

**RFP 05-19
Technical Services
Questions and Responses**

	RFP Section	Question	Answer
1		Can you please provide the budget for the three lots within this bid?	The Department does not provide this information.
	RFP Section	Question	Answer
2		We are registered in the State of PA system and are a small diverse vendor staffing provider. Can you please advise if this bid is for IT related staffing services? I cannot access the RFP without stating the my company intends to bid and I am hesitant to do that as this may not be work my company is qualified to perform the work.	Through the issuance of RFP No. 05-19, the Department of Human Services (DHS) is seeking contractors to provide comprehensive technical services to support activities within the information technology program. You may complete your registration in JAGGAER to view the complete RFP. If you determine that your company is not qualified to submit a proposal, you are not penalized. If you have any concerns, you should contact the Department of General Services Bureau of Diversity, Inclusion and Small Business Opportunities and they can assist you.
	RFP Section	Question	Answer
3		Could I receive a list of attendees to the Pre-Proposal Conference? Could you please reply with the attendee list for the Pre-Proposal Conference for RFP #05-19? If possible, could you provide contact information for the presenters as well? Could I receive a list of Pre-Proposal Conference attendees? Will these slides be available for attendees?	Please refer to Addendum #2 for the requested information.
	RFP Section	Question	Answer
4		Does PA recognize MBE certification from other states?	Only Small Diverse Businesses (SDBs) which include Minority Business Enterprises (MBEs) verified by the Department of General Services (DGS) may be counted for purposes of achieving the SDB participation goal for this procurement. Please review the Small Diverse Business Verification website for

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			<p>eligibility. In order to be DGS-verified as an SDB, a firm must first self-certify with DGS as a Small Business, and then submit an approved third-party certification from one of the following:</p> <ul style="list-style-type: none"> • Unified Certification Program (UCP) *This links to the Pennsylvania UCP. Any state's UCP certification accepted. • Woman's Business Enterprise National Council (WBENC) • National Minority Supplier Development Council (NMSDC) • United States Small Business Administration (SBA) 8(a) Program • Disability:IN <p>National LGBT Chamber of Commerce (NGLCC)</p>
	RFP Section	Question	Answer
5		Will the Commonwealth of PA accept Minority, Disadvantaged and Small Business Certifications from the State of CA, other Public Sector Organizations across the United States, as well as the Federal SBA?	Please see answer to question #4.
	RFP Section	Question	Answer
6		We understand that the RFP is broken into LOTS 1, 2 and 3. Would the state consider a vendor response to the RFP that partially covers a given lot, e.g. say LOT 1, vs. responding to the LOT 1 scope in it's entirety, as described in the RFP?	No, the Commonwealth requires a complete response to all Lot requirements.

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7		Is it the states intention to award a lot, e.g. LOT 1, to a single vendor or would the state consider breaking up the scope of a lot, e.g. LOT 1 to multiple vendors?	See response to question 6. The Commonwealth will award each Lot to 1 Offeror; however, an Offeror may be awarded more than one Lot. Each selected Offeror must provide all services required within the lot.
	RFP Section	Question	Answer
8		What do you anticipate as the contract start date?	The anticipated contract start date is January 1, 2022. This is an estimate only and is subject to change.
	RFP Section	Question	Answer
9		Can the Commonwealth confirm that IRS Publication 1075 requirements for offeror background check and physical facility security are expected for Lot 1?	Yes, these requirements apply to all three lots of the RFP.
	RFP Section	Question	Answer
10		Is the Commonwealth's requirement for the Lot 2 offeror to propose the staff who meet or exceed the experience qualifications detailed in Appendix K Page 17 - 20?	Appendix K is the incumbent's Turnover Plan and does not establish requirements for staffing under RFP No. 05-19. The structure of RFP No. 05-19 is different than that of the prior RFP. Offerors should propose staffing to meet or exceed the requirements of the current RFP.
	RFP Section	Question	Answer
11		As it relates to III-7 Requirements, A. Customer Service Transformation., Design Principles and Requirements., 1.Keystone Login, c. Page 58. Can the Commonwealth clarify if the Lot 3 vendor is responsible for Tier 1 contact center calls from application users?	The Lot 3 selected Offeror will not be responsible for Tier 1 contact center support.

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12		The following topics in the Lot 1 Technical Response template have no indication for an Offeror Response. We assume this to be in error, and that the Commonwealth does expect a response in these areas. Please confirm: 1.7.J, 1.8.D, 1.8.E, 1.8.F should have an OFFEROR RESPONSE.	Yes, this omission was in error. Offerors should propose responses to sections I-7.J, I-8.D, I-8.E, and I-8.F as well as responses to section I-6.D.3 and I-6.E (all sections).
	RFP Section	Question	Answer
13		Can the Commonwealth confirm Lot 2 Support hours in Appendix N for Year 1 should be 30,000 hours since the cost submittal indicates a six month duration for Year 1?	Appendix N has been revised to show hours required for contract year 1 as a six-month duration.
	RFP Section	Question	Answer
14		Can the Commonwealth confirm that the Lot 2 offeror must use the estimated future hours included in Appendix N - Future estimates, to calculate cost estimates?	Yes, please also refer to the response to question #13.
	RFP Section	Question	Answer
15		Would the Commonwealth prefer the Lot 2 offeror to submit resumes for the core team of qualified staff required for services as detailed in Tasks II-5?	Resumes are only required for the key personnel as identified in Section II-3.C of the RFP. To the extent resumes are available for other proposed personnel, Offerors may choose to provide these resumes.
	RFP Section	Question	Answer
16		Please confirm that contractor staff must be located in the United States as outlined in Exhibit B Section B.6. The section prohibits the use of offshore staff for access to Commonwealth Systems, data and services such as the CWOPA network.	Yes, confirmed.
	RFP Section	Question	Answer
17		Can the Commonwealth confirm that the offeror should only complete the yellow cells on all Cost Submittal tabs and that the calculations should be not modified/locked?	Yes, confirmed.

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18		Can the Commonwealth confirm that the LOT 3 Maintenance Costs on the LOT 3 Cost Submittal should be a fully loaded hourly rate? The table header states, "Fixed Monthly Fee - Maintenance"	A revised Appendix J has been posted with this addendum. Offerors are to propose a fully loaded hourly rate which will be multiplied by the number of hours shown in the revised Appendix N to derive the total proposed cost. For purposes of executing a contract, the annual cost will be divided by the number of months to derive the fixed monthly fee.
	RFP Section	Question	Answer
19		Can the Commonwealth confirm that LOT 1 Maintenance Costs on the LOT 1 Cost Submittal should be a fully loaded hourly rate? The table header states, "Fixed Monthly Fee - Maintenance"	A revised Appendix J has been posted with this addendum. Offerors are to propose a fully loaded hourly rate which will be multiplied by the number of hours shown in the revised Appendix N to derive the total proposed cost. For purposes of executing a contract, the annual cost will be divided by the number of months to derive the fixed monthly fee.
	RFP Section	Question	Answer
20	Lot 2	Do the resources have to be located in Harrisburg? a. Can the resource be located off shore? Or can the resources be located remotely in USA or Canada?	The Lot 2 resources must be physically located at the Commonwealth facility in Harrisburg upon the reopening of Commonwealth business facilities. See Lot 2 Technical Submittal p. 1. Prior to that time, resources may be located remotely in the continental United States only. Please also refer to the response to question #16.

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	RFP Section	Question	Answer
21	Lot 2	What is the focus of Application development in Lot 2 (Section II-5.C.4). How is that different from Application development in scope for Lot 1?	<p>The Lot 2 Application development is specifically for Enterprise Applications. The Lot 1 Application development is limited to the core business systems of Lot 1 (CIS, COMPASS, MCI, PACSES, HCSIS, EIM, CWIS, PELICAN, and CAPS).</p> <p>Lot 2 Application development uses the same technology platforms that are in Lot 1. The difference is Lot 2 services are mainly internal projects supporting business needs.</p>
	RFP Section	Question	Answer
22	Lot 2	What are the list of Enterprise Applications as defined in Lot 2 (Section II-5.C.4)	This information is included in Appendix 2 Application Life Cycle Management Dashboard available in the Procurement Library. Please refer to Section 7 Access to Documents in the RFP Description Language to obtain access to this information.
	RFP Section	Question	Answer
23	Lot 2	If there is a requirement for on-site presence; can some resources be remote? Is there a percentage that need to be on-site?	See response to question #20. One hundred percent of Lot 2 selected Offeror's resources are required to be onsite once the Commonwealth facility is reopened.
	RFP Section	Question	Answer
24		Different types of application testing is included in scope for both Lot 1 and Lot 2. Can the agency differentiate between scope of testing in Lot 1 and Lot 2.	Lot 2 is for Enterprise applications whereas Lot 1 is limited to the Lot 1 core business systems (CIS, COMPASS, MCI, PACSES, HCSIS, EIM, CWIS, PELICAN, and CAPS).

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	RFP Section	Question	Answer
25		Regarding the lifting of COVID-19 restrictions, once the Commonwealth determines that those restrictions have been / will be lifted, how much time will be provided by the Commonwealth for the vendor(s) to transition to being onsite?	The transition time to being onsite will be agreed upon with the selected Offeror.
	RFP Section	Question	Answer
26		Upon the lifting of the COVID-19 restrictions, what vendor personnel will the Commonwealth require to be onsite?	For Lot 1, Key Personnel onsite requirements are shown in Lot 1 Technical Submittal p. 3 and Table 5. For other personnel, Offerors should specify where the personnel will be physically located during the contract term. Lot 2 requires all resources to be located onsite (refer to Lot 2 Technical Submittal p. 1). For Lot 3, Key Personnel onsite requirements are shown in Lot 3 Technical Submittal p. 8 and Table 14. For other personnel, Offerors should specify where the personnel will be physically located during the contract term.
	RFP Section	Question	Answer
27		The government referenced that Deloitte is a vendor providing some of the services listed in each lot. Would the government provide the contract number(s) to the contract(s) they are referencing?	The services currently being provided by Deloitte are under contract #4000016622.
	RFP Section	Question	Answer
28		If this is a combination of work from multiple contracts, will the government provide the contract numbers for the contracts being combined?	No other contracts are being used to provide these services currently.

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	RFP Section	Question	Answer
29		Would the government consider providing the incumbent(s) contract number for each Technical Support Lot?	Please refer to responses to questions #27 and 28.
	RFP Section	Question	Answer
30		Does the government require vendors to respond to all 3 Lots, or may they respond to 1-2 Technical Support Lots?	No, Offerors may respond to any one or more of the Lots as they so choose.
	RFP Section	Question	Answer
31		Does the government require vendors to certify as either a Small Diverse Business Enterprise (SDB) or a Veteran Business Enterprise (VBE) before submitting a proposal?	Yes. A firm whose SDB verification is pending or incomplete as of the proposal due date and time will not be counted towards the SDB participation goal. A firm whose VBE verification is pending or incomplete as of the proposal due date and time will not be counted towards the VBE participation goal. Please review SDB-1, Instructions for Completing SDB Participation Submittal, II.2., and VBE-1, Instructions for Completing VBE Participation Submittal, II.2. for information on SDB and VBE requirements.
	RFP Section	Question	Answer
32		Please provide any historical data on (Incidents, service requests, change requests) which shall be scope for Lot 2 & Lot 3 Technical Operations and services? Please provide info on volume, severity and category/type of tickets if available.	Lot 3 information is provided in Attachment 1 "Question 32 – Lot 3 Historical Data" posted with this Addendum. This information is not relevant to Lot 2.

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	RFP Section	Question	Answer
33		Pease provide information on the Lot 2 BI and Visualization support projects? How many such projects were undertaken last year and what was the effort (in hours) consumed?	DHS averages 20 to 30 Business Intelligence and Visualization projects per year, with varying hours.
	RFP Section	Question	Answer
34		In Lot 3 - On Page 1, Enterprise Imaging Services are mentioned but labor categories and job descriptions are not mentioned. Please provide these details.	DHS wants to propose a staffing approach, including those resources, labor categories and job descriptions that meet the Lot 3 requirements.
	RFP Section	Question	Answer
35		Will customer provide necessary infrastructure including laptop/desktop, connectivity, softwares to Offeror for performing assigned work, during COVID while resources are working offsite?	Generally, see Section 26 of the RRP Description Language for DHS provided resources. Resources working offsite will be provided with the necessary software to connect to the Commonwealth network to complete their tasks. Lot 2 selected Offeror's resources will be provided with a desktop or laptop.
	RFP Section	Question	Answer
36		In Appendix N, for Lot 3, number of estimated hours under Maintenance, Modifications and Enhancements are not matching with number of estimated hours present in Appendix J Cost Submittal. Also, 'Fixed Monthly Fee - Maintenance' is written under Maintenance in Appendix J Cost Submittal. Offeror understands that it should be Hourly rate. Please confirm.	A revised Appendix J has been posted with this addendum. Please refer to the response to question #18.
	RFP Section	Question	Answer
37		Does the scope of LOT2 include end to end entire support for Unisys Clear Path / Dorado Mainframe system and services? If yes, per scope, please share the mainframe system inventory list, application and services under purview of LOT2 offeror' s scope.	No, this support currently is provided by Unisys.

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38		RFP states a desire to migrate the mainframe application to COTS, MOTS, SaaS, PaaS etc. Please share the list mainframe applications which are in progress of migration and list of services that you are planning to migrate which are in pipeline in near future migration.	Please see Attachment 2 "Question 38 – List of Current MAPPER APPMAP Applications." posted with this Addendum.
	RFP Section	Question	Answer
39		What email services are you using now, is it hosted on-premises or hosted from cloud. Does the LOT2 scope includes email services?	We are using Exchange Online, but email services are not in scope for Lot 2 services.
	RFP Section	Question	Answer
40		Please provide clarification of the scope of LOT2 monitoring of performance of mainframe performance unit. How Unisys technical staff are engaged with the LOT2 services? Is Unisys technical staff is managing and supporting the mainframe footprint?	The mainframe performance unit is monitored by Unisys. Unisys contractors are onsite embedded and working with agency technical teams. Unisys and HHS DC staff work collectively and will inform the appropriate selected Offeror(s) of possible performance and response time issues associated with the applications the selected Offeror is supporting. Unisys provides the majority of support for the mainframe.
	RFP Section	Question	Answer
41		Does the database support include the mainframe database? Request if you could please share the inventory and instance of mainframe database that are covered under scope of LOT2.	No, the database mainframe support is handled in house.
	RFP Section	Question	Answer
42		EXHIBIT B: Requirements for Non-Commonwealth Hosted Applications/Services The Contractor shall conduct a third-party independent security/vulnerability assessment on an annual basis. Cost proposal does not have any placeholder for this cost so do we need to absorb this cost as part of support cost or any placeholder can be added in cost proposal	The security/vulnerability assessment is considered a cost of doing business and is not to be included in the cost submittal.

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	RFP Section	Question	Answer
43		Is there any specific template for technical response and any page/word limit to answer each section?	Please refer to Section 16.B. of the RFP Description Language. There are no page or word limits but offerors should provide a concise, straightforward description of its ability to meet the RFP requirements. See Section 17 of the RFP Description Language.
	RFP Section	Question	Answer
44		<p>What is the application landscape for which security services are to be provided</p> <p>1) number of web app? 2) number of mobile app? 3) number of thick client app? 4) number of COTS? 5) number of Web APIs? 6) others (SaaS etc.)</p> <p>Also, please share the count of application to undergo release based security testing every year?</p>	<p>All systems will have security services. Every release includes vulnerability scanning. Current application counts are:</p> <p>Webapps – 105 Mobile apps – 2 Thick client – 1 COTS – 1 Web APIs - 8 SaaS - 35</p>
	RFP Section	Question	Answer
45		Other than release based security services, what is the frequency at which application and infrastructure scanning services (such as SAST, DAST, Infra VA, Security Design & Architecture Review, Penetration testing) are to be provided? (monthly/quarterly/biyearly/yearly)	Infrastructure is scanned monthly, applications are scanned at least once annually, and all application code is scanned for each release.
	RFP Section	Question	Answer
46		Does customer already have Devops pipeline in place? If Yes, what is the number of application already onboarded to the CI/CD pipeline and number of application which are scheduled to be onboarded to Devops pipeline? (yearly count)	No.
	RFP Section	Question	Answer
47		<p>What is the existing application and infrastructure security tool at DHS that service provider shall leverage to provide services-</p> <p>1) Secured Design & Architecture Review? 2) Penetration testing (app/infra)?</p>	<p>1.) Change Management Process, ServiceNow.</p> <p>2.) We do not have a penetration tool.</p>

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48		<p>What is the number of infrastructure assets (IP) in scope of vulnerability, Penetration assessment categorized as per-</p> <p>1) number of servers? 2) number of network devices? 3) number of workstations?</p> <p>What is the frequency at which infrastructure penetration test is to be conducted? (monthly/quarterly/biyearly/yearly)</p>	<p>There are 1303 servers (also see response to question #87) and 1583 network devices (see also response to question #90). The infrastructure is scanned monthly (see also question #45). The selected Offeror will not be responsible for workstations. Penetration testing is done annually.</p>
	RFP Section	Question	Answer
49		<p>What is the number of infrastructure assets (IP) in scope of penetration testing?</p> <p>What is the frequency at which infrastructure penetration test is to be conducted? (monthly/quarterly/biyearly/yearly)</p>	<p>Please see response to question #48.</p>
	RFP Section	Question	Answer
50		<p>Is application penetration testing in scope? If yes, what is the number and type of application (web/mobile/thick client) in scope of penetration test and what is the frequency? (monthly/quarterly/biyearly/yearly)</p>	<p>Yes, application penetration testing is within scope of each Lot. See Sections I-6.C.1.2 (p. 29); II-5.D.6 (p.28) and III-6.D.1.b.2 (p. 35). Please see response to question #44.</p>
	RFP Section	Question	Answer
51		<p>Is SOC and SIEM already established in DHS environment and DHS want help in uplifting current environment by adding use cases, log source integration, etc. or supplier needs to do it from scratch. Please clarify</p>	<p>The Commonwealth has a SOC and DHS has a SIEM established.</p>
	RFP Section	Question	Answer
52		<p>Kindly validate our understanding that IT Security design role will cover below mentioned areas.</p> <p>1) Cloud Security - AWS, Azure, Google Cloud, Public cloud provider 2)Data and Information Security 3) Infrastructure Security(Network, Endpoint, Email, etc.) 4)Enterprise Application Development(SDLC)</p> <p>Please add other areas if it is required to be mentioned</p>	<p>Yes, all areas listed are covered in the IT Security design role.</p> <p>Security design role will also cover Web Site Protection, Identity and Access Management.</p>

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	RFP Section	Question	Answer
53		Are you looking for further application integrations during production support? If yes, please provide the count of applications categorizing them as below: 1. COTS 2. SAP 3. Legacy 4. Custom (Home Grown)	DHS does not understand what information is being sought and cannot answer this question.
54		Please share current architecture of Identity and Access Management. Please also segregate manual and automated processes.	DHS does not understand what information is being sought and cannot answer this question.
55		Are you expecting IAM transformation? If Yes Please elaborate	No.
56		What are the authentication techniques are you looking at for user authentication after user Risk profile is configured? 1. Push authentication 2. One Time Password (OTP) and Time-Based One Time Password (TOTP) authentication 3. FIDO U2F tokens 4. Smartcards with PKI—particularly if cards are already in use for facility access or other purposes 5. Fingerprint biometrics	Our security platform can perform any of the five listed items if the business require us to do so, we are currently using OTP because it meets our Federal Requirements.
57		Are all the applications in scope for the Role Mining integrated with Identity and Access Governance solution? Will Identity and Access Governance solution be the source of users and their entitlements?	All the applications already have role-based access. User access is based on job classifications and providing only that access as required by job responsibilities.

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58		Are there specific regulatory and compliance requirements that PA DHS would like this solution to address?	Federal Regulatory and compliance requirements for Lot 1 are included in Section I-7. C. E and G, Lot 2 in Section II-6.B, D. and F, and for Lot 3 in Section III-7.C., E. and G.
	RFP Section	Question	Answer
59		Is there any process defined as part of the role mining process? How many steps of the process have already been completed?	Role based access is already established for the user base.
	RFP Section	Question	Answer
60		Do you have any Role Mining Questionnaire or any template already prepared which can be leveraged as part of this engagement?	Role based access is already established for the user base. Please also see response to questions #56 and 57.
	RFP Section	Question	Answer
61		What are the existing issue resolution mechanism for reporting and visualization tools?	Team Foundation Server (TFS).
	RFP Section	Question	Answer
62		How many data sources are involved for Cognos and Tableau reports?	341 data sources in Cognos, and 52 data sources for Tableau.

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63		Please share the existing high level logical and Technology landscape of the Business Intelligence and Visualization ecosystem with details around number of Upstream and Down stream source systems.	For Cognos, all source data comes from the DHS Enterprise Data Warehouse (EDW) using the 341 data sources to determine access and security. Cognos reports, Online Analytical Processing (OLAP) cubes, and dashboards are created by IT professionals and ad hoc reports are created by around 200 business analysts. The reporting is then shared by the program office business analysts to an undetermined number of internal and external business processes.
	RFP Section	Question	Answer
64		Please share the details around the number of upstream and downstream systems interacting with EKMS system along with volumetrics details. Also elaborate how many out of that are legacy COBOL bases systems and how many are based upon open standards.	The following systems/program offices are upstream Online Transaction Processing (OLTP) to the DHS EDW - OCYF, OCDEL, ODP, OLTL, OMHSAS, PACSES, CHIP, OIM (CIS), and OMAP. In the informatica landscape, collectively, there are 17,219 production mappings. In the Cognos landscape, collectively there are 565 Packages, 84,676 Reports and 270 Power Play Reports. For the EDW, PACSES and CIS are legacy COBOL based systems, the remaining are open systems.
	RFP Section	Question	Answer
65		Please provide details about all the Lot-3 EIS Product versions/software components as mentioned in - Table 13 - Tool Utilization by Business Application	This information is included in Appendix 2 Application Life Cycle Management Dashboard available in the Procurement Library. Please refer to Section 7. Access to Documents in the RFP Description Language for information on access to the Library.

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66		What are the Key challenges for Business Users and Operations support team with current applications/platform. Is there any current slippage in SLA noticed for the application / services	See Section 4 and 5 of the RFP Description Language for DHS's current objectives in seeking Technical Support services. The services and performance standards of RFP no. 05-19 are different than those applicable to the current contract and Offerors should propose approaches based on the RFP No. 05-19 objectives and requirements.
	RFP Section	Question	Answer
67		<p>Please provide details of below Backlog items, if any:</p> <p>a) Production Problems b) Enhancements / Projects</p>	<p>a) This information is available in Appendix 1 Defect Count and Change Request List (Lot 1) in the Procurement Library. Please refer to Section 7. Access to Documents in the RFP Description Language for information on accessing the Procurement Library.</p> <p>b) This information is provided in Appendix G – In-Flight and Future Planned Enhancements and in Appendix 5 In Flight and Planned Technical Upgrades in the Procurement Library. Please refer to Section 7. Access to Documents in the RFP Description Language for information on accessing the Procurement Library. This information is subject to change.</p>

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68		For Lot3, please briefly describe the product development and release process, including the tools used for source code version management, code compilation, application packaging and deployment.	The product development and release process are described in Section III-6.D Enterprise Imaging Solution Modifications and Enhancements. The tools currently used are Team Foundation Server, Visual Studio, xCP Deployment Agent (xDA), Documentum, Captiva Capture, ImageTrust and MSSQL.
	RFP Section	Question	Answer
69		For Lot3, Are there inflight projects in Lot-3? Do you have plan to upgrade current Documentum/Captiva platforms?	Yes, there are inflight projects. This lot is responsible for Major development releases for various program offices that occur at least twice a year. We anticipate an ImageTrust upgrade in the next 12 months. We are also currently looking to upgrade the Captiva and Documentum platforms in 2022.
	RFP Section	Question	Answer
70		For Lot3, Please share details of the application using Captiva real time services	The Enterprise Imaging application uses Captiva InputAccel in combination with the Copy, Extraction, Image Converter, Image Processor, Standard Export and Advanced export modules.
	RFP Section	Question	Answer
71		For Lot3, Please provide details of integrations Captiva processes have with other systems (like using Database lookups , Web services , watch folders etc.,)	There are program office specific processes that interface with database(s), Multi-directory watch folders and various methods such as web services. These processes vary in complexity based on the program office.

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72		<p>For Lot3, Please share details about Documentation Level for Lot 3 (functional Specification, Technical Detail Design, Source code)</p> <p>a) None b) Complete but not up-to-date c) Not Complete but up-to-date d) Complete & Up-to-date</p>	<p>The documentation is not complete and not up to date. Functional specifications and Technical Detail Designs are available from previous work order deliverables. Source code and source code documentation will need to be provided by current vendor.</p>
	RFP Section	Question	Answer
73		<p>For Lot3, Please provide details of each environment including the different components deployed in each environment</p>	<p>Please refer to pages 2 – 3 of Lot 2 Technical Submittal for a list of the environments with their description.</p> <p>We have the following 7 environments: RND, DEV, INT, SAT, LOD, TFP and PRD. In these environments, we have the following components: Captiva Module Server services (Copy, Extraction, Image Converter, Image Processor, Advanced Export, Standard Export, ...)</p> <p>Captiva Admin Server service (Captiva InputAccel Server)</p> <p>Application Server services (Apache2.4.43, Tomcat9_DA, Tomcat9_DFS, Tomcat9_xCP, Tomcat9_BAM, Tomcat9_dhsxCP, Documentum xCP Deployment Agent, ImageTrust HTML Service, ImageTrust Transactional Capture License Service)</p> <p>Content Server services (Documentum Java Method Server, Documentum Java Method Server – dhsprd, Documentum Docbase Service dhsprd for Repository dhsprd, Documentum Docbase Service dpwprd for Repository dpwprd, Documentum Docbroker Service).</p>

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74		For Lot3, Please provide the architecture diagram of the Documentum, Captiva and integrated applications	Please see Attachment 3 "Imaging PRD Architecture Diagram" posted with this Addendum.
	RFP Section	Question	Answer
75		For Lot3, Do you have any custom built applications on Documentum? Please list all the user interface applications used in Image Services	The custom-built applications that interface with Documentum include but are not limited to xCP, Compass Mobile Application, Compass Attached Scan Documents (ASD), eCIS, and PELICAN applications.
	RFP Section	Question	Answer
76		For Lot3, How are the users authenticated with Image Services applications. Please briefly explain technical implementation of Keystone login process. Are all the Captiva and Documentum application integrated with Keystone presently.	Captiva and Documentum are not integrated directly with the Keystone login process as they are not directly used by citizens.

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77		Please explain the rationale behind having 3 FTE Technical Support staff. Is it expected that all production support task must be carried by these 3 FTE or the vendor can estimate no of FTEs based on the requirements	For Lot 3 services, DHS is requiring the identification of three FTE as Key Personnel (e.g. one ImageTrust expert, 1 Captiva expert and 1 Documentum expert that will cross-train each other). DHS anticipates that the three FTEs are the minimum required staff for support. To the extent Offerors think additional staffing is necessary, it should propose a staffing plan that best meets the RFP requirements. Currently, these services require a large amount of off-hours and weekend work. Three FTEs have been able to handle the load on the software administration, deployment, and infrastructure side in all seven environments. For example, during a production outage, three individuals are crucial to stop/start services on up to 18 servers in the Production stack. The complement will also need to be increased by non-key personnel (developers) as well. These non-key personnel will be responsible for major and minor software development releases.
	RFP Section	Question	Answer
78		Lot 3 document refers to Appendix 5 and Appendix 6. Can you please share these documents as we are unable to find them. Appendix R refers to Appendix 1 to 5. Can you please share those documents?	These documents are located in the Procurement Library. Please refer to Section 7. Access to Documents in the RFP Description Language for information on accessing the Procurement Library.

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	RFP Section	Question	Answer
79		For Lot3, Is testing sole responsibility of selected vendor or DHS has testing team with whom vendor need to coordinate and support?	The Lot 3 selected Offeror is responsible for testing, but will also need to coordinate with DHS and the Business Planning Services (BPS) contractor as needed and required in Section III-6. D.2.
	RFP Section	Question	Answer
80		Please help us understand working model for Technical Solutioning of Lot 3 (Page 18 Section C). Do you have fixed capacity hours for technical solutioning or the efforts will be estimated based on the work assignment under Technical Solutioning category and for each new scope there will be a new work order?	The technical solutioning requirements are to be managed within the fixed monthly fee for maintenance and operations. Any modifications or enhancements to the Imaging Solution resulting from technical solutioning will be handled as under the Work Order process described in Technical Submittal III-8. A.
	RFP Section	Question	Answer
81		Please help us understand working model for Enterprise Imaging Solution Modifications and Enhancements for Lot 3 (Page 23 Section D). For this category efforts provided are 9183 hours. Whereas the sections mentions that for each initiative DHS will execute work order when the work is planned to begin. Is vendor required to provide rate card for the defined hours (9183 hrs.) and onboard team which will be ready to take any new initiative under this category?	The 9,183 hours is the estimated number of hours available per year for modifications and enhancements. DHS, along with the BPS contractors, will determine the work orders to be completed each year as part of the annual scoping process and as outlined in Technical Submittal Lot 3 Section III-8. A.
	RFP Section	Question	Answer
82		For Lot 3, is there any expectation to support platform or infrastructure level activities?	Yes. The selected Offeror must support other team(s) as needed by activity (e.g. database upgrade, Operating system upgrade, storage migration etc.)

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	RFP Section	Question	Answer
83		The offeror understands that they are required to support the custom and COTS applications like PELICAN, eCIS, HCSIS, COMPASS, CWIS, CAPS, and PACSES, and support other HHSDC applications. Kindly share the list of all applications with criticality	This information is included in Appendix 2 Application Life Cycle Management Dashboard available in the Procurement Library. Please refer to Section 7. Access to Documents in the RFP Description Language for information on accessing the Procurement Library.
	RFP Section	Question	Answer
84		Kindly share the application to underlying Infrastructure (server, storage, backup, database)mapping for all the applications to be supported	This information will be provided to the selected Offeror during knowledge transfer and transition.
	RFP Section	Question	Answer
85		Kindly share the list of unplanned incidents & outages for last 6 months which occurred during non business hours.	Please refer to Attachment 4 “Incidents and Outages” spreadsheet posted with this Addendum.
	RFP Section	Question	Answer
86		The offeror understands the actual infrastructure support for Data center, network are provided by other 3rd party vendors, please confirm	Yes, confirmed.
	RFP Section	Question	Answer
87		Kindly share the infrastructure inventory of all servers which are under LOT 2 scope as per location including make, model, OS, physical / virtual, role of server which application it is running etc. How are Hardware issues supported.	1303 total servers (Windows); 492 are 2012, 811 are a mix of 2016/2019 OS. We have approximately 33 Linux Redhat servers, most of these belong to Security. We do not have a breakdown of the roles on each server. Unisys provides Virtual Machine (VM) and Operating System (OS) support for any PACS servers. DHS is responsible for the hardware in the field at the CAOs and Hospitals. The Governor’s Office of Administration (OA) provides “like” support for Enterprise Data Center based machines.

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	RFP Section	Question	Answer
88		Kindly share the infrastructure inventory of Storage devices which are under LOT 2 scope as per location including make, model, size of storage, Backup frequency. How are Hardware issues supported.	Unisys manages the majority of DHS storage. "Bulk" is Enterprise Compute Services (ECS), servers and general storage are carved from a VNX5600 and some VMAX. OA manages the Enterprise Data Center storage, and also uses a VNX-based system. Any other storage DHS uses would be local to the server (mostly field servers) which would be Cisco or IBM servers.
	RFP Section	Question	Answer
89		Please provide details on Backup/restore tools used and the policy/process, for the in-scope environment. What is the size of Backup to be supported?	Currently, DHS uses Veritas NetBackup 8.3.0.1, a full backup is approximately 60TB. The majority of this is Distributed File System (DFS) shares followed by VMWare, then the few physical servers DHS has and finally some Department of Health servers. The architecture is NetBackup Appliance 5230 (Linux) using multiple storage shelves. These shelves provide approximately 150TB of usable space.
	RFP Section	Question	Answer
90		Kindly share the infrastructure inventory of Network devices (Routers, Switches, WAP, Load Balancer, firewalls etc.) which are under LOT 2 scope as per location including make, model, count of devices. How are Hardware issues supported.	DHS currently has the following network infrastructure in place: Cisco Network switches- Total=1355; Cisco Routers- Total=220; Check Point Firewalls-Total; 2, Load Balancers- Citrix NetScalers-Total; 6. Hardware issues are supported by Health and Human Services (HHSDC) Network Team, tier 2 and Tier 3 staff and escalated to the vendor when required.

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	RFP Section	Question	Answer
91		Kindly share the Database inventory with Technology, count of Databases/instances each technology wise which need to be supported as part of Lot 2 Scope	Oracle: 11 production and approximately 49 non-production databases. Structure Query Language SERVER: 249 production databases. Application counts are much higher. All are a combination of custom written applications and COTS products. Please also refer to Appendix 2, Application Life Cycle Management Dashboard available in the Procurement Library. Please refer to Section 7. Access to Documents in the RFP Description Language for information on accessing the Procurement Library.
	RFP Section	Question	Answer
92		Offeror understands that, they are responsible for end to end ITSM support, is Service Desk included support part of current scope? If Yes, please provide the Service Desk ticket details for last 6 months	No, Service Desk support is not part of the Lot 2 scope of work.
	RFP Section	Question	Answer
93		How is the monitoring of Application & Infrastructure done as on date? Do we have dedicated Monitoring team? What are the monitoring tools used for Monitoring Applications Servers, Database Middleware Storage Backup Network data, config, traffic, telephony, audio, video monitoring Log analysis	HHDCS Technology Services Office (TSO) has a dedicated monitoring team. They are responsible for and assist in the following: a. Capacity planning b. Performance Monitoring c. Incident Management d. Problem Management e. Event Management f. Application Recovery automation

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	RFP Section	Question	Answer
94		Kindly share the details of the telecommunication equipment to be supported including type of device, make & model.	Polycom VVX and CCX Suite.
	RFP Section	Question	Answer
95		Request you to share the list of tools used for the environment to be supported 1. Monitoring 2. Event Management 3. Management 4. CMDB Tool 5. Auto discovery tool 6. ITSM Tool (and the modules present - IM, SR, CM, PM Etc.) 7. Dashboard & Reporting 8. Patching tool 9. Automation & Orchestration 10. Replication 11. Disaster Recovery	The monitoring team uses the following tools either singly or in some combination to perform their monitoring duties: a. Sightline b. SCOM (infrastructure and APM) c. Solarwinds d. Splunk e. Idera (through connection) f. Squared Up g. Orchestrator Patching is handled via Microsoft System Center Configuration Manager (SCCM). Disaster Recovery and Replications services are provided by Unisys for production only. HHSDC does not perform Disaster Recovery or Replication for lower environments.
	RFP Section	Question	Answer
96		Is there any peak season/time during which you experience a surge in incoming ticket volumes?	There may be an increase during the fall LIHEAP season, as well as immediately following major releases.

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	RFP Section	Question	Answer
97		Please share the details on current patching cycle. How are security incidents responded to currently, based on their severity?	All systems are patched monthly. All security incidents are equally investigated to determine severity.
	RFP Section	Question	Answer
98		Offeror assumes Active Directory support is part of scope, please confirm	Yes, Active Directory support is part of the Lot 2 scope of services.
	RFP Section	Question	Answer
99		If AD support is in scope, kindly provide the below details regarding AD Environment Count of AD domains, Forest and site details Total number of users	Count of AD domains: 4 Forest and site details: this information will be provided to the selected Offeror during knowledge transfer and transition. Total number of users: 60k-80k
	RFP Section	Question	Answer
100		Offeror understands that WAN Link support is out of scope for this RFP. Please confirm	Correct.
	RFP Section	Question	Answer
101		The Offeror wants to understand how the tickets are assigned to offeror's support personnel?	Tickets are assigned using ServiceNow and Team Foundation Server (TFS).
	RFP Section	Question	Answer
102		Is Citrix in scope for current support CITRIX in scope provide details on No. of CITRIX form, No. of servers in each form and No. of application hosted.	Citrix is not in scope.
	RFP Section	Question	Answer
103	Lot 2	Can we assume that the Commonwealth will provide the incident management tools and related licenses?	Please see response to question #112.

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	RFP Section	Question	Answer
104		<p>Is there a RACI matrix between Lot 1 and Lot 2?</p> <p>a. How are the responsibilities for application development and support differentiated between Lot 1 and Lot 2?</p> <p>b. What are the touchpoints between Lot 1 and Lot 2 in the application development lifecycle support?</p> <p>If awarded to two different vendors, what is the conflict resolution strategy between Lot 1 and Lot 2?</p>	<p>No, there is not a Responsible, Accountable, Consulted, Informed (RACI) matrix between Lot 1 and Lot 2.</p> <p>a) Please refer to responses to questions # 21 and 24.</p> <p>b) Touchpoints are largely related to release planning, application versions, and production and support monitoring. DHS expects that conflicts will be handled first through the Executive Account Directors and escalated to DHS for resolution as a team.</p>
	RFP Section	Question	Answer
105	Lot 2	In regards to the statement in 'Technology Engineering': "Design and implement cloud solutions on Amazon Web Services, Microsoft Azure, and Google Cloud Platform ", does Lot 2 provider have a freehand to choose these platforms?	No, the choice of platform will be determined by HHSDC and DHS.
	RFP Section	Question	Answer
106	Lot 2	Do the resources need to be dedicated full time or can they be part time based on the effort needed?	Offerors should review the Lot 2 requirements and staffing information to determine how it will staff to meet the RFP requirements.
	RFP Section	Question	Answer
107	Lot 2	"Telecommunications: Skype Support": Does Lot 2 provider also need to provide similar Microsoft Teams support as Skype is EOL in the near future.	Yes.
	RFP Section	Question	Answer
108	Lot 2	Are there any third party vendor software nearing EOL requiring Lot #2 provide to support replacement software.	This information is included in Appendix 2 Application Life Cycle Management Dashboard available in the Procurement Library. Please refer to Section 7. Access to Documents in the RFP Description Language

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			for information on accessing the Procurement Library.
	RFP Section	Question	Answer
109	General	Can we get priority & severity-wise distribution of the historical incidents and incident logging details such as date/time logged for each lot?	Please refer to “Incidents and Outages” spreadsheet provided.
	RFP Section	Question	Answer
110	Appendix+K+- +Deloitte+Turnover+ Plan, Page -98 SmarterTrack – Deloitte’s proprietary request management system for application team requests for services. The tool allows for the submission, assignment, tracking, closure, and communication of requests, tickets and tasks.	Will DHS continue to use this request management system or offeror will need to provide a similar system? Please confirm	The selected Offeror must use Microsoft’s Team Foundation Server (TFS) (or any future tool implemented by DHS) for tracking incidents, requests and tasks.
	RFP Section	Question	Answer
111	Software Inventory (Appendix+K+- +Deloitte+Turnover+ Plan, Page -160)	We are assuming DHS will procure any licenses, software, tools mention in this section. Please confirm	All software listed in the Software Inventory in Appendix K will be procured by the Commonwealth.

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	RFP Section	Question	Answer
112	General	During the pandemic and post-pandemic, could you please clarify if team members can provide support from near shore and off-shore locations?	No, see response to question #16.
	RFP Section	Question	Answer
113	General	Could you please clarify if technical team will have to be present on-site at the Harrisburg location?	Upon the reopening of Commonwealth facilities, the Lot 2 selected Offeror's resources must be on-site at the Harrisburg location. See also responses to questions #20 and 25. For Lot 1 and 3 onsite requirements, see response to question #26.
	RFP Section	Question	Answer
114	General	Can you please provide details about the compliance requirements that must be fulfilled by the offeror and the team members for this project?	Potential Offerors should review each Technical Submittal for the requirements for each Lot. Selected Offerors must comply with all RFP requirements for a Lot.
	RFP Section	Question	Answer
115	General	Please provide details about DHS' defined SLAs.	Please refer to Lot 1 Section I-9. Performance Standards, Lot 2 Section II-8 Performance Standards, and Lot 3 Section III-9 Performance Standards.
	RFP Section	Question	Answer
116	RFP 05-19 Description Language 4-D, Page 4 RFP 05-19 Lot 3 E-7, Page 53	Enterprise Imaging Services includes services to manage and maintain the current imaging technical solution, and provide technical implementation and support for future imaging services needed by DHS and other agencies supported by the HHSDC “ and Lot 3, Item E.7 “Provide system configuration for the Enterprise Imaging Solution (ImageTrust, Captiva, and Documentum Product suites)” Is the Commonwealth interested in looking at alternative Enterprise Imaging Solutions?	The Commonwealth is not looking for a new imaging solution. Offerors will be evaluated based on their ability to support the current platform. Technical Submittal Lot 3 Section I-6, p.12 states “Modifications of task descriptions are permitted; however, the reasons for changes must be fully explained.” At this time, DHS is the only agency using the current solution. This is the

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		<p>How many of the 5 HHSDC agencies are using this solution today? How many of the DHS lines of business are using this solution today? Lines of Business</p> <ul style="list-style-type: none"> • Eligibility and Enrollment • Child Welfare • Child Care and Early Learning • Medicaid Waiver Population • Child Support 	<p>only imaging solution used for Eligibility and Enrollment, Child Support, and Child Care and Early Learning, and is in limited use for the Medicaid Waiver Population.</p>
	RFP Section	Question	Answer
117	RFP 05-19-Lots 1,2 &3	<p>Who are the existing vendors for each lot and what are the approximate sizes of the teams doing this work today?</p>	<p>The current contract is not structured the same way as RFP No. 05-19. Specifically, the current contract was not divided into Lots and may not reflect the needs for resources for each Lot. Offerors should review the RFP requirements and staffing information, including revised Appendix N, to determine staffing levels. Deloitte is the current contractor performing work that is encompassed by all three lots.</p>
	RFP Section	Question	Answer
118	RFP 05-19 Description Language 4-A, Page 1	<p>DHS has issued a separate RFP (RFP No. 12-18) for Business Planning Services (“BPS”), which includes:</p> <ul style="list-style-type: none"> • Business strategy and planning; • Business support; • Implementation support; • Business architecture; and • Business IT application support. <p>Has the Business Planning Services Vendor been identified?</p>	<p>This information is not relevant to this RFP.</p>

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	RFP Section	Question	Answer
119	RFP 05-19 Description Language 4-D, Page 4 RFP 05-19 Lot 3 E-7, Page 53	Enterprise Imaging Services includes services to manage and maintain the current imaging technical solution, and provide technical implementation and support for future imaging services needed by DHS and other agencies supported by the HHSDC “ and Lot 3, Item E.7 “Provide system configuration for the Enterprise Imaging Solution (ImageTrust, Captiva, and Documentum Product suites)” If other imaging solutions are used today within agencies and on projects, will those be expected to move to the ImageTrust, Captiva, and Documentum Product suites?	At this point, other agencies are not expected or required to move to the Enterprise Imaging platform. However, this may change based on requirements and the Chief Information Officer direction.
	RFP Section	Question	Answer
120	RFP 05-19 Lot 2 Page 1	Offerors must propose a 40-hour, onsite, work week (8 hours per day) as well as a plan for meeting critical system needs during non-business hours. Are all staff required to be physically on-site or can some or all of the staff work remotely? If staff is required to be onsite, will the Commonwealth provide office space for the onsite staff?	Yes, Lot 2 staff must be physically onsite. See responses to questions #20, 23, 26 and 114. The Commonwealth will provide the facility and workstations for Lot 2 staff. See RFP Description Language Section 26. See also response to question #35.
	RFP Section	Question	Answer
121	RFP 05-19 Lot 2 Page 1	Offerors must propose a 40-hour, onsite, work week (8 hours per day) as well as a plan for meeting critical system needs during non-business hours. How does the ‘Current Staffing Level’ table (Table 10) on page 8 relate to the RFP requirement for a 40-hour onsite work week (8 hours per day)? For example, the table indicates the EDW Architect averages 72.17 hours per month.	Table 10 is provided for informational purposes only and shows the average hours reported across position titles for purposes of assisting an Offeror in proposing staffing levels and skill types. It is not meant to specify the number of hours required per person or per position. The scope of services required by RFP no. 05-19 Lot 2 services is not identical to the scope of current services provided. Offerors should review the Lot 2

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			requirements and staffing information to determine how it will staff to meet the RFP requirements.
	RFP Section	Question	Answer
122	RFP 05-19 Lot 2 Page 16 Infrastructure Support	Item 2-Infrastructure Support Are there any plans to migrate the infrastructure to a cloud-based environment? If so, would that be considered a project where the offeror could bring in additional staff at rate card rates?	Yes, DHS does have plans to move to a cloud-based environment. For large projects that require additional resources or skillsets, DHS will issue a Statement of Work (SOW) to the selected Offeror with a request for estimate. A rate card has been added to the revised Appendix J Cost Matrix, and will be used determine the deliverable costs as part of the work order process.
	RFP Section	Question	Answer
123	RFP 05-19 Lot 2 Technology Engineering (Section 3)	Would you provide an inventory list of servers with Operating System version(s), network equipment, security equipment, storage sizes, number of databases (Oracle, SQL, etc) and telecommunications equipment and circuits?	Please refer to the responses for questions #48, 87, 88, 89, 90, 91, and 94.
	RFP Section	Question	Answer
124	RFP 05-19 Lot 2 Page 18 Enterprise Applications	There are many areas within the RFP that talk about “Design” and “Develop”. Should this be interpreted as new development? If so, would the new development be additional work covered by a rate card or part of the fixed price? If part of the fixed price, can you provide more detail about the specific new development that is expected so we can size the fixed price?	“Design and Develop” may include new development. If so, DHS would address this through the work order process. Please also refer to the response to question #123.

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	RFP Section	Question	Answer
125	RFP 05-19 Lot 2 #46 Security and Policy Compliance	The RFP requires the offeror to maintain the existing infrastructure. Should we assume the current infrastructure is compliant with DHS-defined standards? If not, can you provide some insight into the expected work the offeror would need to complete to bring the infrastructure into compliance?	Yes.
	RFP Section	Question	Answer
126	RFP 05-19 Lot 2 Page 10 II-3.C	<i>Note: Current levels of Technical Operations Support staff are provided below. This information is provided to aid in the preparation of an Offeror's proposal and is not a guarantee of future staffing needs.</i> We understand that the Current staffing level table on page 8 is for informational purposes only. Can the Commonwealth confirm that these monthly hours and category/number of staff have provided sufficient coverage for the historical workload over 12 months?	See response to question #122. Offerors should refer to the RFP requirements and the revised Appendix N.
	RFP Section	Question	Answer
127	RFP 05-19 Lot 2	Is the Vendor required to use DHS' desktop images to access/support the environment? If so, does DHS supply the tools and equipment associated with required desktop images?	Yes. Yes.
	RFP Section	Question	Answer
128	RFP 05-19 Description Language Page 18 H. Notable Timeline Details	Figure 5 - Application Timeline and End of Life Table 5, pg. 18 shows that HCSIS and EIM will be decommissioned in 2022. What is the estimated impact in hours post-decommission?	Once fully decommissioned, DHS anticipates that no further hours will be needed for HCSIS and EIM modifications, enhancements, or maintenance and support.

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	RFP Section	Question	Answer
129	RFP 05-19 Lot 2	Can the Commonwealth confirm if Lot 2 is considered staff augmentation with staff managed by the HHSDC or is this considered a “managed service” whereby the vendor will be given defined scope to manage, or is Lot 2 considered a hybrid approach including both of the above?	Lot 2 is a staffing service managed by the HHSDC.
	RFP Section	Question	Answer
130	RFP 05-19 Lot 2 Infrastructure Support	Do Technical Refresh activities such as server patching and hardware refresh fall within Lot 2 or is there another group responsible for those activities?	Yes, the activities are in the scope of Lot 2. However, other technical groups are also involved in these activities.
	RFP Section	Question	Answer
131	RFP 05-19 Lot 2 Infrastructure Support	If system support metrics identify a hardware capacity issue, who is responsible for increasing and acquiring additional capacity?	DHS is responsible.
	RFP Section	Question	Answer
132	RFP 05-19 Lot 2 E.3	Is there any relationship between MMIS2020 and Lot 2? For EDW it mentions support for many applications but does not include PROMISE. Today, the EDW group consumes files from PROMISE, will that be a responsibility under Lot #2? Are there additional systems that the Vendor will be expected to support?	Both MMIS 2020 and PROMISE™ are SaaS solutions managed by other parties. This is in scope for LOT 2 where these applications interface with “in house” systems. Examples: Reading data from CIS and writing data to EDW. Specifically, EDW consuming files from PROMISE™ and MMIS 2020 should be considered in scope.
	RFP Section	Question	Answer
133	RFP 05-19 Lot 2	How many resources are dedicated to Lot 2 today under the HHSDC team? Can you please define their functions?	Please refer to the response to question #122.
	RFP Section	Question	Answer
134	RFP 05-19 Lot 2 System Monitoring	Does Lot 2 require 24x7 eyes on glass system monitoring?	No.

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	RFP Section	Question	Answer
135	RFP 05-19 Lot 2 E.3-EDW	Does Lot 2 EDW support include support of T-MSIS?	Yes.
	RFP Section	Question	Answer
136	RFP 05-19 Lot 2 Infrastructure	Since the offeror will be responsible for maintenance of the infrastructure, can you provide insight into the current stability of the infrastructure? How many outages have occurred over the past six months and what was the size and complexity of the issues identified?	<p>1. Overall, the infrastructure seems to be stable. Some underlying services such as Certificates, File Shares, Imaging, Security services, are the cause of most outages.</p> <p>2. Since September 1, 2020 there have been 41 Outages for DHS and 17 outages for Enterprise Services.</p> <p>Please refer to "Incidents and Outages" spreadsheet provided.</p> <p>DHS' largest incident dealt with HCSIS after the Oracle Upgrade that caused performance issues and required increases to the Web Server configuration.</p> <p>Imaging: 6 instances mostly occurring on Monday Mornings.</p> <p>Domain Controllers/File Shares: 8 instances where File Shares were not accessible, and Domain Controllers had to be rebooted.</p> <p>3 instances were tied to an expired certificate that caused issues with PDF, and reports for about 10 hours of outage.</p>

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	RFP Section	Question	Answer
137		Can the Commonwealth confirm how many incidents and changes are done on a monthly basis by priority level?	The average number of change requests processed by month are: Standard: 191 Emergency: 34 Normal: 88 Please refer to "Incidents and Outages" spreadsheet provided.
	RFP Section	Question	Answer
138		Will the State provide a 2 week extension to the proposal response due date?	The Department extended the proposal due date as indicated in this addendum.