project staff time will not be charged to the State while working on non-State business.	No, the vendor would need to use their own Internet access connection if they needed to do non-State related business.
12.	Page 69, Section G-4.8	Does "Force Majeure" also include acts/non-acts of other Vendors to the State?	Not specifically, for those considerations please review the answer to questions 5 and 6 above

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13.	Section C-3 (Appendix C-3, pages 39 -41 of 88)	When we compared all the individual products in our current enterprise license agreement with NH we noticed there are a large number (in excess of 20) products that were not noted in Section C-3 (Appendix C-3, pages 39 -41 of 88) of the RFP. Can you provide insight and details as to if this was an oversight or what the impact is for such products as Harvest/Software Change Manager, and CA Spectrum? Please advise.	This contract is not for the support of the additional products noted.
14.	Appendix C-3, pages 39 -41 of 88	In the same Section C-3 (Appendix C-3, pages 39 -41 of 88) we also see that you are not running current GA iterations of the products and in some cases you are running iterations of products that have been end-of-life support. Is your expectation that you will invest the time and resources into bringing all products to current supported levels or you want the bidders to take on that effort? Please advise.	It is always the goal of DoIT to maintain current supported levels however this is something we need to work closely with our business partners on since there are sometimes constraints to doing so.
15.		What is the current size of your existing mainframe support staff, and can you provide the level of experience each resource has today and what specific products they support? Please advise.	Please refer to RFP Appendix C-1 Tables 1.1 and 1.2 as well as the Description of the Deliverables under C-2. The current staff is commensurate with this.
16.		What significant business/agency application initiatives could impact DoIT's ability to transform this existing maintenance and support process and pose high levels of risk in attempting to perform such a complex effort while at the same time support non-DoIT initiatives ? We would suggest you look at a time period anywhere from 6 months to 1 year starting in April 2016. Please advise.	In addition to baseline support the RFP allows for After Hours and Special Project support (850/1600 hours respectively). Application initiatives outside of baseline services will be taken care of with this contingency. Unforeseen initiatives exceeding this reserve will require an amendment to the contract.

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	Section	QUESTION	ANSWER
17.	Section 3. (page 14 of 88)	Services, Requirements, and Deliverables. The State describes a support services request for mainframe hardware, and software. Does the State intend to procure any hardware or software, including software license renewals, under this vehicle or is it solely for the services of the IBM Mainframe Software and Hardware?	This is solely for the provision of Mainframe Support Services
18.	Section 4.13 (page 10 of 88)	<p>“Required Contract Terms and Conditions”. The State directs that the terms and conditions in the RFP and Appendix G, “General Standards and Requirements” shall form the basis of any contract resulting from this RFP and in the case of a conflict between a Vendor’s terms and those of the Appendix G, the latter shall govern.</p> <p>a. Should a vendor include additional terms or take exceptions to the terms of the RFP, will the State take those additional terms or exceptions under consideration?</p> <p>b. If the State does not consider or incorporate a Vendor’s additional terms, will the State mandate that the Vendor has to accept an award with the State, or will that proposal be rejected?</p> <p>c. The Appendix G terms are exclusively pertaining to how the “User” is to conduct him/herself when accessing the State’s computer facilities, networks and systems. Vendor interprets User to include any consultants providing services under a resultant contract. Is that correct? The Appendix G does not include any terms regarding a consultant’s provision of its services. Some of those terms are addressed throughout other areas of the RFP. How do those terms get incorporated into the final contract?</p>	<p>a. The State will consider questions about additional terms and conditions submitted within the Q&A period. However, unless the RFP is changed by Addenda, adding these Ts & Cs, a proposal subject to additional Ts & Cs is subject to rejection.</p> <p>b. The Vendor cannot be required to accept an award. See a. above.</p> <p>c. Yes, these are standard Terms and Conditions. Specific description of services are mainly outlined in Section 6, Appendix C and the response to Appendix D. The RFP as well as the Vendor Response are incorporated into the Contract.</p>

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	Section	QUESTION	ANSWER
19.	Section 6.7 State Contracts (page 21 of 88).	The State, whenever possible, intends to use existing statewide software and hardware contracts to acquire supporting software and hardware. Would the State use a direct contract with the Department of Information Technology for hardware or software, or does the vehicle have to be a "statewide" contract?	The purpose of this clause is to give the State the ability to use its own procurement channels to procure HW & SW to reduce costs. The provision of HW and SW is not an exclusive right of this contract. The State is not limited to Statewide contracts for this purpose. This RFP is solely for the provision of Mainframe Support Services.
20.	Proposal Transmittal Form Letter (page 13 of 88)	Proposal Transmittal Form Letter (page 13 of 88). The Proposal Transmittal letter contains a note that states, "Any electronic alteration to this Transmittal Letter template is prohibited. Any such changes will result in a Proposal being rejected." What happens if a Vendor edits the Transmittal Letter language if unable to sign as written?	The State process is to ensure that all proposals subject to a standard set of terms and conditions. Otherwise vendors would be bidding on different sets of requirements. Ideally vendors should submit specific questions about terms and conditions prior to the end of the Q&A period. If the State decides to modify the terms for all it will do this via addenda, otherwise proposals subject to additional Ts & Cs are subject to rejection.
21.		Can the State please elaborate on the Contract Type. The RFP indicates Not To Exceed (NTE), but as a potential vendor we want to understand the potential scope of hours for each labor category. Is there a guaranteed minimum number of hours or just retainer? Is it Indefinite Delivery/Indefinite Quantity (IDIQ) NTE?	The current State contract employs personnel to provide these services at a constant level of 10 FTEs however there is no guaranteed minimum.
22.		How are the State's requirements for IBM mainframe operation services currently being met today? Is there an existing contract? If so, who is the incumbent vendor?	The States requirements are currently being met by a similar contract. The incumbent vendor is Systems & Communications Sciences, Inc.
23.		Are there existing technical staff or personnel? If so, are they available for transfer of employment/rebadging?	There are State mainframe operators but the technicians are Vendor personnel. As the second question, that is not a matter for the State.
24.		What is the State's budget for this project?	The State considers that it has sufficient funds for this project. The budget will not be made public
25.		Has the State considered outsourcing the hosting of the mainframe environment and is the State interested in an alternate proposal for these services?	Yes and not for this RFP.

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26.		Will the State consider a smaller onsite contingent with additional resources providing services remotely?	Yes if the Vendor's response adequately demonstrates how the support being requested can be done with less staff.
27.		Will the State consider greater flexibility in allowing the vendor to supplement and alternate staffing? For example, we may supply multiple DB2 personnel and rotate these personnel based availability.	The State expects the Vendor staff to be selected and detailed in the proposal. The State does not expect staff to be rotated amongst a large staff. However the vendor can propose one person for multiple roles, and one role for multiple staff, as long as the staff are listed/detailed in the proposal and are limited to 2-3 per role.
28.	Section C-3 (Appendix C-3, pages 39-41 of 88)	As it relates to the licensing and software maintenance support services for the products listed in Section C-3 (Appendix C-3, pages 39-41 of 88), please confirm that all licensing and maintenance software contracts with the respective manufacturers of such listed software will be handled outside this RFP and will not be part of any contract awarded as a result of this RFP.	This RFP is solely for the provision of Mainframe Support Services.
29.	Section 6.13, "Warranty", 6.13.1 "Services" (page 23 of 88).	Are the Warranty Service requirements identified in this section 6.13 on the mainframe(s) and related mainframe environment itself or is the State also requesting maintenance support services for the software products set forth in Section C-3 (Appendix C-3, pages 39-41 of 88)?	The Warranty requirements are not for hardware or software products provided by another Vendor. Warranty is only for the work the Vendor will be performing as outlined in this RFP.
30.	Page 5 of 88, Paragraph 1.3 "Contract Term".	Vendor requests removal of the first sentence "Time is of the essence" in its entirety.	The State respectfully declines the Vendor's request for removal.

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	Section	QUESTION	ANSWER
31.	Page 6 of 88. Paragraph 3. Services, Requirement and Deliverables.	Sub-paragraph 3.1 “Services and Requirements.” The Appendix G “State of New Hampshire Terms and Conditions”. Please remove and replace with the attached Vendor Agreement and Services Module. Further, should the RFP require the awardee to support/license the manufacturer’s software listed in Appendix C-3, vendor has also attached for incorporation its Software Module.	The State respectfully declines the Vendor’s request for removal.
32.	Page 21 of 88. Section 6.7 State Contracts	Does the State’s term “statewide” contract include stand-alone contracts that the DoIT holds with a vendor? Is it the State’s intent to procure software, hardware, support, including that listed in Appendix C-3 under the resultant Mainframe Technical Support Services Agreement?	The purpose of this clause is to give the State the ability to use its own procurement channels to procure HW & SW to reduce costs. The provision of HW and SW is not an exclusive right of this contract. The State is not limited to Statewide contracts for this purpose. This RFP is solely for the provision of Mainframe Support Services.

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	Section	QUESTION	ANSWER
33.	Page 21 of 88. Section 6.8 HIPAA	Please note that Vendor does not desire to have access to, receive or store, any Protected Health Information or Electronic Protected Health Information of the State, and the services provided by Vendor do not require such access, receipt or storage. Accordingly, Customer shall not transmit (or otherwise provide access) to Vendor any Protected Health Information or Electronic Protected Health Information without Vendor's prior written approval and shall only provide the minimum amount of information necessary. The provisions of HIPAA shall only apply to the extent Vendor is actually a "business associate" (as defined in 45 C.F.R. 160.103) with respect to the State. In the event Vendor is actually a "business associate", the attached Business Associate Agreement shall replace Appendix H in its entirety. Nothing in a resultant agreement shall be construed to require or create any obligations, responsibilities or rights in excess of the minimum required by the Privacy Rules, the Security Rules, the HITECH Act and any other applicable laws.	The Vendor will be supporting systems that contain HIPPA data and therefore will have access to the data, this cannot be avoided. The Vendor will be required to take HIPPA training because of this access.
34.		Page 22 of 88 Section 6.9 Vendor Staff. Sixth paragraph. Add "In the event the State requests removal or replacement of a staff consultant, it shall allow a reasonable time-frame for replacement, but not less than two (2) weeks.	In most cases the State will honor this request but the State retains the right to immediately remove an individual if it believes that it is necessary.

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	Section	QUESTION	ANSWER
35.	Page 23 of 88. Section 6.13 Warranty. Paragraph 6.13.1 Services	Are the Warranty Service requirements identified in this section 6.13 on the mainframe(s) and related mainframe environment itself or is the State also requesting maintenance support services for the software products set forth in Section C-3 (Appendix C-3, pages 39-41 of 88)? If the warranty (support) services are on the manufacturer’s software, paragraphs a. through d. and the remaining two paragraphs are not applicable to support/warranty of such vendor manufacturer’s software and the support services shall be as set forth in the attached Software Module in the revised Appendix H.	The Warranty requirements are not for hardware or software products provided by another Vendor. Warranty is only for the work the Vendor will be performing as outlined in this RFP.
36.	Page 24 of 88. Section 6.13.3 “Warranty Period”.	If this RFP will include the support and warranty of the software listed in Section C-3 (Appendix C-3, pages 39-41 of 88), this section is deleted and replaced with the Software Module warranty and support provisions.	The Warranty requirements are not for hardware or software products provided by another Vendor. Warranty is only for the work the Vendor will be performing as outlined in this RFP.
37.	Page 24 of 88. Section 6.13.4 “System”.	If this RFP will include the support and warranty of the software listed in Section C-3 (Appendix C-3, pages 39-41 of 88), this section is deleted and replaced with the Software Module warranty and support provisions.	The Warranty requirements are not for hardware or software products provided by another Vendor. Warranty is only for the work the Vendor will be performing as outlined in this RFP.
38.	Page 24 & 25 of 88. Section 6.14 “Warranty Services”.	If this RFP will include the support and warranty of the software listed in Section C-3 (Appendix C-3, pages 39-41 of 88), this section is deleted and replaced with the Software Module warranty and support provisions. Vendor warrants to its specifications and documentation.	The Warranty requirements are not for hardware or software products provided by another Vendor. Warranty is only for the work the Vendor will be performing as outlined in this RFP.

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	Section	QUESTION	ANSWER
39.	Page 26 of 88. Section 6.15.6 "Intellectual Property".	If this RFP will include the support and warranty of the software listed in Section C-3 (Appendix C-3, pages 39-41 of 88), this section is deleted and replaced with the Intellectual Property clause of the manufacturer's Intellectual Property clause in its Foundation and associated Modules.	The Warranty requirements are not for hardware or software products provided by another Vendor. Warranty is only for the work the Vendor will be performing as outlined in this RFP.
40.	Page 27 of 88. Section 6.16.5 "Records Retention and Access Requirements".	Vendor is a commercial items vendor and is exempt from cost accounting type standards. Please remove reference in the second paragraph to "all direct and indirect costs".	The State respectfully declines the Vendor's request for removal. Vendor can explain exemption in proposal.
41.	Page 10 of 88. Section 4.13 Required Contract Terms and Conditions.	Please remove and replace with the attached Vendor Agreement and Services Module. Further, should the RFP require the awardee to support/license the manufacturer's software listed in Appendix C-3, vendor has also attached for incorporation its Software Module.	The State respectfully declines the Vendor's request for removal.
42.	Page 13 of 38 – State of New Hampshire Proposal Transmittal Form Letter.	Please remove the references to the State of New Hampshire Terms and Conditions and Contract Requirements with the attached Vendor Agreement and Modules.	The State respectfully declines the Vendor's request for removal.
43.	Page 20 of 88. Section 6.1 – State of New Hampshire Terms and Conditions and contract requirements.	Please remove the references to the State of New Hampshire Terms and Conditions and Contract Requirements with the attached Vendor Agreement and Modules.	The State respectfully declines the Vendor's request for removal.

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	Section	QUESTION	ANSWER
44.	Page 23 of 88. Section 6.12	Testing and Acceptance. Please remove this section in its entirety.	The State respectfully declines the Vendor's request for removal.
45.	Page 25 of 88. Section 6.15.1 Reasonable Travel Expenses.	Please remove the first paragraph. Depending on the type of engagement will determine how the vendor and customer will handle expenses. This will be negotiated in resulting contract.	The State respectfully declines the Vendor's request for removal.
46.	Page 26 of 88. Section 6.16.2 Invoicing.	Please remove the last sentence of this section. Vendor invoices are system generated and the format cannot be changed.	The State respectfully declines the Vendor's request for removal.
47.	Page 27 of 88. Section 6.16.3 Overpayments to the Vendor.	Please change fifteen (15) days to twenty-one (21) days.	The State respectfully declines the Vendor's request for removal.
48.	Page 27 of 88. Section 6.16.4 Credits.	Please remove this section. Application of credits will be reviewed on a transactional basis.	The State respectfully declines the Vendor's request for removal.
49.	Page 57 of 88. F-3 After Hours and Special Project Pricing Worksheets.	Please remove references to separating regular and overtime hours. The overtime, if any, is not separated from the regular time generated from the Vendor's invoicing system. Vendor can provide a bill recon report that would provide additional details for time and expense which can be included in the invoicing package.	The State respectfully declines the Vendor's request for removal.
50.		Can you please send me just the other companies/organizations that were represented and in attendance yesterday.	Systems and Communications Sciences, Inc., CA Technologies, Tata Consultancy Services (TCS), Data Management Inc.

Changes to RFP 2016-006

Add the following Items to Table C-2.1 Detailed Deliverables for Baseline Services

44.	Perform annual disaster recovery testing required by customer systems at DR site (Sterling Forest). Plan for a max of a week at DR site.	M		
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Add the following Items to Table F-1.1 Baseline Services Deliverables

44.	Perform annual disaster recovery testing required by customer systems at DR site (Sterling Forest). Plan for a max of a week at DR site.	M	As needed or upon request	Included
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RFP 2016-006 WORD VERSION OF RESPONSE REQUIREMENT TABLES

APPENDIX C: REQUIREMENTS AND DELIVERABLES

C-1 – Staff Requirements

Table C1.1 Staff Requirements

	TECHNICAL REQUIREMENTS FOR CONSULTANT TEAM	STATE REQ'MT STATUS	VENDOR COMP-LIANCE	VENDOR RESPONSE
1.	Demonstrated knowledge and experience supporting IBM z/VM environments.	M		
2.	Demonstrated knowledge and experience supporting z/OS environments.	M		
3.	Demonstrated knowledge and experience supporting wide area TCP/IP network environments (e.g. FTP, SFTP, SMTP, TN3270) facilities.	M		
4.	Demonstrated knowledge and experience in state-of-the-art Project Management Methodologies.	M		
5.	Demonstrated knowledge and experience supporting DB2 for z/OS	M		
6.	Demonstrated knowledge of IBM FastCopy and Recovery Expert software.	M		
7.	Demonstrated knowledge and experience supporting Microsoft	M		

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	Windows, UNIX, and Linux.			
8.	Demonstrated knowledge and experience supporting Web Servers using 3270 emulation.	M		
9.	Demonstrated knowledge and experience with COBOL.	M		
10.	Demonstrated knowledge and experience supporting WebSphere on z/OS and Linux on System z	M		
11.	Internet accessibility must follow State standards for Web interface, including Web browser standards approved by the State.	M		
12.	Demonstrated knowledge of IBM Storage devices including PAV and FastCopy services.	M		
13.	Demonstrated knowledge in the configuration and installation of the Ricoh InfoPrint Manager for Windows software	M		
14.	Demonstrated knowledge of managing a successful project within a government entity.	M		
15.	Demonstrated knowledge of Visual Basic 2005-2012.	M		
16.	Demonstrated knowledge and experience with IBM Mainframe Hardware including HMC's and SE's.	M		
17.	Demonstrated knowledge and experience with IBM Tape Libraries.	M		

Table 1.2 Vendor Roles, Responsibilities and Skills

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Vendor Role	Responsibilities	Skills
Site/Engagement manager or Project Manager	Overall management of vendor staff, projects, work requests and problem resolution.	10+ years experience in similar environments.
Sr. z/OS System Programmer	Provide daily maintenance, review, reporting, upgrades, problem determination and resolution and applications support.	10+ years experience with all aspects of OS/390 and z/OS.
Sr z/VM System Programmer	Provide daily maintenance, review, reporting, upgrades, problem determination and resolution and applications support.	10+ years experience with all aspects of VM/ESA and z/VM.
Sr. RHE Linux on System z Systems Programmer	Provide daily maintenance, review, reporting, upgrades, problem determination and resolution and applications support.	experience with all aspects of RHEL.
Sr. DB2 System Programmer	Provide daily maintenance, review, reporting, upgrades, problem determination and resolution and DB Administrator support.	10+ years experience with all aspects of DB2 on OS/390 and Z/OS. IDMS and Natural helpful.
Sr. Network Specialist	Provide daily maintenance, review, design, reporting, upgrades, problem determination and resolution and support.	Knowledge of TCPIP and industry standards for packet traces and TCPIP problem resolution.
Sr. Project Manager	Provide daily project management as needed and reporting on results and directions. The project manager should also have had significant responsibility for projects of similar size, functionality, and scope.	10+ years experience with managing projects or equivalent management experience. Must have special certification and three years experience in Project Management

Table C-2.1 Detailed Deliverables for Baseline Services

	FUNCTIONAL REQUIREMENTS FOR CONSULTANT TEAM	STATE REQ'MT STATUS	VENDOR COMP-LIANCE	VENDOR RESPONSE
1.	Support all IBM z/VM, and Linux related program product and third party operating software, including ensuring that release levels are kept current within 12 months of the vendor's latest version/release level, unless otherwise authorized in writing, maintaining current customizations.	M		
2.	In parallel, provide technical support for the existing IBM z/VM and Linux environments on an "as requested" basis.	M		
3.	Implement preferred guest, guest consolidations, and new guests as requested.	M		
4.	Support all z/OS related program product and third party operating software, including ensuring that release levels are kept current within 12 months of the vendor's latest version/release level, unless otherwise authorized in writing, maintaining current customizations.	M		
5.	In parallel provide alternative and preferred recommendation for configuration of connection of Wide Area TCP/IP Network to the production mainframes (z/VM, z/OS & Linux) systems.	M		
6.	Implement TCP/IP software changes to device addresses, to tie the converted	M		

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	network to mainframe (z/VM, z/OS & Linux) systems.			
7.	Systems programming (install, test, implement, and fix operating software, program products, and tools).	M		
8.	Support of IBM Operating System vendor software tools.	M		
9.	Provide project management services of all system/software upgrades on an "as needed" basis.	M		
10.	Provide support and configuration of security profiles on all mainframe operating systems including encryption/decryption.	M		
11.	Support all DB2 database products including IBM FastCopy and Recovery Expert, and DB2 Tools.	M		
12.	Maintain automated backup and recovery (database & systems).	M		
13.	Technical support of all hardware installations, including Mainframes, printers, tape drives, DASD units, etc.	M		
14.	Develop and maintain the ability to transfer files and data between the mainframe and other platforms.	M		
15.	Participation in problem/change management.	P		
16.	Create and maintain technical systems documentation (e.g., hardware configuration, channel configuration, TCP/IP network configuration, software inventories, file transfer processes, etc.) at time of change.	M		
17.	Create and maintain operations	M		

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	documentation (e.g., system start-up and shut-down procedures, CICS start-up and shut-down procedures, tape drive swaps, queue management, recovery procedures, etc.)			
18.	Develop and deliver comprehensive training for technical and computer operations staff as required for new and existing mainframe products. Approximately six (6) per year based on changes made.	M		
19.	Maintain availability of each separate operating system and its related software at 99.9% or better during scheduled hours of operation, that is, maximum of eight (8) hours operating system outage per year.	M		
20.	Respond to trouble calls, based on the following criteria: A. During the hours of 7:00 a.m. to 5:00 p.m., Monday to Friday, excluding state holidays, response within five (5) minutes. B. Outside business hours, response within 15 minutes by telephone with qualified person. If trouble cannot be resolved remotely, response on-site within two (2) hours of original notification.	M		
21.	Completion of other planned projects or initiatives identified during the timeframe of this contract, as requested and defined through the project management Work Request process. A statement of work and deliverables must be agreed upon for projects over \$3000 in cost or over 20 hours in estimated time.	M		

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22.	Provide a biweekly written technical status report and chair a biweekly status meeting.	M		
23.	Assist the State in the configuration and operational support of Network servers that interface with the mainframe environment using the following operating systems: A. Windows B. LINUX C. HP UNIX	P		
24.	Support and configuration Web Servers using 3270 emulation.	M		
25.	Support and configuration of network devices including TCP/IP-to-SNA gateway servers.	M		
26.	Support and configuration of integrated IBM Mainframe and network server storage facilities.	M		
27.	Support and configuration of Mainframe printer and output distribution facilities, including those that require PC-based device control and output storage for simplified retrieval and management purposes.	M		
28.	Support and configuration of wide area (WAN) and local area (LAN) data transfer facilities for transportation of application data to and from the integrated, multi-system data center environment. This includes all TCP/IP (e.g. FTP, SFTP, CyberFusion, Move-It, SMTP, TN3270) facilities.	M		
29.	Support and configuration of FTP facilities used to move data to and from State external business partners.	M		

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30.	Network configuration, management, and consulting services associated with mainframe systems data access and systems integration.	M		
31.	Support and consulting services associated with data center consolidation.	M		
32.	Provide performance statistics and data regarding mainframe performance and capacity as requested.	M		
33.	Client/Server and Web-enabled access support and consulting services when interfacing with the mainframe for multiple mainframe data center environment.	P		
34.	Employ project management disciplines to improve the effectiveness and the value added to TSG (Technical Services Group) services and operational processes.	M		
35.	Develop and support (REXX) procedure to reformat/edit reports intended for printers so that they will display properly.	P		
36.	Interact with State external business partners when necessary defining the process and the procedure of file transfers, etc.	M		
37.	Training of state application and end user personnel when needed. Approximately four (4) sessions per year based on changes made.	M		
38.	Design, develop, and maintain procedures to create Adobe Acrobat files from report listings originating from a z/VM, z/OS or Linux mainframe system.	M		
39.	Development of a Technical Design Document with interfaces, hardware and	M		

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	software, and Internet requirements defined.			
40.	Development of detailed security procedures, including online, Web and application security, backup procedures, and disaster recovery procedures using State standards.	M		
41.	Documentation of detailed technical platform and connectivity requirements must be provided including identification, configuration, and installation of all connectivity for all peripheral devices required and disk space allocations.	M		
42.	Design, develop, and maintain (Visual Basic) procedures for FTP and File manipulation.	M		
43.	Perform DB2 database subsystem cloning on scheduled and ad-hoc basis.	M		
44	Perform annual disaster recovery testing required by customer systems at DR site (Sterling Forest). Plan for a max of a week at DR site.	M		

Table C-2.2 Deliverables in addition to Baseline Services

	Deliverables	STATE REQ'MT STATUS	VENDOR COMP-LIANCE	VENDOR RESPONSE
1.	Annual On Call Support	M		
2.	After Hours and weekend support (as required)	M		
3.	Special Project Support (as required)	M		

Table F-1.1 Baseline Services Deliverables

	FUNCTIONAL REQUIREMENTS FOR CONSULTANT TEAM	STATE REQ'MT STATUS	DUE	COST
1.	Support all IBM z/VM, and Linux related program product and third party operating software, including ensuring that release levels are kept current within 12 months of the vendor's latest version/release level, unless otherwise authorized in writing, maintaining current customizations.	M	As Needed or Upon Request	Included
2.	In parallel, provide technical support for the existing IBM z/VM and Linux environments on an "as requested" basis.	M	As Needed or Upon Request	Included
3.	Implement preferred guest, guest consolidations, and new guests as requested.	M	As Needed or Upon Request	Included
4.	Support all z/OS related program product and third party operating software, including ensuring that release levels are kept current within 12 months of the vendor's latest version/release level, unless otherwise authorized in writing, maintaining current customizations.	M	As Needed or Upon Request	Included
5.	In parallel provide alternative and preferred recommendation for configuration of connection of Wide Area TCP/IP Network to the production mainframes (z/VM, z/OS & Linux) systems.	M	As Needed or Upon Request	Included
6.	Implement TCP/IP software changes to device addresses, to tie the converted network to mainframe (z/VM, z/OS & Linux) systems.	M	As Needed or Upon Request	Included
7.	Systems programming (install, test, implement, and fix operating software, program products, and tools).	M	As Needed or Upon Request	Included

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8.	Support of IBM Operating System vendor software tools.	M	As Needed or Upon Request	Included
9.	Provide project management services of all system/software upgrades on an "as needed" basis.	M	As Needed or Upon Request	Included
10.	Provide support and configuration of security profiles on all mainframe operating systems including encryption/decryption.	M	As Needed or Upon Request	Included
11.	Support all DB2 database products including IBM FastCopy and Recovery Expert, and DB2 Tools.	M	As Needed or Upon Request	Included
12.	Maintain automated backup and recovery (database & systems).	M	As Needed or Upon Request	Included
13.	Technical support of all hardware installations, including Mainframes, printers, tape drives, DASD units, etc.	M	As Needed or Upon Request	Included
14.	Develop and maintain the ability to transfer files and data between the mainframe and other platforms.	M	As Needed or Upon Request	Included
15.	Participation in problem/change management.	P	As Needed or Upon Request	Included
16.	Create and maintain technical systems documentation (e.g., hardware configuration, channel configuration, TCP/IP network configuration, software inventories, file transfer processes, etc.) at time of change.	M	As Needed or Upon Request	Included
17.	Create and maintain operations documentation (e.g., system start-up and shut-down procedures, CICS start-up and shut-down procedures, tape drive swaps, queue management, recovery procedures, etc.)	M	As Needed or Upon Request	Included

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18.	Develop and deliver comprehensive training for technical and computer operations staff as required for new and existing mainframe products. Approximately six (6) per year based on changes made.	M	As Needed or Upon Request	Included
19.	Maintain availability of each separate operating system and its related software at 99.9% or better during scheduled hours of operation, that is, maximum of eight (8) hours operating system outage per year.	M	As Needed or Upon Request	Included
20.	Respond to trouble calls, based on the following criteria: C. During the hours of 7:00 a.m. to 5:00 p.m., Monday to Friday, excluding state holidays, response within five (5) minutes. D. Outside business hours, response within 15 minutes by telephone with qualified person. If trouble cannot be resolved remotely, response on-site within two (2) hours of original notification.	M	As Needed or Upon Request	Included
21.	Completion of other planned projects or initiatives identified during the timeframe of this contract, as requested and defined through the project management Work Request process. A statement of work and deliverables must be agreed upon for projects over \$3000 in cost or over 20 hours in estimated time.	M	As Needed or Upon Request	Included
22.	Provide a biweekly written technical status report and chair a biweekly status meeting.	M	As Needed or Upon Request	Included
23.	Assist the State in the configuration and operational support of Network servers that interface with the mainframe environment using the following operating systems: D. Windows E. LINUX F. HP UNIX	P	As Needed or Upon Request	Included
24.	Support and configuration Web Servers using 3270	M	As	Included

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	emulation.		Needed or Upon Request	
25.	Support and configuration of network devices including TCP/IP-to-SNA gateway servers.	M	As Needed or Upon Request	Included
26.	Support and configuration of integrated IBM Mainframe and network server storage facilities.	M	As Needed or Upon Request	Included
27.	Support and configuration of Mainframe printer and output distribution facilities, including those that require PC-based device control and output storage for simplified retrieval and management purposes.	M	As Needed or Upon Request	Included
28.	Support and configuration of wide area (WAN) and local area (LAN) data transfer facilities for transportation of application data to and from the integrated, multi-system data center environment. This includes all TCP/IP (e.g. FTP, SFTP, CyberFusion, Move-It, SMTP, TN3270) facilities.	M	As Needed or Upon Request	Included
29.	Support and configuration of FTP facilities used to move data to and from State external business partners.	M	As Needed or Upon Request	Included
30.	Network configuration, management, and consulting services associated with mainframe systems data access and systems integration.	M	As Needed or Upon Request	Included
31.	Support and consulting services associated with data center consolidation.	M	As Needed or Upon Request	Included
32.	Provide performance statistics and data regarding mainframe performance and capacity as requested.	M	As Needed or Upon Request	Included
33.	Client/Server and Web-enabled access support and consulting services when interfacing with the	P	As Needed or Upon	Included

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	mainframe for multiple mainframe data center environment.		Request	
34.	Employ project management disciplines to improve the effectiveness and the value added to TSG (Technical Services Group) services and operational processes.	M	As Needed or Upon Request	Included
35.	Develop and support (REXX) procedure to reformat/edit reports intended for printers so that they will display properly.	P	As Needed or Upon Request	Included
36.	Interact with State external business partners when necessary defining the process and the procedure of file transfers, etc.	M	As Needed or Upon Request	Included
37.	Training of state application and end user personnel when needed. Approximately four (4) sessions per year based on changes made.	M	As Needed or Upon Request	Included
38.	Design, develop, and maintain procedures to create Adobe Acrobat files from report listings originating from a z/VM, z/OS or Linux mainframe system.	M	As Needed or Upon Request	Included
39.	Development of a Technical Design Document with interfaces, hardware and software, and Internet requirements defined.	M	As Needed or Upon Request	Included
40.	Development of detailed security procedures, including online, Web and application security, backup procedures, and disaster recovery procedures using State standards.	M	As Needed or Upon Request	Included
41.	Documentation of detailed technical platform and connectivity requirements must be provided including identification, configuration, and installation of all connectivity for all peripheral devices required and disk space allocations.	M	As Needed or Upon Request	Included
42.	Design, develop, and maintain (Visual Basic) procedures for FTP and File manipulation.	M	As Needed or Upon Request	Included

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43.	Perform DB2 database subsystem cloning on scheduled and ad-hoc basis.	M	As Needed or Upon Request	Included
44	Perform annual disaster recovery testing required by customer systems at DR site (Sterling Forest). Plan for a max of a week at DR site.	M	As Needed or Upon Request	Included
	Annual Total for Baseline Services SFY 17 (Calculation from Table F-2.1)			
	Annual Total for Baseline Services SFY 18 (Calculation from Table F-2.2)			
	Annual Total for Baseline Services SFY 19 (Calculation from Table F-2.3)			
	Annual Total for Baseline Services SFY 20 (Calculation from Table F-2.4)			
	Annual Total for Baseline Services SFY 21 (Calculation from Table F-2.5)			

1 **Table F-1.2: On Call Support Retainer**

2

IT SERVICES – ACTIVITIES/ DELIVERABLES	SFY 17	SFY 18	SFY 19	SFY 20	SFY 21	TOTAL
1. Total Annual on call support retainer price						

3

4 **Table F-2.1: Proposed Position – Initial Contract Term Vendor Rates Worksheet**

5 Total for baseline service for SFY 2017

IT SERVICES - Position Title*	Number of Personnel	Number of Hours	Rate	Totals
Engagement Manager				

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Senior Project Manager
Senior DB2 Database Programmer
Senior Systems Programmer z/VM
Senior Systems Programmer z/OS
Senior Systems Programmer Linux
Senior Systems Network Specialist
Senior Project Management Specialist
Total

Blended Rate = Total Hours/Total Cost

6 **Table F-2.2: Proposed Position – Initial Contract Term Vendor Rates Worksheet**
 7 Total for baseline service for SFY 2018

IT SERVICES - Position Title*	Number of Personnel	Number of Hours	Rate	Totals
Engagement Manager				
Senior Project Manager				
Senior DB2 Database Programmer				
Senior Systems Programmer z/VM				
Senior Systems Programmer z/OS				
Senior Systems Programmer Linux				
Senior Systems Network Specialist				
Senior Project Management Specialist				
Total				

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Blended Rate = Total Hours/Total Cost

8
 9 `Table F-2.3: Proposed Position – Initial Contract Term Vendor Rates Worksheet
 10 Total for baseline service for SFY 2019

IT SERVICES - Position Title*	Number of Personnel	Number of Hours	Rate	Totals
Engagement Manager				
Senior Project Manager				
Senior DB2 Database Programmer				
Senior Systems Programmer z/VM				
Senior Systems Programmer z/OS				
Senior Systems Programmer Linux				
Senior Systems Network Specialist				
Senior Project Management Specialist				
			Total	

Blended Rate = Total Hours/Total Cost

11 `Table F-2.4: Proposed Position – Initial Contract Term Vendor Rates Worksheet
 12 Total for baseline service for SFY 2020

IT SERVICES - Position Title*	Number of Personnel	Number of Hours	Rate	Totals
Engagement Manager				
Senior Project Manager				

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Senior DB2 Database Programmer
Senior Systems Programmer z/VM
Senior Systems Programmer z/OS
Senior Systems Programmer Linux
Senior Systems Network Specialist
Senior Project Management Specialist
Total

Blended Rate = Total Hours/Total Cost

13 **Table F-2.5: Proposed Position** – Initial Contract Term Vendor Rates Worksheet
 14 Total for baseline service for SFY 2021

IT SERVICES - Position Title*	Number of Personnel	Number of Hours	Rate	Totals
Engagement Manager				
Senior Project Manager				
Senior DB2 Database Programmer				
Senior Systems Programmer z/VM				
Senior Systems Programmer z/OS				
Senior Systems Programmer Linux				
Senior Systems Network Specialist				
Senior Project Management Specialist				
Total				

Blended Rate = Total Hours/Total Cost

15

16 **Table F-3.1: After Hours and Weekend Support Worksheet**

17

IT SERVICES – ACTIVITIES/ DELIVERABLES	SFY 17	SFY 18	SFY 19	SFY 20	SFY 21	TOTAL
After Hours Services for DoIT						

18

19

20 **Table F-3.2: Special Projects Support Worksheet**

21

IT SERVICES – ACTIVITIES/ DELIVERABLES	SFY 17	SFY 18	SFY 19	SFY 20	SFY 21	TOTAL
Special Project Support						

22