**DCFS Infrastructure Maintenance and Support
Questions / Responses**

1.   **RFP Page 1 – Paragraph 1.2:**
        Is VMWare the only application used to run the virtual environment?

        DCFS Response: Yes

2.   Page 17 – Paragraph 2.1:
        "Replacing failed equipment parts". Is the vendor required to maintain the stock of equipment
        parts or would the parts be supplied by the state?

        **DCFS Response: The vendor is not required to maintain the stock of equipment parts.
        The parts are supplied by the state.**

3.   **Page 17 – Paragraph 2.1:**
        "Arranging for warranty services for IT equipment" - Is this only co-ordination with supplier? Can
        you please elaborate?

        **DCFS Response: Field Technicians are responsible for calling in service calls on
        computer equipment that is under warranty to the Vendor. In most cases when the
        Vendor comes on site to repair or replaced the broken computer equipment the Field
        Technician is on site to make sure the computer equipment is repaired correctly and to
        configure the computer equipment back to the DCFS standard, if applicable.**

4.   **Page 19 – 2.7 Service Area 7**:
        Can an inventory be shared with details on No. of applications, their platform and a brief on
        application function?

        **DCFS Response: There are approximately (30) Web-based applications which run on
        IBM Mainframe Websphere or JBOSS, Microsoft, Linux, Intel based servers. DCFS is
        requesting contractor resources to assist in the support of these applications by doing
        analysis of performance, installation of upgrades, problem/issue resolution, and other
        support, utilizing the software tools identified on page 44, DCFS/IS Software. The number
        of applications changes due to the nature of requests from DCFS program users.**

5.   **Page 19 – 2.7 Service Area 7**:
        Is all the detailed documentation of the applications available?

        DCFS Response: No

6.   **Page 21 – 2.7 Service Area 7**:
        How many vendors is DCFS planning to select for Service Area 7?

        DCFS Response: One (1) vendor will be responsible for all Service Areas.

7. **Page 23 – 7.0 Priority Calls**
Call resolution time has a dependency on external vendors/warranty service provider's response to issues escalated to them. Please confirm that delays due to other external entities are not accounted here

DCFS Response: For issues requiring escalation to external vendors/warranty service providers, the Contractor will advise the state immediately when there are delays in meeting the performance standards due to the external entities.

8. **General Question:**
Can you please share the existing organizational structure of the IT Department including the strength of the existing IT Staff?

DCFS Response: The Department does not see the relevance of this question. The Department has identified its need for additional resources in this RFP. Reference Attachment A – Statement of Work, 3.0 Deliverables.

9. **General Question:**
How many external suppliers/contractors are providing services to IT Department?

DCFS Response: Refer to pages 44-49 for an overview of the Department's IT environment.

10. **General Question:**
How many incumbent vendors are providing support under this category?
And who are they?

DCFS Response: One (1). Northrop Grumman

11. **General Question:**
Whether responding to all service area is compulsory?

DCFS Response: Responding to all service areas is compulsory.

12. **General Question:**
What is the **existing** team for each of the service areas?

DCFS Response:	Service Area	Resources
	1	(1) Senior
	2	(3) Senior & (5) Junior
	3	(2) Senior & (1) Junior
	4	(1) Senior
	5	(1) Senior & (2) Junior
	6	(1) Senior & (1) Junior
	7	(2) Senior
	8	(2) Senior

13. **General Question:**
Do you have support contracts with OEMs/vendors for your infrastructure/applications that are not under warranty?

DCFS Response: Yes

14. **General Question:**
What are the remote support tools currently available?

DCFS Response: Dameware, ConsoleOne, ZenWorks, and Remote Desktop

15. **General Question:**
    What is the budget for this Project?

    DCFS Response: Approximately $3.1 million is budgeted per year. Reference Page 2, Section 2.1 for the Term of the Contract.

16. **RFP Section 3.0 - Page 21**
    In reviewing this section, it appears to be a different staffing level and mix than is currently being required on the existing contract. Since this is a change from the existing contract would the State please validate that the staffing mix and levels in the RFP is the intended "go forward" position for the program.

    DCFS Response:

    CURRENT Staffing:
    Area 1 -   1 Senior
    Area 2 -   8 (3) Senior, (5) Junior
    Area 3 -   3 (2) Senior, (1) Junior
    Area 4 -   1 Senior
    Area 5 -   3 (1) Senior, (2) Junior
    Area 6 -   2 (1) Senior, (1) Junior
    Area 7 -   2 Senior
    Area 8 -   2 Senior

    NEW Requested Staffing:
    Area 1: 1 - Senior
    Area 2: 5 - (3) Senior, (2) Junior
    Area 3: 4 - (2) Senior, (2) Junior
    Area 4: 1 - Senior
    Area 5:   2 - (2) Senior
    Area 6:   2 - (1) Senior, (1) Junior
    Area 7:   2 - (1) Senior, (1) Junior
    Area 8:   3 - Senior

17. **RFP Section 3 - page 21**
    When reviewing the requested certifications for service areas it appears LPIC is requested for most positions except Applications Support Junior. Would an Application Support Junior proposed staff member with an LPIC1 be an acceptable alternative to having and MCSE or CNE?

    DCFS Response: Yes. LPIC1 certification has been added to Service Area 2, Software Applications Support, Junior Skill level.

18. **RFP Section 3 - page 21**
    When reviewing the requested certifications for service areas, in particular Operating Environment Support, a CNE is one of the requested certifications. The NCE (Novell Certified Engineer) is a recognized industry certification for the Novell's Open Enterprise Server. Would an Operating Environment Support Senior or Junior proposed staff member, with an NCE, be an acceptable alternative to having a CNE?

    DCFS Response: Yes. NCE certification has been added to Service Area 3, Open Environment Support, Junior and Senior skill levels.