

PROVISION OF SYSTEMS MANAGEMENT SOFTWARE

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
REQUEST FOR PROPOSAL**

ISSUED: November 22, 2010
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE REQUEST FOR PROPOSAL AND
SHALL FORM A PART OF THE CONTRACT
DOCUMENTS**

Template Version: Ar20070420

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART A – PROPOSAL SUBMISSION

Form B: Prices is being provided in word format for the convenience of the Bidders.

Questions and Answers from Bidders Conference held November 10, 2010

- Q1:** Were there any specific challenges with some of the current solutions that you are using like SCOM (Microsoft System Center Operations Manager) that you are particularly looking to improve?
- A1:** Our systems environment is primarily Windows based and as described in the initial configuration (B14.5) is becoming more heterogeneous. We are moving beyond a pure Microsoft environment, so that is one of the biggest challenges we are facing. The requirements listed in the RFP and how they overlay on top of SCOM might answer the rest of the question.
- Q2:** Question with regards to the requirements. Are any of them set with any type of priority or any of them mandatory (or) as nice to have?
- A2:** Anything that is mandatory should be clearly identified with the wording “must” or “shall” as opposed to “should”. As far as priorities, in the RFP we have stated the evaluation weightings (B24.1) as how the proposals will be evaluated. Within that we have an evaluation criteria but that is information that we cannot share.
- Q3:** You do mention two data centres now and you are kind of rebalancing the load between them, is the idea that these two data centres would run independently with their own monitoring infrastructure on both ends or would one team monitor both from one location?
- A3:** We do not have a pre-supposed solution. Our configuration with the two data centres will be active-active with a balance workload of 70%/30%. Our system management requirements are the same at both data centres. We view the two data centres as extensions of each other.
- Q4:** How do you currently handle high availability, would that be part of what you consider to be critical for monitoring, ie. obviously if your database goes down it is a bad thing – would you like the bid to include HA (high availability) for the monitoring tools as well?

- A4:** The RFP states our support preference in B14.4.d. We would make a value assessment on other support options that are proposed.
- Q5:** But independent of support, the actual tools you install, do they need to be highly available, ie. clustered, or is an outage for monitoring tools, things that cut your ticket is that acceptable?
- A5:** We would prefer the highest level of availability at the most affordable level possible. The proposals will be evaluated according to the weightings identified in B24.1.
- Q6:** You mention all the SLAs and the monitoring of them and you are still putting together what these SLAs mean, do you have any idea of the basic types of things you want to monitor, is it mostly things like synthetic transactions watching user response time from web clients or is it more overall the system must be up over 99% of the time through the month?
- A6:** The availability of the business functionality is probably going to be a likely requirement from our business users and also response time from a business perspective.
- Q7:** Requirements section B14.5 which is listing Windows, Solaris, and AIX, is it possible to get maybe versions that you require for those requirements, like do you still have Windows 95 in your environment, or which version of Solaris do you need to support?
- A7:** We are interested in understanding the scope of coverage that comes from the various proposals coming forward and not having it limited to our specific set of functionality today. Additional guidance on environments we are interested in has been provided in the Specifications (eg E1.2.a).
- Q8:** We have fixed versions of all these technologies that we support and we would not want to submit a bid for something, obviously we would want the bid to be complete. We would not want to go down the road where we spend weeks putting it together and we go, oh you know what, you have Windows 3.1 in your environment where that we do not support or certain versions of Linux. Are you running Redhat, or Suse, or Ubuntu things like that?
- A8:** We are asking that the proposal explain the various environments that are supported so that we can understand the breadth of coverage that the proposal provides. We also provide additional guidance as to areas of particular interest to us. These requirements are listed in the Specifications (eg E1.1.a, E1.2.a, E1.3.a, E1.4.a).
- Q9:** In section B you list the overall configuration but in E1.1.a mentions, additional reporting for switches, printers, AC, uninterruptible power supply, power distribution units. Is there any known versions of these devices that is required for this bid or is more just us telling you that we do support those types of devices if you want to go down that road later?
- A9:** We are looking for a response as to the breadth and depth of support you provide with each of those types of devices and similar devices within the proposed solution. That level of support and the associated cost will be evaluated as part of the proposed solution.
- Q10:** How much of this stuff is a "must" versus a "shall" on the specifications? There was a question earlier about how do we know what is important (must or shall when you look at the specs) there is no "must" or "shall" in here.
- A10:** Mandatory items will be listed with a "must" or a "shall" in the request. If there is no "must" or "shall" it will be evaluated based on a point system.
- Q11:** So in the proposed solution, the integration with BMC Remedy, I am trying to find out if that is a "must" or a "shall". Are you just going to rate it? Is that basically how you guys are going to do it?

A11: If it is a mandatory element then it is a pass/fail element. Otherwise it is a point rated element within the points for that section of the RFP. Mandatory items are listed with "must" or "shall". The RFP process is looking for a range of functionality. We will be evaluating the responses given for our stated needs.

Q12: You mention Remedy which is not a problem, you also mention CMDB, so, most of this proposal seems to be monitoring, is something on fire or not, but this kind of related bit, some kind of inventory, so do you use other BMC tools such as Atrium as an inventory database, and would you be expecting to talk to that as well?

A12: We currently use ADDM in a portion of our environment, we have not identified it in the RFP because we have not considered that to be a major element for this particular initiative.

Q13: As a vendor and when you are looking at this you are deciding to keep it generalized but there is obviously as a vendor a decision on whether to bid on this ... what we don't know is what percentage of these things, how do you guys determine, is this a wish list, there is a lot of stuff here, I don't think any one vendor is going to do this stuff so I am asking are you going to add up all the points and whoever has the highest number of points based on this, all the other factors, are these things internally weighted by you guys at all?

A13: Yes, the evaluation results from requirements makes up the total score for a particular section. The specification section as stated in the RFP (B24.1) is worth 35% of the overall scoring.

Q14: That I understand. Talking about the things within it like 1b versus 1e or something like that. Those are internally weighted. We don't know what is more important or not important.

A14: We have stated our requirements within the RFP and we have an internal weighting evaluation system that we use. We ask bidders to give their best response to each of the requirements that have been laid out.

Q15: Have you guys explored options for monitoring the new systems being linux, unix and some of the virtual stuff with SCOM up to this point. Is there a complete decision to be made to move away from SCOM or are you guys going to attempt to solve the problems that you have within this RFP with the tools you are currently using being SCOM.

A15: We are looking for the best way to meet our business requirements. There is no predetermined path that we are to follow. The only reason SCOM is singled out in the RFP is that is what is part of our existing environment.

Q16: I am assuming you guys have an ELA in place with Microsoft. It wasn't simply a software purchase of SCOM?

A16: We do not have an EA with Microsoft.

Q17: You do buy off the provincial agreement?

A17: Yes, under SA.

Q18: If you don't get it under your contract with Microsoft, you have to purchase it?

A18: Yes, we have acquired SCOM.

Q19: Assuming none of these bids are acceptable to you, what is the cost of doing nothing, do you have to hire more staff, buy more licenses, is the IT group on the hook for SLAs to your business users? Do you own them fake money for failures? People yell at you? Or what happens?

A19: Finding a solution to meet the stated business requirements is important for our service delivery to our clients. If we are not successful in this acquisition process we will move forward to find a solution using another mechanism.

Q20: Are there departments that are out of scope? Water and Waste or Police?

A20: The scope is identified in the RFP as to technology needs

Q21: So it would apply to all departments?

A21: The functional requirements are laid out in the RFP as to workloads go. The organizational boundaries come from other decisions that are made outside of this RFP process.

Q22: Question about proof of concept (POC). You mention after you short list bidders there is up to four week proof of concept. Is the idea behind that, do you typically bring vendors on site, do you use your own team with vendors remotely supporting your guys for proof of concept or do you prefer the vendors allow you to VPN into their environment, the vendor provides all the hardware for the POC?

A22: We would be looking for the bidders to provide a proof of concept that would allow us to effectively evaluate their tool at a sufficient level of detail. Any of those three paths might be viable. We would be looking for the bidders to propose an approach that would be effective.

Q23: The mention of user training. We would include as part of this bid training your own staff, do you traditionally do training offsite, at another location in Winnipeg, would you typically send your people out for a course? Do you prefer to train your people onsite on your own equipment? Do you have rooms that training could be delivered in?

A23: We have facilities as long as it can be planned out in advance to facilitate onsite training within our facilities. We are open to anything that would be effective.

Q24: Going back to your configuration list of Windows and Solaris and everything, do those counts include development or QA systems, whatever we propose would be staged there first or would things like your own internal labs are those a separate set from what is listed.

A24: Everything listed from a workload capacity is something that we would want to have monitored. That is not 100% of our environment but it is close to 100%. For example we may have a certain labs that would not be monitored.

Q25: Can we assume for all those things in the list that you have non production version we would install in first? Do you have a spare Oracle database? Do you have a spare SQL database?

A25: Yes, we have non-production environments for most major environments.

Q26: I don't notice any network monitoring requirements. Is that out of scope of this RFP?

A26: All the requirements are listed in the RFP. There are elements that touch on network functionality. We are not looking for deep, pure network solution.

Q27: OS environment is heavily weighted Wintel. Is that static? Are you increasing operating systems on other platforms?

A27: We are adding more heterogeneous environments through our server consolidation initiative.

Q28: Do you intend to move them in the long term to Wintel or keep them on existing platforms.

A28: Our goal is to have an environment as homogeneous as possible that will work with the business requirements.

- Q29:** Locations for remote client monitoring. What kind of devices do you want to monitor? The initial configuration, the ten network locations are switches, routers?
- A29:** The ten locations (B14.5) represents that we are a geographically dispersed organization with many branch offices. These are sites with a high volume of business users. We are interested in having the user experience monitoring in all of this functionality to understand the remote aspects of the workload and the monitoring from those ten sites.
- Q30:** Have you completely ruled out downloading and using free or open source software to solve these problems? Creating something you can support and maintain on your own in-house?
- A30:** We have not ruled out anything. We have a fairly long list of business requirements that we feel are important to us and we are looking at the best solution to meet those requirements.
- Q 31/32:** If you are able to integrate which ever vendor, which ever monitoring system that you choose, and have the BMC Remedy system and the CMDB integrated into one system ... would that be valuable to you? Or if that is an option, would that be valuable to you?
- If you were able to integrate your ticketing system and your CMDB and your monitoring system into one platform or solution – one pane of glass – would that be valuable or would that be something you would like to explore moving forward.
- A31/32:** Yes, and the value of such capability would be evaluated in terms of the requirements listed in the RFP.
- Q33/34:** Do you have a timeline? Target date for implementation?
- A33/34:** From a timeline perspective, there are some date expectations stated within the RFP that the bids are valid for a certain number of weeks afterwards we have a POC stated with a number of weeks and then there is an implementation timeframe stated within the RFP for once award happens. At a high level those are the time frames that we are looking at for doing the implementation.
- Q35:** Four week POC. Six week delivery. One year quote guarantee. Does that mean we could be looking at not making a decision on delivering this for a year?
- A35:** No, what that is intended to mean is we would be doing the initial configuration acquisition shortly after award and the one year pricing guarantee would be used for additional purchases that are required as our workload grows.
- Q36:** If we submit the bids, it may take you how long to short list it. From the short list there is a four week POC and then there is some other gap of time and then a six week delivery. Some that is aimed for next Spring to have this done?
- A36:** At a very high level, if the times work out, and these are rough estimates, we would be looking at a POC in late January, early February time frame and award end of February. And then “x” number of weeks to implement after award. We have the holiday season coming up causing a wrinkle in the short listing process but that has been factored into the time lines for the validity period of the bids.
- Q37:** Question on pricing? Question earlier about one year pricing guarantee, is that something you are looking for this proposal response.
- A37:** Yes. There are two major elements required in the price submission. One is the lump sum for satisfying the initial configuration requirements. The other pricing section is for the one time discounting and the on-going

discount rates from a publicly listed price list for that one year period. The intent for the second pricing section is to use that pricing for any additional acquisitions over the term of the contract.

Q38: Question on the lump sum. The lump sum includes configuration. Does that include implementation cost as well on the quote? Or is that something that could be separate?

A38: The lump sum is intended to cover off everything the bidder requires to be funded to implement the functionality to address the initial configuration.

Q39: Including the six weeks of implementation.

A39: Yes, the lump sum is to address the all the elements required to implement the proposed solution for the monitoring of the initial configuration workload. It will include everything the bidder requires to put that functionality in place, have it fully functional and to address everything they said would be addressed in their proposal.

Q40: For the bid price. These monitoring tools may or may not require extra servers, a couple new bits of hardware to be purchased, are you expecting the bids to include the hardware quotes or would we bid on all the software bits and tell you the hardware configuration and you can use the hardware of choice to match those configs.

A40: We have some wording in the RFP to give you clarification. Under B14.10.g we ask bidders to identify any additional cost that might be involved in the full implementation, and we clarify that all costs associated with the solution that would be payable to you as the bidder are to be included in the bid price. You should call out any additional costs that are related to the solution you have bid but that would not be payable to you. This gives you some flexibility as you can choose to include the extra elements in your bid price or as identified separately. The important thing is if there are costs associated with your solution they must be identified, either in your bid price if paid to you or identified separately if paid to others.

Q41: Would you guys be accepting non perpetual licensing models? It says in B14.4.c that licensing should be perpetual – if you receive RFP's with not perpetual business models would they be turned away, or would it be accepted?

A41: That is a "should" and not a "shall" so that means it is not mandatory. It will be weighted on a point system. That is your choice as a bidder how you want to respond that point.

Q42: Question about the six week delivery window. In general does the City prefer the vendor to come in and do absolutely everything themselves and do all the heavy lifting or do lean towards shadow training your own staff on the fly and have the vendor come in and document 75% of it and you complete the other 25% because you want your people to do that.

A42: Our first preference is to have solutions that do not have any heavy lifting associated with them, but if there is heavy lifting, again we are open to any solution. Our preference would be more the shadowing approach as long as that is not excessive heavy lifting and we would expect to have guidance on that in the proposals as to how much effort would be required on the implementation and the maintenance.

Q43: If a proposal did come in you to say you have several hundred systems the vendor does not believe without charging too much for services to bring multiple people in, if the vendor believes it would be better to meet your six week timeline to have their staff do half or 75% and then you provide the support and the training and the documentation for the City to complete the rest and that results in a lower price, is that still acceptable or should the bids always include all vendor provided everything?

A43: It does not have to be all vendor provided. What does need to be included is a description of the effort for the various parties to achieve the required end state. If you call out a plan that is going to be six weeks and within that six weeks, it is going to be two weeks of heavy vendor involvement and then more City

involvement, we need to have that clearly called out because that allows us to evaluate that response. We are open to any approach. We just need to have the information about the approach being proposed.

Q44: In our responses, is it appropriate or okay for us to have links to URL online documentation for instance on user guides or things like that?

A44: Answer the actual question as best you can in your response. It is fine to have links to supporting information but those links should not be used as the main response to a question. In your response to a question, state the question you are responding to, and state your answer to the question, with the included text of the response being sufficient to fully evaluate the response.

Q45: When will this addendum be posted for this bidder's conference?

A45: Usually like to get it out within two days. Sometimes it takes longer but that is what we try to do.

Q46: Question with the tools you are using now. I know you are using SCOM as a primary tool. And you mention you are using HP SIM, and VMware vCenter, are there any other tools not listed on this RFP that are being used that are licensed or open source tools?

A46: We have a small amount of other open source or even small licensed tools that are used in isolated or focused areas. We have a fair amount of self written scripting and monitoring as well.

Q47: Can you share with us what those tools are?

A47: These tools are not considered to me material to meeting the stated requirements so they will not be provided.

Q48: Can you clarify about how many tools? HP, VMware, and SCOM are the three main tools. How many other tools are being used? Not necessarily what tools?

A48: We make use of tools such as native tools within certain database products or which might come with certain application serving products. Those are the things we are referring to. Or we may have gone out and found a useful system admin utility that does a few monitoring things.

Q49: Focus on the RFP is on service level. Does it mean you are following ITIL?

A49: We try to be an ITIL service delivery organization. We try to follow those practices but we are not rigid around those practices.

Q50: Which is the next activity of ITIL you will go for?

A50: We have implemented incident, problem, service desk function. The next one to focus on is change but it is possible that priority may change.

Q51: How are bidders notified of RFP addendums?

A51: Visit the web site occasionally to see if there has been any addendums to this RFP. The results of this bidder's conference will be posted as an addendum. There are no proactive notifications sent out to vendors when ever an addendum is posted. It is the bidder's responsibility to go to the web site and see if there are any addendums, so we really encourage you to do that so you do not miss out on any information. There is a requirement to state that you have reviewed the addendums as part of the proposal.

Q52: Are there any suggestions on how responses should be formatted?

A52: We encourage everyone who is responding to the proposal to try and answer each question as thoroughly as they can. If a question is in the RFP, we put it in because it is very important to us. We will be evaluating each and every answer that comes forward. If there is a question that has multiple point or sub-points, please try to respond to every single point within each question because that allows us to evaluate your proposal in the best way possible.

In your response to a question, state the question you are responding to (including the RFP question reference number), and state your answer to the question, with the included text of the response being sufficient to fully evaluate the response.

Q53: How are mandatory items identified? Do you have many mandatory items?

A53: Mandatory items are listed with “must” or “shall”. The RFP process is looking for a range of functionality and trying not to be prescriptive in how the functionality will be provided. We will be evaluating the responses given for our stated needs.