

1. Why is this being issued under the 902 Master Contract instead of the new Enterprise Services Agreement given that it is a staff augmentation project and the rates and terms of the new agreement are so much more favorable to the state?

A: Number of possible vendors . . . Many vendors vs 19.

2. Has DEED consulted with a vendor or have a vendor in mind for this work? If so, what vendor?

A: No

3. Have you worked with another consulting company on this project and are they eligible to bid on the project.

A: If the vendor is on the 902 contract they are eligible to bid on this project

4. Is DEED intending to use an automated tool to help collect information about its hardware/software inventory, or will the data collection be manual?

A: We would like to hear how you would propose to do that work in your response. We would like an automated tool or process if it is available.

5. If tools will be used, does DEED have one or more in mind, or is it open to recommendations? What if any restrictions exist in using a tool, for example network access and any firewall/security restrictions?

A: We are open to suggestions. There are restrictions on access to the network for security reasons. We would expect to work with the winning vendor on those issues.

6. What specific tasks, goals, and deliverables does DEED want? An audit can take many forms and provide any combinations of possible data and/or analyses.

A: We hope to have a mapping of resources to business functions and vice versa at the end of the project. The result should be easy and straight forward to update in the future.

7. Is this opportunity time and materials based or is it deliverable based?

A: We prefer to see a deliverable based response.

8. Could you please clarify whether all the service categories are compulsory for bidding for this project?

A: We would consider and evaluate partial solutions, however a complete solution would likely have an advantage over a partial solution.

9. Can you share with us DEED's high level operating environment description?

A: We would make that information available to the winning bidder.

10. Do you use any product to track Application discovery and dependency, if yes could you please give us the name and let us know, are all applications mapped into Application discovery and dependency system?

A: Not at this time.

11. Do you have an established enterprise strategic direction and plan or this project will assist DEED to establish one?

A: This will assist us in developing one.

12. Do you want us to assist in assessing the current state and help to find the gap between current state and the target architecture?

A: No.

13. Does the scope of this project covers assessment of all processes?

A: Just those processes supported by our IT organization.

14. Does audit report deliverable database require to include a guide line for any future systems enhancement, update, and addition?

A: We don't entirely understand this question, but, any work done for this project should be future oriented and extendible. In other words this is not about creating a static "current state" picture of our environment.

15. Is the scope of this project includes a roadmap to accomplish target architecture?

A: No

16. As the scope of this project covers a wide area of expertise, will it be permissible to bring subject matter expert for each area, but no. of resources at any given time should not exceed 2 FTE?

A: Ultimately, that is a matter of cost. Propose the resources you need to do the work but keep in mind that cost will be at least 30% of the evaluation criteria.

17. Will you make DEED business and technical staffs available for interview and work-shop session during discovery phase?

A: Yes.

18. How many applications/services are expected to be in scope for the engagement?

A: At least 100.

19. How large is the environment? (network, servers, storage, DB, etc)

A: 300 file servers, 40 TB in 2 SANs, 100+ routers, switches and other network equipment.

20. What data sources or databases are currently in place?

A: See answer for # 19.

21. Is the "in scope" infrastructure and architecture clearly documented?

A: Yes.

Are the "in scope" application/service delivery dependencies understood and clearly documented?

A: Yes

22. Are the "in scope" production services, processes, and workflow understood and clearly documented?

A: Yes

23. Please clarify the roles and responsibilities of the 2 DEED resources assigned to the effort. Will they be FT applied to the effort?

A: No, They will be available to answer questions only.

24. Please clarify: "engage a vendor who can enhance infrastructure information from a CMDB or similar source"

A: CMDBs logically stop collecting / maintaining data at a certain point and typically do not contain information related to software (beyond OS / DB) or how it supports specific business processes. We hope to "fill in the gap" with this project.

25. Is there a tool currently being utilized for the CMDB?

A: No

26. Is the vendor expected to bring in and implement a CMDB for any portion of the engagement?

A: No

27. Are their existing discovery, asset management, or monitoring tools, to be used during the audit, in the environment? What discovery (monitoring) tools are currently in place?

A: There are some tools available, however they do not create a complete picture of what is running at DEED. For security reasons we will discuss the details of that with the winning bidder.

28. Please clarify: "DEED expects that after the audit, the vendor will provide DEED with a comprehensive database containing information that clearly identifies systems, system parameters and other resources tied to specific processes within DEED"

A: This statement is self explanatory.

29. Is there a specific format or database structure that the output of the audit must be presented in?

A: No

30. Is the vendor free to create audit output based on experience and best practice? (an example could be ITIL Service Catalog)

A: Yes

31. Are the production "systems, system parameters and other resources tied to specific processes" clearly understood today or will the audit include an extensive discovery and dependency mapping exercise?

A: Yes they are understood but there will be some mapping involved in the project.

32. How formal of an audit are you expecting?

A: The term audit may be misleading . . . we are looking for discovery and documentation tied to information on physical assets supporting DEED business processes. We are not looking for a formalized IT audit.

33. Please clarify whether you are looking for an assessment of business applications as well as infrastructure related service management and delivery software.

A: The focus will be on the business applications.

34. Do you currently have a CMDB you want evaluated or should this project assess requirements and make a recommendation on a configuration management database tool?

A: We have a separate parallel effort to select / implement a CMDB

35. Does DEED utilize the IT Infrastructure Library(ITIL) framework to deliver and support infrastructure services out to their end user customers?

A: Yes

36. The project deliverables sound like an implementation of a CMDB. The business need sounds much broader in terms of application and infrastructure assessments. These two sections do not correlate. Could you further define expected deliverables? Otherwise would you be open to deliverables being defined as part of the response for this initiative?

A: We hope to be able to correlate the CMDB information with the information related to the support of business activities with this project.

37. Can you further define what areas of there hardware environment they want an assessment on:

- a. Data Center
- b. Servers
- c. Network
- d. End User Computing
- e. Security services (active directory, Identity Management, etc.)
- f. Telephony
- g. etc.

A: Primarily Servers

38. Has an inventory of all assets been completed or does this project include the process of collecting the existing infrastructure inventory (clients, software, files, databases, and application servers, etc)?

A: We have an inventory.

39. If we have to gather the information, how many locations are involved and roughly how many interviews would be necessary?

A: Everything can be done at our central location.

40. If the inventory has been collected, is it in a database for querying and analysis?

A: Yes

41. Do you see this as a project of more than two people? The SOW states 2 people including this resource. If data needs to be collected manually this could grow beyond 2?

A: See answer to #16

42. Please explain in more detail the type of work plan and cost cycle breakdown you are seeking? Are you looking for estimates on each portion of the work as it appears this is a time & materials contract?

A: We're not looking for a project plan per se. We're looking for your approach and what you believe it will cost to complete the project.

43. Is the SOW for a specific application/architecture/hardware at DEED or is it to do a review of all the applications/architecture/hardware DEED supports?

A: Reviewing and documenting what we have will be part of the project.

44. Please define what DEED means by the term CMDB? Does DEED already have a CMDB in production?

A: CMDB is well defined. No we do not have one in production.

45. CMDB is often associated with ITIL. Is DEED expecting the vendor to follow ITIL procedures?

A: We would like to be ITIL compliant with our offerings.

46. Are all systems, services, and applications currently identified or will there be a discovery effort to locate/identify systems?

A: It will be fairly easy to "locate and identify" the systems. We anticipate the bulk of the activity will be in cataloguing the findings.

47. Are all of the DEED infrastructure, hardware, applications, and equipment located at the DEED location(s), or is some of it housed or managed elsewhere (i.e., other state agencies)?

A: Everything that is in scope for this project will be located here.

48. How much access will the assessment team have to DEED staff or contractors?

A: As much as is required.

49. What role will the DEED staff play in the execution of the assessment and the SOW?

A: None

50. The SOW identifies the business need at DEED very well. Are there any urgencies or deadlines that are driving the need to do this work that would be helpful to understand?

A: Nothing out of the ordinary. We would like to complete the project within 6 months if possible.

51. Is there an identified budget for this assessment and if so how much?

A: Yes. The budget amount is not fixed at this point.

52. Please clarify if the project team will consist of two DEED employees plus selected vendor resource(s), or if project team will consist of only DEED PM and one resource from awarded vendor.

A: No DEED resources will be working directly on this project.

53. How many resources is DEED expecting awarded vendor to provide?

A: It is up to the vendor to propose the necessary resources for this project.

54. Will DEED be directing day-to-day activities of vendor resource(s), or is DEED expecting awarded vendor to provide their own PM to direct other awarded vendor resource(s)

A: We will provide high level direction for the project. The vendor will manage the day to day activities.

55. Response requirements state that vendors must provide a work plan within their proposal. Does DEED already have a project/work established for completion of this project, or is DEED expecting vendors to develop the project/work plan?

A: No, The vendor will supply that information in their response to the proposal.

56. Response requirements state that vendors must provide documentation of progress, such as status reports, within their proposal. Could you please clarify what DEED is requesting? Is DEED requesting that vendors provide examples of status reports from past projects?

A: We would like to know how you will provide status reports to us. How will we know if the project is on track?

57. Will the work for this project be performed at one location, or multiple locations? Can DEED please provide address(es) of location(s) where work for this project is to be performed?

A: One location, our central office.

58. What types of applications do you have?

A: Unemployment Insurance, Workforce development applications, web pages, CRM and others.

59. Approximately how many external interfaces are there?

A: Not sure what the question means . . . Logical, Physical, Partner interfaces ???

60. Does the scope of the project include inventorying desktops and laptops? If yes how many

A: No, We have that information.

61. If DEED does not have a CMDB in-house, does DEED expect the vendor to provide?

A: No

62. How Many data centers does DEED have? Where are they located?

A: In scope for this project 1. St. Paul

63. Are all servers inside DEED data centers?

A: Yes

64. If DEED does not have a discovery tool in-house does DEED expect the vendor to provide?

A: That will depend on you approach. You may wish to use a tool you are familiar with however we do not anticipate the need to purchase additional tools under this project.

65. Approximately how many servers are in-scope?

A: 300

66. Can DEED break them down by type (WinTel, SUN, IBM-AIX, Mainframe)?

A: All WinTel

67. Are any of the servers virtualized? If so approximately how many?

A: 0

68. Are storage and network devices in-scope? If so approximately how many?

A: 2

69. Approximately how many business processes are in-scope?

A: Undetermined

70. Is asset management software already in-place that the project will need to integrate with?

A: We are considering CMDB products. It would be desirable to tie the output of this system to the CMDB we implement.

71. Is utilization (application, server, storage, network) data gathering required?

A: no

72. In the Business Need section it mentions that DEED is in need of an independent quality review and assessment of their software applications and hardware environment. However the requested project deliverables only appear to address an inventory. Is there an additional deliverable of an assessment of the DEED application portfolio? If yes, what level of assessment is DEED looking for?

A: We're really looking to understand the inventory itself and how the parts of that inventory relate to the business functions performed.

73. Is the selected vendor responsible for defining the process necessary for DEED to be able to update and maintain the inventory going forward?

A: Yes

74. In the Responsibilities Expected of the Selected Vendor Section, the first bullet says Proposed Change Management Process, what does this mean?

A: The result of this project will be an inventory of technologies needed to support specific business functions within the agency. That inventory will be a static snapshot of our environment as it exists at the time of the project. We would like to maintain that inventory and keep it up to date. To do that we would like to hear from the vendor what processes and procedures will be necessary to keep that inventory up to date.

75. What level of business process do you want to associate with this inventory? A high level functional level or a detailed task level?

A: The high level functions

76. What are DEED's business objectives for this project?

A: We are looking for better ways to support our business partners through lower costs, decreased complexity in the technical environment, agility and flexibility.

77. Does your inventory include:

- inventory of software licenses?

A: Yes

- support contracts linked to software and hardware?

A: Yes

- personnel hours spent per sw/hw?

A: No

78. Map software applications and hardware to business processes

- Do we need to identify DEED's business processes? or have they taken an inventory of what they have as business processes? (NOTE: THIS IS PART OF BUSINESS ANALYSIS.

A: You will need to work from an existing inventory, verify it and make appropriate modifications.

- Either way above, do we need to create documentation for their business processes (visio diagrams) and thus tie sw/hw to such processes?

A: Yes

79. DEED WILL WORK THIS WITH THE VENDOR's SUGGESTION: Identify potential Data Center Operations areas that can reduce cost and maximize operations

A: Yes

80. Final Deliverable based on their context: "**comprehensive database containing information that clearly identifies systems, system parameters and other resources tied to specific processes within DEED**".

- Does DEEDs have software tool for such database?
 - Then we need to identify how such tool behaves and how to enter the information A: Yes
 - Do they expect us to provide advice on such tools? NOTE: an access database is possible but it is high maintenance. Spreadsheet can be used initially but it is also high maintenance. A: No
- "other resources " could be specific configuration files, or even people, would they identify this later in the scope definition?

A: No, We are looking for your advice, hopefully with a tool you've successfully used in past engagements for this type of work.

Since we don't necessarily know all of the variables at this point we'll work with the winning bidder on those "other resources" that will be needed.

81. Is this a correct assumptions: DEED has knowledge of CMDB?

A: That is correct.