

## Data Center Staff Augmentation Vendor Questions

1. Please let us know whether you are looking for one specialist for each of the 5 disciplines or 5 contractors who have a mix of the disciplines?

DOR will be contracting for up to five technicians that will be able to support our data center environment. To meet the demands they will have to be highly skilled with extensive experience in managing the components listed in the RFP. DOR is looking for the right mix of professionals to be able to assist in the management of existing technologies and the implementation of pending technologies. Candidates with only related experiences in similar technologies or lesser computing environments will not be given the same consideration as those candidates who have extensive experience. While each candidate will have to understand and have experience with the interrelationship between the various components used by DOR, it will be probable that candidates will have the ability to manage VMWare and Windows servers and it may be possible that a single contract staff can support both SAN storage and TSM backup functions.

2. Please provide the name of the vendor to which Data Center Management Services are currently outsourced.

Another State Agency

3. Is current vendor to which Data Center Management Services allowed to submit a proposal for this SOW?

NA

4. Why is DOR changing from an outsourced Data Center Management model to an internally managed model?

DOR is adjusting its IT service delivery model in response to increasing demands for data center services while funding to support the increased workload remains flat.

5. Has DOR encountered service-level issues with current outsourcing vendor?

NA

6. Are all outsourced vendor resources currently providing on-site Data Center Management Services?

NA

7. Is current outsourced vendor providing any off-site/off-shore resources for Data Center Management Services?

No

8. Please confirm DOR expectation is that selected vendor resources will be working 100% on-site at DOR building at 600 North Robert St. in St. Paul, MN for the duration of the contract.

DOR expects the contract staff to work on location for the duration of the contract.

9. Please confirm if DOR will provide selected resources with work space, and all necessary hardware/software and laptop/desktop computers to perform the responsibilities outlined in this SOW.

DOR will provide a workspace with computer, telephone and office automation software to assist the contract staff in meeting the goals of this engagement. Contract staff may use their own business laptop computer but will only have internet access and no access to state computing resources.

10. Please confirm if anticipated utilization for each selected resource will be full-time 40 hours per week for the duration of the contract (excluding any DOR holidays).

Yes

11. If no, please provide anticipated utilization for these resources.

12. Please confirm if DOR is expecting each resource to have experience in all of the following: Windows Server, VMWare, Cisco networks, IBM disk storage systems, and IBM TSM backup systems, or if DOR is planning to select one expert resource each for the five disciplines.

Please refer to the answer to question #1.

13. Would DOR like to retain any of the outsourced vendor resources currently providing Data Center Management Services?

NA

14. If yes, could DOR please provide the name of the resources they wish to

retain?

15. Is DOR cancelling the existing contract for outsourced Data Center Management Services, or is the current contract expiring.

NA

a. If expiring, can DOR provide the date that the current outsourced contract for Data Center Management Services expires?

16. Is DOR planning for any overlap to transition knowledge from current outsourced vendor resources to new selected vendor resources?

Yes

17. Please confirm which attachments vendors are required to submit with their responses to this SOW. None

18. Does DOR have a predetermined allocated budget for the Data Center Staff Augmentation Project?

Yes

19. If yes, can you please share the amount of budget DOR has allocated for this project?

The budgeted will be commensurate with the level of effort of the job and the length of the engagement.

20. The SOW indicates that the tape backup and recovery system incorporates multiple storage pools, and on-site and off-site tape repositories.

A. Will selected vendor resources be required to travel to off-site tape repositories?

No.

B. If yes, will DOR reimburse selected vendor resources for travel expenses such as mileage, and lodging should overnight travel be required?

C. If yes, could DOR provide the address locations to which the selected resources will be required to travel?

21. Will selected vendor resources be required to perform off-hours, on-call support?

Contract staff will be required to perform work outside of typical work day hours. Please refer to the answer to question #22.

22. What is the anticipated daily work schedule for selected vendor resources (8AM – 5PM Mon-Fri)?

The agency's hours of Service Desk support are from 7:00 AM through 5:00 PM CST, Monday through Friday. However, DOR has employees spread throughout each of the four time zones in the USA. Taxpayer access to data center resources is 24x7. When our users or customers are adversely impacted by data center interruptions, support may be provide outside of the normal business hours.

23. Would DOR consider allowing some of these support services to be performed at an off-site location?

No.

24. What will the interview process for these positions be, and how long do you expect the process to take?

The interview process will be conducted by a panel of two or more managers and one or more technical staff. Interviews will begin immediately upon receipt of qualified candidates and continue until DOR has filled the positions with qualified candidates.

25. Who will be conducting interviews?

Please refer to the answer in question #24.

26. Who are the key decision-makers involved in selecting the required resources?

Please refer to the answer in question #24.

27. To which DOR employee Manager will these resources be reporting?

NA