

State of Delaware
Department of Technology and Information
QUESTIONS AND ANSWERS
DTI190033-MNFRM_AAS
MAINFRAME AS A SERVICE
Thursday, October 10, 2019

#	Question	Answer
	Notice to Vendors:	Please be sure to review Revised RFP and Appendix B Documents posted on the bid site found here: http://bids.delaware.gov/bids_detail.asp?i=5889&DOT=N
1	Clause 4(g) (iv) 19, Section: Supplier Diversity Question regrading Supplier Diversity Is this RFP mainly for those who are certified M/W/DBE ?	The State of Delaware does not include preference to the questioned certification types in scoring criteria.
2	Clause 4(g) (iv) 19, Section Supplier Diversity: Is the M/W/DBE certification mandatory to participate in this RFP ?	No. All responsible and responsive vendors are invited to submit a proposal.
3	Clause 4(g) (iv) 9 Section Cost & Payment Schedule: How often the vendor will raise an invoice ?	Vendor should develop a pricing model that will allow DTI to forecast their costs based on a consumption basis.
4	Clause 4(g) (iv) 9 Section Cost & Payment Schedule: As mentioned "The department will require a payment schedule based on defined and measurable slots, which can be 2-3 months apart." Does that mean that the payment will be done only after achieving a particular milestone and not on bi-weekly / monthly basis ?	DTI is requesting monthly billing with associated usage reports that will allow them to invoice the in-scope agencies for their usage.
5	Would DTI consider separating the Managed Services and Disaster Recovery portion of the RFP?	DTI wants to purchase a service which will include Disaster Recovery Capabilities that will meet or exceed SLA's.

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6	<p>Appendix C Billing, General 14:00, General 14:01, Tab General Requirements: "Provide monthly invoices for each Customer agency that breaks out the detailed usage and cost by service." "Provide consolidated monthly reporting that shows usage and costs by agency and by service." Can DTI please provide resource utilization by Agency, by MSU/MIPS, Storage, Software?</p>	<p>All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.</p>
7	<p>Appendix B, Tab Mainframe Hardware: Can DTI please provide SCRT Reports?</p>	<p>All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.</p>
8	<p>Appendix C, Area Network Connectivity, Hosting 3.0, Tab Hardware & Hosting Requirements: "Service Providers will be responsible for providing redundant 50 Mbps circuits 1-primary data center, 1-secondary data center connecting to the State network at the following locations: 801 Silver Lake Blvd., Dover, DE 19904, 1901 N. DuPont Hwy, New Castle, DE 19720" Please provide the NPA/NXX (area code and exchange) for the terminating demarc location.</p>	<p>Dover = (302) 739-XXXX New Castle = (302) 255-XXXX</p>
9	<p>Appendix C, Area Network Connectivity, Hosting 3.0, Tab Hardware & Hosting Requirements: "Service Providers will be responsible for providing redundant 50 Mbps circuits 1-primary data center, 1-secondary data center connecting to the State network ..." Can the Disaster Recovery encrypted circuit be internet VPN vs. a dedicated circuit?</p>	<p>DTI is requesting a dedicated circuit to ensure QOS for this function</p>
10	<p>Number 7 Disaster Recovery, Page 3, Disaster Recovery: "The Department has a forty-eight (48) hour annual DR test window to tests its DR process." Please confirm that the nine (9) agencies test during the annual disaster recovery test and individual tests are not required.</p>	<p>The agencies in scope perform the DR test during the same time period annually.</p>

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11	As we read through the RFP, we came across several items that we need to be in compliance with CJIS, SSA, IRS 1075, CSA STAR, FedRAMP and HIPPA (partial compliance). Are these absolute requirements or are these nice to have?	The required security requirements are mandatory. In the event a Partner does not currently meet the requirements DTI is requesting a plan and timeline to meet the security requirements prior to taking over any services.
12	Line #17, Provide an IT Service Management (ITSM) tool to capture and report all customer incident, change, and asset information that does not require double entry by the State's staff. Can Delaware provide the number of State Staff who would need access in provider's ITSM tool or would the state prefer that the ITSM tools are integrated?	DTI would prefer that the Vendor's ITSM tool have the ability to be eBonded with the DTI's ServiceNow instance to prevent the DTI staff from working in 2 systems.
13	Appendix C, General 6.01, Line #19: Log and classify reported incidents in an incident tracking tool. Can Delaware provide the number of monthly incidents today and severity of incidents?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
14	Appendix C, General 8.00, Line #26: Use defined Work Request Management Process to capture and define work requests. Can Delaware provide the number of monthly work request?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
15	Appendix C, General 9.01, Line #30: Document planned changes in a change management system, including procedures for executing the change and back out procedures. Can Delaware provide the number of monthly Changes being performed currently?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
16	Appendix B, tab Hardware, pg. 1, hardware configuration: Please provide the number and type of Open System Adaptors (OSA) cards installed in the z12 mainframe CPU	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
17	Appendix B, tab Hardware, pg. 1, hardware configuration: Please provide features (e.g. Global/Metro Mirror, flash copy, etc.) in use on the DS8800 storage frame?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

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18	Appendix B, tab Hardware, pg. 1, hardware configuration: Are PAVs or Hyper PAVs in use on the existing DS8800 storage frame?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
19	Appendix C, CICS administration, tab Systems Support Requirements, System Support Requirements: Please provide the number of CICS regions running on the DTI LPARs	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
20	Appendix C, Database Administration, tab Systems Support Requirements, CICS Support Requirements: Please provide the number of ADABAS regions running on the DTI LPARs	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
21	Appendix C, System Administration and Technical Support, tab Systems Support Requirements, Operations and Monitoring: Please provide the SCRT report for a representative month in which peak processing occurs	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
22	Appendix C, Production control and scheduling, tab Systems Support Requirements, Production control and scheduling: Please provide the number of automated batch jobs processed monthly on all LPARs	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
23	Appendix C, Production control and scheduling, tab Systems Support Requirements, Production control and scheduling: Please provide the abend ratio of failed job execution in regards to those executed	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
24	Appendix C, Production control and scheduling, tab Systems Support Requirements, Production control and scheduling: Please provide the average number of changes to the production batch schedule occurring monthly	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

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25	Appendix C, Production control and scheduling, tab Systems Support Requirements, Production control and scheduling: Please provide the average number of special job requests requiring special handling on a monthly basis	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
26	Appendix C, Backup Management, tab Systems Support Requirements, Operations and Monitoring: Please provide the number of problem tickets per month (mainframe only)	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
27	Appendix C, Backup Management, tab Systems Support Requirements, Backup Management: Are there any concerns with virtualizing the entire tape environment? If so, can you explain why?	No, as long there is a Disaster Recovery plan to retrieve the data.
28	Appendix C, Software, Software Requirements, Software: Are the existing software licenses owned by DTI transferable to a third party?	Yes, this will be reviewed upon award of contract.
29	RFP, Current State Overview, Para 8, Pg 3, Current Capacity and Performance: What is the future estimated growth / decline in MIPS volume during ramp up for development and after moving applications to other platforms?	Assume 573 MIPS with a potential decline as applications are moved off of the Mainframe.
30	RFP, Project Requirements, Para 2, Pg 3, Hardware and Software: If DB2 is used, how many are the sub-systems? (Prod/ Test)	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
31	RFP, Project Requirements, Para 2, Pg 3, Hardware and Software: If IMS is used, how many are the systems? (Prod/ Test)	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
32	RFP, Project Requirements, Para 2, Pg 3, Hardware and Software: How many regions, if CICS is used? (Prod/ Test)	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

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33	RFP, Project Requirements, Para 2, Pg 3, Hardware and Software: How many sub-systems, if WebsphereMQ is used. (Prod/ Test)	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
34	RFP, Project Requirements, Para 2, Pg 3, Hardware and Software: Please provide details of Adabas regions (prod/ test)	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
35	RFP, Project Requirements, Para 5, Pg 4, Security: Kindly help us with the specific number of third party audits expected to be performed yearly	2 to 5 Annually
36	RFP, Project Requirements, Para 5, Pg 4, Security: Any federal compliances with respect to long term data retention.	Requirements range based on type of data being retained. The vendor should be prepared to support retention periods from 2 Weeks to 20 Years.
37	Appendix B, MF System Software, MF Software: Please provide version/release number for all the IBM and ISV software provided in Appendix B	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
38	Appendix B, MF Hardware, MF Related Peripherals: DASD storage installed is 17,613 GB and utilized is 5.5 TB. Please confirm.	There is 17TB installed and 5.5TB in use.
39	Appendix B, MF Hardware, MF Related Peripherals: How much tape capacity is used? - Virtual and Physical	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.
40	Appendix C, Hardware and Hosting Requirements, Hosting 1.0, Hardware and hosting: How much memory is installed and used?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

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41	Appendix C, Hardware and Hosting Requirements, Hosting 1.0, Hardware and hosting: Is supplier expected to provide 2- IFL engines (currently unassigned)?	DTI is looking to purchase a service from the vendor. The vendor will need to have adequate equipment to meet or exceed SLA's.
42	Appendix C, Hardware and Hosting Requirements, Hosting 1.0, Hardware and hosting: Please list the zLinux guests Linux on z MIPS	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
43	Appendix C, Hardware and Hosting Requirements, Hosting 1.0, Hardware and hosting: Please list the zLinux guests Linux on z DASD	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
44	Appendix C, Hardware and Hosting Requirements, Hosting 1.0, Hardware and hosting: Please list the zLinux guests Linux on z Tape	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
45	Appendix C, Hardware and Hosting Requirements, Hosting 1.0, Hardware and hosting: List the zLinux software products	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
46	Appendix-C, Security Requirements, Security 1.0, Security Administration: Kindly provide the number of ID's in the Security DB (active and inactive)	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
47	Appendix C, Security Requirements, Security 1.0, Security Administration: Please specify the monthly volume for Security functions (User authorization, password resets, etc.).	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
48	Appendix C, Security Requirements, Security 1.0, Security Management: Kindly provide the number of certificates (new or renewals) required yearly	2 to 5 Annually

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49	Appendix C, Security Requirements, Security 4.0, Data Encryption: What is volume of data to be Encrypted at rest and during transmission - DASD and Tape	Please refer to Exhibit B - Revision 2 - Traffic Summary Tab
50	Appendix C, System Support Requirements, System support 2.xx, Production control and Scheduling, Batch Monitoring: What is the average number of batch jobs run per day/week?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
51	Appendix C, System Support Requirements, System support 2.xx, Production control and Scheduling, Batch Scheduling: What is the number of Batch Jobs in the database?Please provide the number of daily schedule changes.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
52	Appendix C, System Support Requirements, System support 2.xx, Production control and Scheduling, Batch Remediation: Please provide the level of required remediation (simple scripted restarts vs. detailed JCL changes) and the % of Batch Jobs failures / Manual intervention.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
53	Appendix C, System Support Requirements, System support 2.xx, Production control and Scheduling: Please provide the number of Batch related Incident/Problem tickets.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
54	Appendix C, System Support Requirements System support 2.xx, Production control and Scheduling: Please provide the tool that is used for production promotion.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
55	Appendix C, System Support Requirements, System support 2.xx, Production control and Scheduling: How much of the operations and monitoring is automated?	DTI is looking to purchase a service and this will be the responsibility of the vendor.
56	Appendix C, System Support Requirements, System support 2.xx, System Support Requirements: Is there any restriction on usage of offshore resources?	Yes. Please refer to Page 10 of the RFP Document; Item 13.iii.6

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57	Appendix C, System Support Requirements, Hosting 4.xx, Network Support: Please provide the OSA type and any Channel attached Network Devices (FEP, CIPs, Channel Extenders).	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
58	Appendix C, Hardware and Hosting Requirements, Hosting 2.xx, Disaster Recovery: Please provide the configuration details for the DR environment Processor, DASD and TAPE [Is that VTL ??].	Disaster Recovery is a part of the service that DTI is looking to purchase. How the vendor performs Disaster Recovery is based on their ability to meet the stated SLA's.
59	Appendix C, Hardware and Hosting Requirements, Hosting 2.xx, Disaster Recovery: Please provide the mainframe configuration protected under your current DR solution, specifically: Number of MIPS required for DR?	Disaster Recovery is a part of the service that DTI is looking to purchase. How the vendor performs Disaster Recovery is based on their ability to meet the stated SLA's.
60	Appendix C, Hardware and Hosting Requirements, Hosting 2.xx, Disaster Recovery: Please provide the mainframe configuration protected under your current DR solution, specifically: Amount of Memory required for DR?	Disaster Recovery is a part of the service that DTI is looking to purchase. How the vendor performs Disaster Recovery is based on their ability to meet the stated SLA's.
61	Appendix C, Hardware and Hosting Requirements, Hosting 2.xx, Disaster Recovery: Please provide the mainframe configuration protected under your current DR solution, specifically: Amount of DASD required for DR?	Disaster Recovery is a part of the service that DTI is looking to purchase. How the vendor performs Disaster Recovery is based on their ability to meet the stated SLA's.
62	Appendix C, Hardware and Hosting Requirements, Hosting 2.xx, Disaster Recovery: Please provide the mainframe configuration protected under your current DR solution, specifically: Number of LPARS required for DR?	Disaster Recovery is a part of the service that DTI is looking to purchase. How the vendor performs Disaster Recovery is based on their ability to meet the stated SLA's.
63	Appendix C, Hardware and Hosting Requirements, Hosting 2.xx, Disaster Recovery: Please provide the mainframe configuration protected under your current DR solution, specifically: Number of OSA/FICON for DR?	Disaster Recovery is a part of the service that DTI is looking to purchase. How the vendor performs Disaster Recovery is based on their ability to meet the stated SLA's.
64	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Is Flash Copy and/or Data Mirroring in use ? If so kindly specify.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

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65	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Please help us with the DASD storage data replicated locally and/or remotely?	None currently in use
66	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Please provide details of data encryption being performed on DASD today.	None currently in use
67	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Details of the replication implementation to alternate DC	None currently in use
68	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Do you have Virtual Tape Library? If yes, please provide vendor, type, model, capacity.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
69	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Do you have any physical tapes for long-term retention? If yes, please provide quantity.	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.
70	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Are Virtual and Physical tapes mirrored to alternate/vendor DC?	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.
71	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Please provide volumes for the # of tape volumes?	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.
72	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Please provide volumes for the # tape mounts/month (manual - non-silo)?	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.
73	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Please provide volumes for the # tape mounts/month (automated - silo)?	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.

#	Question	Answer
74	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Please provide volumes for the # tapes sent offsite daily or weekly?	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.
75	Appendix C, System Support Requirements, System support 5.xx, Storage Administration: Please provide volumes for the # tapes stored offsite each month?	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.
76	Mainframe Hardware, Page no. Mainframe LPARS, Paragraph no. Column E and F Line 20, Alpha Query: I notice that your Production LPAR has four region Agency Production, Test, Dev, Training how is these region access?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
77	Mainframe System Software, Page no. JCL Prep, Paragraph no. Line 13, Alpha Query: I notice that your you JCL Prep/ JCL validations is being dropped what will it be replaced it?	Nothing currently planned
78	Transition Requirements, Alpha Query: Service provider must plan to take over daily operations and run the environment remotely for a period of 90 days prior to beginning any migration to the service provider's facility. Does the 90 starts after a period of knowledge transfer and how long will knowledge transfer occurs	DTI is looking for the vendor to provide a project timeline that will address when the vendor feels the 90 day period should start.
79	Appendix B, Mainframe as a service, Page no. Appx. B, Alpha Query: Will service provider has to use the existing hardware and software or they must have the new hardware and software to support the environment?	The vendor is not required to utilize the existing hardware. The software licensing will be reviewed with the awarded vendor to determine which can transferred and which will need to remain with DTI.
80	Appendix B, Mainframe as a service, Page no. Appx. B, Alpha Query: We assume all the resources will be sitting at service provider site.	Please refer to Page 10 of the RFP Document; Item 13.iii.6
81	Appendix B, Mainframe as a service, Page no. Appx. B, Alpha Query: Will service provider able to leverage licenses to manage the service desk?	The vendor needs to provide a ITSM tool that can be eBonded with DTI's ServiceNow instance to prevent duplicate work on the part of the State's Service Desk Personnel.

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82	3(D) RFP Evaluation, Process, pg 14, The Evaluation Team may contact any customer of the Vendor, whether or not included in the Vendor's reference list, and use such information in the evaluation process: Due to confidentiality agreements with customers, most Vendors will be unable unable allow the State to contact clients without prior notice. Will the State accept case studies or allow Vendors to facilitate a conversation with current clients? This would allow Vendors to select clients with a similar configuration to the State without breaching confidentiality obligations.	This standard State of Delaware language supports what the soliciting agency is able to consider for evaluation and selection. The State will address these needs on a case-by-case basis. No additional vendor support is needed at this time.
83	3(D) RFP Evaluation Process, pg 14, para 1, Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include Vendor personnel: Due to confidentiality agreements and site security requirements, most Vendors will be unable to allow the State to visit client data center installations. As such, we request that the referenced requirement be removed from the RFP.	This standard State of Delaware language supports what the soliciting agency is able to consider for evaluation and selection. This section will remain.
84	Current State Overview, pg 3, para 7, Disaster Recovery: Is the goal for Proposers with the capability to do so to replace the State's current Disaster Recovery solution?	No. Disaster Recovery is a part of the service that DTI is looking to purchase. How the vendor performs Disaster Recovery is based on their ability to meet the stated SLA's.
85	Project Description, pg 1, para 1 2, Applications, Batch Scheduling What are current and forecasted counts for: Applications, Batch Jobs (automated vs. nonautomated), and OLTP transactions?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
86	Current State Overview, pg 2, para 2, The Department is audited When are the next expected audits for IRS, SSA, CJIS, and HIPAA?	The vendor should plan on the audits occurring on a annual basis.
87	Vendor Background Check Requirements, pg 23 24, para 21 and 22, Fair Background Check Practices, Vendor Background Check Practices: What is the "final" standard? Seems IRS and CJIS requirements will be final determinants of Background Check Practices (requirements).	Both standards apply as related to the information type stored. In any area of conflict in terms and conditions, the most stringent shall apply.

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88	Current State Overview, pg 3, Current Capacity and Performance, A forecast of future usage is provided in the requirements section of this document. We could not locate this information in the requirements section. Please restate the information.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
89	Current State Overview, pg 3, Mainframe Hardware and Software, Please see "Appendix B – Current State" for specific details on the current mainframe environment: Are there distributed systems in the State of Delaware data center that have interdependencies with the mainframe? If yes, has any analysis been conducted on potential latency concerns?	There has not been a latency analysis completed. DTI is looking to the vendor to assess upon award of contract.
90	Project Requirements, pg 3, Support Services, The Department expects the service provider to take over all aspects of the mainframe hardware infrastructure, hosting the service from the service provider's facility: How many FTEs currently support the State of Delaware mainframe computing environment today, including operations, technical support, database administration, network, hardware, and infrastructure?	DTI is looking to purchase a service from the vendor. The vendor will need to have enough internal staff to meet the stated SLA's.
91	Project Requirements, 4, Security, All security operations capabilities, vulnerability, and patch management, authentication and authorization of both users and administrations must be documented: Does the Vendor need to provide security administration services and maintain user IDs and issue new user ID's? If yes, How many security databases will the Vendor be supporting? What is the number of userids to be administered? What is the number of rules defined to the security system? What is the average number of security changes per month? How many new userid requests are submitted weekly / monthly?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

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92	<p>Proposal Requirements, pg 4, para 1, Submit two (2) completed copies of Appendices Spreadsheets posted with this RFP, to include one (1) in .pdf format and one (1) in Excel Format. Copies should be submitted separate from proposal copies. Appendices included in this requirement are listed below: a. Appendix B – Current State [...] e. Appendix F – Typical Questions and Responses Appendices B and F do not appear to require a Vendor response. Must they still be included in the proposal package to DTI?</p>	<p>Yes.</p>
93	<p>Appendix C, ITSM, General Requirements, Line 17, Provide an IT Service Management (ITSM) tool to capture and report all customer incident, change, and asset information that does not require double entry by the State's staff: What is the anticipated volume of incidents per day to be resolved by the Vendor? What is the anticipated volume of requests per day recognized by Ensono to be fulfilled by the customer?</p>	<p>All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.</p>
94	<p>Appendix C, Operations and Monitoring, System Support Requirements, Line 13, Perform service and/or system shutdowns and restarts as required: What is DTI's IPL schedule?</p>	<p>DTI is purchasing a service and this function will be performed by the vendor in a manner to meet or exceed SLA's.</p>
95	<p>Appendix C, Production Control and scheduling, System Support Requirements, Line 16 Maintain the system and/or batch schedules per customer requirements, including the overall batch workflow, dependencies, priorities, etc. Please provide: Total number of batch jobs per month? Total number of batch jobs defined to the schedule?</p>	<p>All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.</p>
96	<p>Appendix C, Production Control and scheduling, System Support Requirements, Line 17 Perform ad hoc scheduling requests. Please provide: Average number of schedule modifications per month and number of ad hoc requests that get run through the scheduler with batch operator intervention.</p>	<p>All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.</p>

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97	Appendix C, Production Control and scheduling, System Support Requirements, Line 19, Monitor batch schedules and resolve application abends or issues per Customers procedures, including performing job restarts, or callout to Customer support team, etc.: What is the average number of abends per day/month?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
98	Appendix C, Production Control and scheduling, System Support Requirements, Line 23, Migrate Customer programs into production as required: What is the volume of code promotion work (daily/weekly/monthly)? Is there any activity during non business hours? If so, please describe: How are code promotions processed Software/third party products (manually or with what tools)	Yes, products are listed in Appendix B - Revision 2
99	Appendix C, System Automation Mgmt, System Support Requirements, Line 37 Automate the customer's rules, routines, and manual processes. Please provide/identify: Number of rules / scripts? Custom or "home grown" automation elements? Do the automation products(s) interface with the scheduling software or the online environments (such as CICS, DB2, etc.)?	There are no current interfaces with online environments.
100	Appendix C, Backup Mgmt, System Support Requirements, Line 49, Provide long term archiving of data to a remote facility, as well as the ability to recall that data upon request: Please define DTI's current retention policies and long term data retention policies.	Requirements range based on type of data being retained. The vendor should be prepared to support retention periods from 2 Weeks to 20 Years.
101	Appendix C, Database System Administration, System Support Requirements, Line 52, Provide database system and related utility software support: What is the current number of Adabas regions in Production, Development, Test, and Sysprog?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
102	Appendix C, CICS System Administration, System Support Requirements, Line 65 Provide CICS system and related utility software support: What is the current number of CICS regions in Production, Development, Test, and Sysprog?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
103	Appendix C, CICS System Administration, System Support Requirements, Line 70 Design, code and maintain system exits: How many system exits are in place today?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

#	Question	Answer
104	Appendix C, Disaster Recovery, Hardware and Hosting Requirements, Line 14, Configure mainframe infrastructure and processes to achieve a 8 hour recovery time objective from time of disaster: Is DTI able to meet an 8 hour RTO from physical tape recovery today? What is the desired Recovery Point Objective (RPO) with the new solution?	Yes, the RPO requested is 4 Hours
105	Appendix C, Disaster Recovery, Hardware and Hosting Requirements, Line 15 Provide annual DR testing facilities and testing time as necessary to successfully test the DR procedures, but not less than 5 business days per year: Would 40 hours per year, testing 8 hours per day, 5 days in a row be sufficient, or would DTI prefer to have contiguous test time, i.e., 24 hours by 5 days?	Yes, DTI will coordinate with the vendor to perform DR testing during the same time period of DTI's Enterprise Testing.
106	Appendix C, Disaster Recovery, Hardware and Hosting Requirements, Line 15, Provide annual DR testing facilities and testing time as necessary to successfully test the DR procedures, but not less than 5 business days per year: Has DTI conducted a Disaster Recovery test with its distributed systems teams, if appropriate?	Yes, DTI will coordinate with the vendor to perform DR testing during the same time period of DTI's Enterprise Testing.
107	Appendix B, Mainframe Hardware, Mainframe Hardware, Line 11, [Mainframe specs]: Please provide the serial number of DTI's zBC12 2828 J04. How many channels and what type are installed on the mainframe? How many channels are available if needed for swing hardware? Will DTI allow the Vendor to install swing hardware in the current Production data center? Are any cryptographic cards installed on the current mainframe? Is pervasive encryption a requirement for the new environment?	DTI is looking for the vendor to develop a plan to make the migration smooth and efficient.
108	Appendix B, Mainframe Related Peripherals, DASD, Mainframe Hardware, Line 29 [Storage specs], How much of the 5.5 TB of storage is Production data? Is FlashCopy used to create snapshots for testing/development? Is the DS8800 licensed for Global Mirror or IBM Data Copy Services? How many and what type of channels are installed on the DS8800?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

#	Question	Answer
109	Appendix B, Mainframe Related Peripherals, Tape, Mainframe Hardware, Line 31 and 32, [Tape specs] How many tapes are in scope to potentially be migrated to the new tape hardware? How many are native? What are the VOLSER ranges? How much active tape data will be copied (TB or other unit)? How many tape drives will be available for the migration? Will there be any tapes that are not in scope? Approximately how many tapes are shipped offsite today? Of the offsite tapes, how many are for Disaster Recovery purposes? How many and what type of channels are installed on the tape environments?	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.
110	Appendix B, Mainframe System Software, Mainframe System Software, [System Software specs]: What version of z/OS v2 is DTI currently running? What version of CICS is DTI currently running? What version of Adabas is DTI currently running? Are any software products outdated or back leveled that need to be upgraded prior to go live? Please provide a Sub Capacity Report (SCRT) for software usage for the past 4 months.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
111	General inquiry: Does the State have a documented roles and responsibilities matrix that delineates the service provider's roles from those of the State, within the context of the proposed service arrangement?	Please refer to Page 3 of the RFP Document; Project Requirements, Item 3.
112	Procurement Schedule, para 1, pg 4, Posted schedule, Is there an expected schedule for vendor down select and award? When it is anticipated the MFaaS contract would commence?	That timeline is currently undetermined.
113	Appendix B, para 1, 573 MIPS: Does the State of a projection of required MIPS over the 5-year term of the contract which you can provide? Or should we assume 573 MIPS constant for the duration (knowing State can scale up or down as needed)?	Assume 573 MIPS
114	Appendix C, Hardware & Hosting tab, Configure mainframe infrastructure and processes to achieve an 8-hour recovery time objective from time of disaster. States RTO is 8 hours: What is the Recovery Point Objective (RPO)?	4 Hours
115	Appendix F, Line 15: What is the FTE counts for the zSeries team and Operations team (console operators)?	Not applicable. All current resources will remain at DTI.

#	Question	Answer
116	Appendix F, Line 15: Please provide information for potential resources that may transition. Include job title, job role, total compensation, loaded-salary. Do State employees belong to a Union or Collective Bargaining Agreement?	Not applicable. All current resources will remain at DTI.
117	Appendix F, Line 15: Please provide information for potential resources that may transition. Include job title, job role, total compensation, loaded-salary: Would the State want vendors to rebadge/hire any of the current mainframe employees? If so, which job functions and how many employees?	Not applicable. All current resources will remain at DTI.
118	Appendix F, Line 15: Please provide information for potential resources that may transition. Include job title, job role, total compensation, loaded-salary. How many total CICS Regions are running?	Not applicable. All current resources will remain at DTI.
119	Appendix F, Line 15: Please provide information for potential resources that may transition. Include job title, job role, total compensation, loaded-salary. How many total ADABAS (Subsystems) are running?	Not applicable. All current resources will remain at DTI.
120	App C, System Support Requirements tab, Prod Control: What is the number of monthly Batch Jobs?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
121	App C, System Support Requirements tab, Prod Control: Approximately how many restarts are required each month?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
122	App C, System Support Requirements tab, Prod Control: How many of the monthly restarts are automated?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

#	Question	Answer
123	App B, Current hardware: What is the serial number for the z12 (2828-J04)?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
124	App C, Hardware & Hosting Requirements tab: How many Crypto cards required?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
125	App C, Security Requirements tab: For those security services that State of DE wishes the bidder to provide, please provide applicable baselines. Examples include frequency and types of audits (which you provided), others would include frequency of access or privileged monitoring data reviews, frequency of vulnerability scans, and firewall placement expectations.	2 to 5 times Annually
126	App C, General Requirements tab: What is the expected monthly call volume to the service desk?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
127	App C, Security Requirements tab: What is the authentication method used for the mainframe end users? Is two-factor and/or biometric authentication used?	No
128	App C, Hardware & Hosting Requirements tab: Are ESCON channels in use?	No
129	App C, Hardware & Hosting Requirements tab, Are there any Channel Attached Printers?	No
130	App C, Hardware & Hosting Requirements tab, Where are the printers located? Who manages the printers at that location? Will State of DE retain the printer assets and courier services?	Yes, DTI will retain.
131	General question: Will services need to be delivered by US citizens?	Yes, please refer to Page 10 of the RFP Document; Item 13.iii.6

#	Question	Answer
132	App C, 2.07 Migrate Customer programs into production as required: Is this currently provided by DTI or the agencies?	Yes
133	App C, 2.07 Perform ad hoc scheduling requests. Is this currently provided by DTI or the agencies?	DTI
134	App D, Confusion between "Primary Cost Proposal" line 6 and "Default Billing Mechanisms" on line 19: Is the section on line 6 "Primary Cost Proposal" meant to be total costs for all services separated by primary site, DR site and network? Are the Cost components under "Default Billing Mechanisms" on line 19 meant to be a breakdown by components, that could also be used for added or removing resources? Should the totals for these 2 sections be equal?	DTI is looking to purchase a service on a "consumption based" model. The Primary Cost Proposal is for the total charge of the service. The Default Billing Mechanisms are the pricing units that are used to develop the Primary Cost based with the information provided. The pricing units will allow DTI to determine the impact on the total cost if they were increase or decrease capacity.
135	App C, System Support Requirements tab: Security Number of users in your ACF2, ACF2 ids?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
136	App C, Hardware & Hosting Requirements tab: Are there any specialty CPs on the z12 e.g. zIIPs, IFLs?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
137	App B, Current Software tab: Are you running any 'automation' software other than Mainview and Workload Automation? This question would include any NetView/REXX (homegrown) routines.	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
138	RFP Main Document - 4 Operations, para 4, pg 2, Batch scheduling and production control: Total number of batch jobs in the daily schedule? Of these, how many are Production?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
139	RFP Main Document - 4 Operations, para 4, pg 2, Batch scheduling and production control: What is the average number of abends per day?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

#	Question	Answer
140	RFP Main Document - 4 Operations, para 4, pg 2, Batch scheduling and production control: The average number of schedule modifications per month?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
141	RFP Main Document - 4 Operations, para 4, pg 2, Batch scheduling and production control: Approximate number of "ad hoc" job executions per day?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
142	Appendix C RFP Requirements, line 18, "Service Level Agreements" Tab, All other requests: The number of Application changes (code promotions) per month?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
143	Appendix C RFP Requirements, Line 29, "Service Level Agreements" Tab, Desired RPO 4 hours: Is the state looking at other optional times (VTL grid versus storage replication)?	DTI is looking to purchase a service and is looking to the vendor to design and present the best solution to meet or exceed the SLA's.
144	Appendix C RFP Requirements, Line 30, "Service Level Agreements" Tab, Desired RTO 8 hours: Is the state looking at other optional times (VTL grid versus storage replication)?	DTI is looking to purchase a service and is looking to the vendor to design and present the best solution to meet or exceed the SLA's.
145	RFP Main Document - No Section Number Identified in RFP Second Paragraph on Page 1, "The State of Delaware reserves the right to deny any and all exceptions taken to the RFP requirements.": While exceptions will be limited, does the State have a preferred format or placement in a responding proposal for any exceptions to the RFP requirements?	Any items where a vendor cannot meet State Requirements as listed in the RFP documents to include Appendices may be listed as exceptions. Exceptions taken should be identified by page number, section and citation of the actual language in which a vendor proposes to take exception and are considered as part of your total page count. Proposed alternatives are allowable and are subject to review and acceptance. These items should be clearly listed in the proposal upon submission. Exception should be taken in full and not as an attempt of negotiation of terms and conditions at this stage in the process. Any negotiation activity will take place post award.
146	RFP Main Document - Project Requirements Section (No Section Number Identified in RFP), para 5 (Security), pg 4, IRS 1075, SSA and CJIS: Is it an absolute requirement that the vendor, itself, maintains compliance in all areas listed?	Yes, data currently housed on the mainframe requires each level of security certification listed.

#	Question	Answer
147	RFP Main Document - Project Requirements Section (No Section Number Identified in RFP), para 5 (Security), pg 4, HIPPA: If vendor maintains partial compliance with HIPPA, will that be accepted? (Due to the nature of our business, we are not required to be fully HIPAA-compliant.)	No, vendors must be HIPPA compliant. If the vendor is currently not fully compliant they may submit a plan and timeline to reach compliance prior to any services being delivered.
148	RFP Main Document - Attachment 5 (No Section Number Identified in RFP) CS1-A, pg 36, FedRAMP: Is it a hard requirement for the vendor to be compliant with FedRAMP?	Yes, data currently housed on the mainframe requires each level of security certification listed.
149	Appendix C RFP Requirements, System Support 4.00 and 4.01, "System Support Requirements" tab, Automate the customer's rules, routines, and manual processes: What automation tools are in use? What LPARS are automated through the use of automation tools?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
150	Appendix B Hardware and Software, Line 22 and 24, "Mainframe System Software" tab, Automation: Are there any custom or "home grown" automation elements in use?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
151	Appendix B Hardware and Software, Line 22, "Mainframe System Software" tab, Automation: How many rules and scripts exist?	Approximately 750
152	Appendix B Hardware and Software, Line 22 and 24, "Mainframe System Software" tab, Automation: Do automation product (s) interface with the scheduling software (such as CICS, DB2, etc.)?	No
153	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: Number of User IDs to be administered?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
154	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: How many rules are defined to the security system?	Approximately 750
155	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: Average number of security changes per month?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

#	Question	Answer
156	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: Is Sungard AS to provide On-Line Report Viewing administration? Approximate number of changes or reprints per month? Online viewng/bundling software package in use?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
157	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: Are SMTP, SNMP or other email and messaging tools in use?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
158	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: Are Mainframe automation events forwarded to exxternal event or problem management systems? If yes please describe.	Yes, via email.
159	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: Estimated number of change requests per month?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
160	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: Do you require distributed MQ support?	No
161	RFP Main Document - 8 Scope of Services, para 8, pg 3, Scope of Services: Are there any Mainframe operative functions you wish to retain? If yes, please describe (i.e. batch scheduling, DB administration, security administration, etc....)	Please refer to Page 3 of the RFP Document; Project Requirements, Item 3 .
162	Appendix C RFP Requirements, Security 7.00, "Security Requirements" tab, Vulnerability Management: What technologies enable "in scope support services" for vulnerability management (for example: logging, pen testing, firewall services, vulnerability scanning, code vulnerability, etc...)	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
163	Appendix C RFP Requirements, Security 9.00, "Security Requirements" tab, PCI-DSS compliance: What are the current PCI-DSS security mechanisms in place to maintain PCI-DSS compliance?	Not a requirement listed in the RFP.

#	Question	Answer
164	Appendix B Hardware and Software Listing, General Tab, "Mainframe System Software" tab, Mainframe System Software: Could you provide the Vendor, software name and release level for the software listed? In addition, what level of z/OS is in use? Are there any software release dependencies we should be aware of for Production? Any customized applications?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
165	Appendix C RFP Requirements, System Support 1.08, "System Support Requirements" tab "...take printers in and out of service" Are print services required for MF support? Printers models and types that are currently supported?	No, DTI retain will retain print services.
166	Appendix C RFP Requirements, Billing 14.00, "General Requirements" tab, Provide monthly invoices for each Customer agency that breaks out the detailed usage and cost by service: How is usage and cost by service currently associated to these 9 state agencies? Could you provide a sample?	DTI is looking for the vendor to provide sample reporting formats they currently have in place.
167	Appendix C RFP Requirements, Billing 14.01, "General Requirements" tab, Provide consolidated monthly reporting that shows usage and costs by agency and by service: Could you provide a sample consolidated monthly report?	DTI is looking for the vendor to provide sample reporting formats they currently have in place.
168	Appendix C RFP Requirements, System Support 7.11, "System Support Requirements" tab, Start and stop DBs: Type and number of data base subsystems/regions in Productions and in Dev/Test?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
169	Appendix C RFP Requirements, System Support 8.01, "System Support Requirements" tab, Provide CICS system and related utility support: Number of CICS Regions in Production and in Dev/Test?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
170	Appendix C RFP Requirements, System Support 2.0, "System Support Requirements" tab, Perform ad hoc scheduling requests: What percentage of ad hoc submissions involve parm changes or other manual intervention?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
171	Appendix C RFP Requirements, System Support 2.0, "System Support Requirements" tab, Perform ad hoc scheduling requests: What percentage of ad hoc submissions must be monitored?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.

#	Question	Answer
172	Appendix C RFP Requirements, System Support 7.01, "System Support Requirements" tab, Provide database system and related utility software support: The number of database subsystems/regions for production and dev/test?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
173	Appendix C RFP Requirements, System Support 2.07, "System Support Requirements" tab, Migrate customer programs into production as required: The number of Application changes (code promotions) per month?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
174	Appendix C RFP Requirements, System Support 2.07, "System Support Requirements" tab, Migrate customer programs into production as required: Application change control software currently in use?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
175	Appendix C RFP Requirements, System Support 3.02, "System Support Requirements" tab, Install and configure all operating system software: The number of MQSeries instances in production and dev/test?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
176	Appendix C RFP Requirements, Sections: Production control and scheduling 2.00-2.07 System Administration and Technical Support 3.00-3.11, "System Support Requirements" tab, System Support changes: What is the estimated number of changes per month?	All hardware/software inventories available are listed in Appendix B. Please see Attachment A of this document for additional information concerning CICS & Databases Regions, Batch Jobs and Service Activities.
177	Appendix C RFP Requirements, Hosting 3.2, "Hardware & Hosting Requirements" tab, Service Provider will provide a router for the connection at State locations: Are there only two locations (Dover and New Castle)? Should the Service Provide include a managed firewall for each location?	Yes
178	Section Project Requirements, 2. Hardware and Software, Para 2, Page 3 - Has the state discussed transitioning to a hosted solution with their third-party Independent Software Vendors (ISV)? If so, can the state share any information on those discussions? Related, are there any restrictive covenants in the existing licensing agreements on transitioning to a hosted solution? And are there any specific fees, charges, or re-licensing fees that have been identified?	This information will be provided upon contract award.

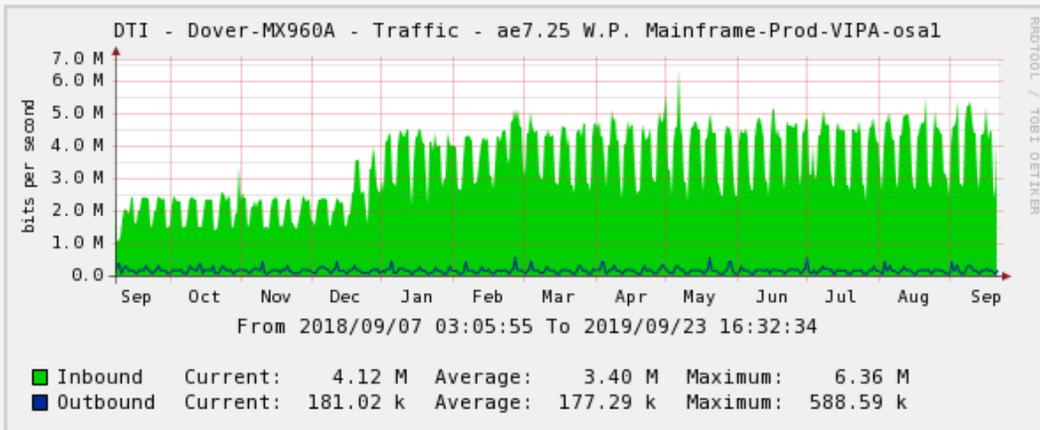
#	Question	Answer
179	Section Project Requirements, 2. Hardware and Software, Para 2, Page 3 - Can the state share the current status of the maintenance contract for each ISV software product? Specifically, what is under maintenance, the length of the maintenance contract, the renewal date, and the cost of the most recent maintenance renewal.	This information will be provided upon contract award.
180	Appendix B – Current State, Mainframe Hardware Tab - Please describe the physical tape library in terms of number of tape volumes in the library, number of external tape volumes, and the number of tape volumes by format and density.	DTI is looking to purchase a service and the vendor will need to develop a backup strategy that meets all security requirements in the RFP.

LPAR	CICS Regions	DB2 Instances	ADABAS Instances
Prod	19	0	19
Tech1	2	0	5
Tech2	0	0	0

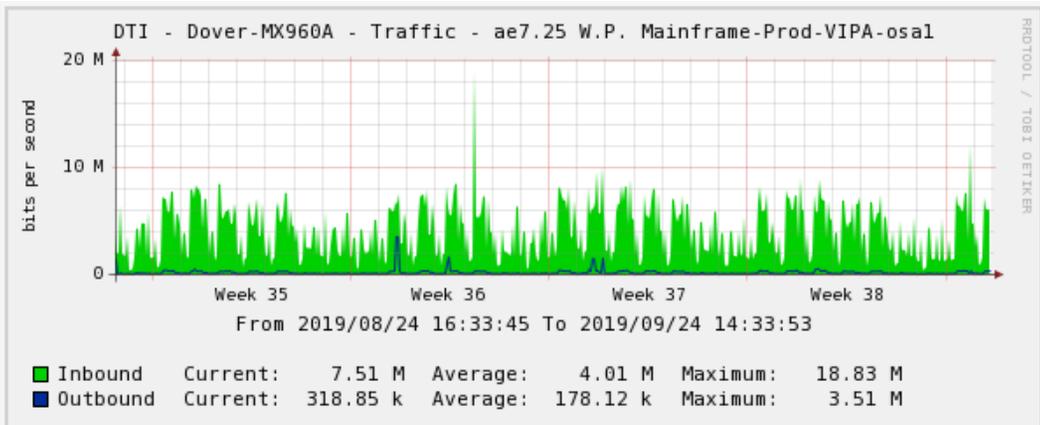
Number of User IDs	QTY
Avg number of security changes per Month	274
Avg number of new user request per month	86
Avg number of access change requests per month	187
Avg number of IS terminations per month	n/a
Avg number of code promotions per month	357
ChangeMan packages promoted per month	16
ChangeMan component changes processed per month	31
N2O objects moved to production per month	310

Agency	Average Schedule Changes per Month	Average Batch Jobs Run per Month	Average Abends per Month	Number of Adhoc Requests per Month
DOC	5	279	1	1
DSP	1	3	0	1
DELJIS	5	4,534	5	3
DelDOT	1	3,596	3	2
DOL	3	6,169	2	15
DOF / DOR	4	4,650	2	3
DOS	0	0	0	0
JIC/Courts	1	899	2	1
DTI	1	4,588	2	1
Totals	21	24,718	17	27

Request Type	Monthly	Annual
Update/Delete	86	1,029
Create or Update Requests	176	2,107
"Link" Requests	9	104
Permit ID - Access Data Set	3	36
Totals	273	3,276



Yearly (1 Day Average)



Monthly (2 Hour Average)