

Questions and Responses for Solicitation DCRB-12-016

- 1) Page 6, B) User / Deskside: Is the initial hardware and software inventory in Altiris ITMS at this time or will it need to be populated?

Response 1): The hardware inventory and some software inventory is in Altiris. The contractor will be required to update the inventory.

- 2) Page 6, C) Network Admin: Does all the equipment on the network have active manufacturer's warranty? Do the printer/copiers have active hardware maintenance agreements?

Response 2): The majority of equipment on the network has active manufacturer's warranties. Some printers and copiers have active maintenance agreements.

- 3) Page 6, C) Network Admin: What tools are currently provided by DCRB for monitoring network equipment and bandwidth utilization outside of Altiris?

Response 3): Network Monitoring is done using VMWare and Altris.

- 4) Page 6, D) Servers and Storage: What version of VMWare VSphere is DCRB running for the cluster(s)? Does DCRB have any additional VMware Management and reporting tools outside of vCenter?

Response 4): DCRB is utilizing VSphere 5. No additional tools are being used.

- 5) Page 7, E) Backup: What backup technology (software and hardware) is the backup and recovery plan expected to be designed for?

Response 5): DCRB expects to implement Symantec Netbackup in the near future. DCRB currently uses Backup Exec.

- 6) Page 7, F) The Preventative Maintenance includes the following in the RFP: "Conduct engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Install new servers, software and hardware and transfer data when required." Is this expected to be design and plan services OF the installation or design and plan services AND installation? If this is intended to include the installation, will DCRB provide a list of major upgrades and installations to be performed in the 1-3 year initial term and the 4-5 year option term?

Response 6): The contractor will be responsible for design, planning, and installation. DCRB cannot provide a list of major upgrades and installations at this time.

- 7) Page 7, G) Security: What security monitoring tools will be provided?

Response 7): Security monitoring for DCRB is currently performed by the Office of The Chief Technology Officer. DCRB expects the successful vendor to propose monitoring tools for implementation in DCRB

- 8) Page 7, G) How frequently are security audits expected to be performed? What tools are provided for such audits?

Response 8): Security audits will be performed on a continuous basis. DCRB expects to implement Symantec Arillia to assist in this effort.

- 9) Page 7, H) Disaster Avoidance: How many annual tests does the DR plan require? How many servers must be included in each test?

Response 9): The disaster recovery plan will be tested twice a year. The applications in service at the time will determine the number of servers in the test.

- 10) Page 8: Level 1 Support. It is indicated that this is Remote / Toll Free, but item a) indicates that walk-in service may be requested. Is Level 1 support expected to have an office that DCRB staff can access?

Response 10): The level 1 support does not have to be dedicated to DCRB. The vendor should propose a solution for level 1 support.

- 11) Page 8: Level 1 Support. Is the 24x7x365 support expected to be resource(s) dedicated only to the DCRB only during those shifts?

Response11): The level 1 support does not have to be dedicated to DCRB. The vendor should propose a solution to address the 24x7x365 help desk requirement.

- 12) Page 9: Level 2 Support. Is DCRB expecting a level 2 technician onsite for the full business support hours (8am to 6:30pm)?

Response 12): Yes.

- 13) Page 9: Item k). Who is filling the role of Problem Management? (we could not find another reference to this role in the RFP; will DCRB do Problem Management?)

Response 13): Problem Management is the responsibility of the contractor's support staff including the engagement manager.

- 14) Page 10: Level 3 Support. Is DCRB expecting a full time Level 3 presence during business hours (8am – 6:30pm) or are you looking for a recommendation on hours/duration?

Response 14): DCRB is seeking the vendor to propose a solution.

15) Page 10: Is DCRB expecting a full time Engagement Manager during business hours (8am – 6:30pm) or are you looking for a recommendation on hours/duration?

Response 15): DCRB is seeking the vendor to propose a solution.

16) Page 10: Is the Engagement Manager expected to have an onsite presence above and beyond the specifically listed meetings on page 14?

Response 16) DCRB is seeking the vendor to propose its best solution to manage the staff assigned to the contract.

17) Page 13: Are the backup policies available for review prior to submission?

Response 17): No.

18) Page 19: What is the “Document Field Standards”? (It is listed as a deliverable without description)

Response 18): Document Field Standards are the contractors’ standard operating procedures for handling contractual engagements. This document should contain information and guidance that DCRB can rely upon with regard to the contractor’s standard protocols for resolving situations that are relevant to the proposed contract.

19) Page 21: Is the Satisfaction Evaluation / Survey performed by DCRB or is the contractor expected to collect this data directly?

Response 19): The data will be collected by the Altiris system. The contractor is expected to report on the collected data.

20) Page 31: What qualifies as a “certified small business”? Would Will PCG MBE Certification, MDDC Minority Supplier’s Certification, SBA 8a Certification or MDOT Certification fulfill this requirement?

Response 20): A “certified small business “enterprise”” is a business category certified by the District of Columbia Department of Small and Local Business Development. PCG MBE Certification, MDDC Minority Supplier’s Certification, SBA 8a Certification or MDOT Certification will not fulfill this requirement.

21) Page 42: Can the Technical and Price proposals be submitted on the same USB thumb drive, or are they expected to be on separate drives?

Response 21): Technical and Price Proposals can be submitted on the same USB thumb drive. However vendors are reminded that paper submissions of Technical and Price Proposals must be separated accordingly.

22) Page 45: L.13: What is the E-Sourcing systems' messaging process? How do we access this?

Response 22): Reference to the E-Sourcing system is deleted via Amendment 001.

23) Page 49: M2.1 5) Refers to staff training. What staff training is being requested under this proposal?

Response 23): Training on recommended changes to processes or technologies that the contractor plans to implement on DCRB's behalf.

24) Page 50: M2.5: Under the Technical proposal it is requesting: "Provide detailed implementation costs if any for the service solution you are proposing as well as annual maintenance and support options for both regular and extended business hours." Does such pricing information belong on the Technical proposal? Are we allowed to provide options and more detail than the cost proposal tables?

Response 24): No pricing or cost information should be provided on the Technical proposal. All cost and pricing information should be contained in the Price proposal. Detailed cost information in support of a vendor's price may be submitted in the Price proposal.

25) Page 50: M2.6: Are we expected to provide 3 or 6 references? A) and B) appear to be the same request.

Response 25): See section M.2.6 (a) and (b)

26) Page 52: Will PCG MBE Certification, MDDC Minority Supplier's Certification, SBA 8a Certification or MDOT Certification allow any preference points?

Response 26): See Response 20).

27) What security monitoring tools or systems (IDS/IPS) are currently in use?

Response: 27): See Response 7).

28) What are the average number of tickets for 1<sup>st</sup> shift

Response: 28): 10.

1. What percentage are received by call, email, in person, and self-service?

Response: 28) 1.: 90%.

29) What are the average number of tickets for 2<sup>nd</sup> shift

Response: 29): 5.

1. What percentage are received by call, email, in person, and self-service?

Response: 28) 1.: 50%

30) What are the average number of tickets for 3<sup>rd</sup> shift?

Response: 30): 5.

1. What percentage are received by call, email, in person, and self-service?

Response: 30) 1.: 10%.

31) Will the questions submitted by other vendors and the answers to those questions be shared with all bidders?

Response: 31): Yes.

32) Can those questions be shared prior to the 10/30/12 response deadline?

Response: 32): Yes.

33) Do prime contractors need to have a GSA schedule or is this an open market bid?

Response: 33): This is an open market solicitation.

34) Do the required contractors need to register for the Apprenticeship program prior to the submission date?

Response: 33): No.