

RFP # 10-21

**Pennsylvania Child Support Enforcement System (“PACSES”) Client Network Infrastructure Maintenance
Q&A**

	RFP Section	Question	Answer
1	Funding and Timeline	What is the estimated funding source, or budget for this project? Has funding been secured, or is that expected to take place at a later date?	This information is not needed to prepare a response to this RFP.
	RFP Section	Question	Answer
2	Funding and Timeline	Is there a timeline for when this project must be started or awarded? Thank you in advance.	The timeline for award will depend on the procurement, negotiation, and contracting processes. The current contract expires on October 31, 2023.
	RFP Section	Question	Answer
3		I have a question regarding ITQs for the subject solicitation. Is there a specific ITQ that is required to bid on DHS-RFP 10-21?	The solicitation vehicle for services is a RFP process, not the ITQ process.
	RFP Section	Question	Answer
4	General	Who is the current company contract holder?	Leidos Inc., formerly Lockheed Martin.
	RFP Section	Question	Answer
5	Questions Due Date	Requesting a week extension for question submission.	Please refer to Addendum 1.
	RFP Section	Question	Answer
6		Will this presentation be released to all participants?	Please refer to Addendum 2.
	RFP Section	Question	Answer
7		So, is the minimum number of hires for CPP based on base contract period, or also including the potential extension periods prior to those potential extensions?	The anticipated CPP hiring target is based on Offeror’s average number of hires in Pennsylvania in the prior three years. Participation in CPP will continue through any contract extension periods; however, participation includes the selected Offeror’s good faith efforts to hire Temporary Assistance to Needy Families (TANF) beneficiaries, its efforts to retain TANF beneficiaries once hired and its use of

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			strategies to identify and recruit qualified TANF beneficiaries. The selected Offeror is encouraged to continue to seek to provided employment opportunities to TANF beneficiaries.
	RFP Section	Question	Answer
8	Device Inventory	Please provide a list of all the servers, virtual machines, storage, operating systems. other software within the scope of this solicitation, network devices, quantities of desktops, citrix infrastructure, and any other components within the scope of this solicitation.	All servers and virtual machines are located in one place in Harrisburg including but not limited to Microsoft Server 2012 R2 – 2022/VMware ESXi & VMWare Hypervisor, and Cisco UCS VM hosts.
	RFP Section	Question	Answer
9	Section I-6.C - Devices	Provide all devices to be managed within the WAN and LAN infrastructure including location, manufacturer, device type (e.g. router, switch, WAP, etc.), HW type, maintenance level (8x5xNBD, 7x24x4, etc.)	Devices include but are not limited to Cisco firewalls, Solarwinds Orion Network Monitoring, NOC core switches
	RFP Section	Question	Answer
10	Section I-6.C - EOL Devices	Indicate any devices which are End of Life / End of Support.	End of Life devices currently include soon to be replaced core switches. In addition, DHS will replace 3850 100MB/1GB with 9300 1/10/25GB.
	RFP Section	Question	Answer
11	Section I-6.C - Circuits	Are circuits in scope? If so, provide location, type of connection (MPLS, DIA, etc.), BW speed, carrier.	The selected Offeror will not manage circuits. They currently are managed by Verizon.
	RFP Section	Question	Answer
12	Section I-6.C - Network Topology	Provide diagram with topology of WAN infrastructure and indicate technology in use.	The Commonwealth will provide this information to the selected Offeror during OKA.

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	RFP Section	Question	Answer
13	Section I-9 and Appendix G -SLA	Provide previous 6 months of SLA Availability attainment.	This historical information is not needed to prepare a response to this RFP as the requirements under the RFP differ than those of the current contract.
	RFP Section	Question	Answer
14	Section I-6.C - Network Modernization	Is the network in need of modernization or has it been updated in the last 3 years?	The network is not in need of modernization.
	RFP Section	Question	Answer
15	Current service provider	Who is providing monitoring and management of the infrastructure today?	Leidos Inc.
	RFP Section	Question	Answer
16	Current operations procedures	Are current process & procedures, as well as network documentation available to ensure smooth transition?	Yes
	RFP Section	Question	Answer
17	Location of support resources	Is there a requirement that the team supporting should be located within the United States?	Yes, the selected Offeror must be located at a Commonwealth provided location in Harrisburg, PA and be able to provide direct onsite support in locations throughout Pennsylvania. Certain services may be appropriately provided offsite; however, all services must be provided within Pennsylvania to maintain the ability to provide direct onsite support. In addition, please see answer to Question 59.
	RFP Section	Question	Answer
18	Section I-6.C - Agency locations	For the LAN interfaces to individual agencies, provide locations, quantity, connection type(s) and level of management required.	The Commonwealth will provide this information to the selected Offeror during the OKA phase.

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	RFP Section	Question	Answer
19	Major projects with impact to this infrastructure	Are there any major projects taking place that would impact the transition activities?	No
	RFP Section	Question	Answer
20	Section I-6.I - support tickets data	Can you share ticket data for last 6 months including volumes, priorities, L2/L3?	DHS had 0 priority one, 79 priority two, 1,812 priority three, and 41 priority four tickets. DHS does not have data on the breakdown between L2 and L3.
	RFP Section	Question	Answer
21	Section I-6.I - Password management	Is there a password reset tool in place and can users do this themselves?	Yes
	RFP Section	Question	Answer
22	Section I-6.I - OS images	What is current process for imaging / deploying an existing client?	Offerors should propose a process for deploying images.
	RFP Section	Question	Answer
23	Section I-6.I - Staff location	Can this staff be located remotely in US or is there a requirement to house them onsite at a location of choice?	See answer to Question 17.
	RFP Section	Question	Answer
24	Section I-6.I - on-site staffing	Will staffing onsite support be required in this RFP?	Yes, see answer to Question 17 and section 25 of the General Information document.
	RFP Section	Question	Answer
25	Section I-6.I - current staffing levels	Do you have dedicated support staff for specific number of locations to do onsite troubleshooting? If so, what does that breakdown look like today?	The selected Offeror must be able to support onsite troubleshooting at all locations listed in Appendix H. Offerors should state how they will cover these locations in their technical submittal.

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	RFP Section	Question	Answer
26	Section I-6.I - Printing services	Who provides managed printing services?	The selected Offeror will provide support for network printers and print servers.
	RFP Section	Question	Answer
27	Section I-6.J - User account management	Technical submittal - Section J 1. What toolsets are currently used to perform this work listed in this Section?	No section I-6.J.1 exists so DHS assumes this question is referring to I-6.J. Offerors should propose tools that best meet the RFP requirements as part of their solution.
	RFP Section	Question	Answer
28	Section I-6.L - workstation images	What is the total number of images today? How often is image updated? What are the total number of OS types today?	There is one standard PACSES image. The image is updated as needed. PACSES only uses one operating system.
	RFP Section	Question	Answer
29	Section I-6.L. - virtualized images	How many virtualized physical images?	Six
	RFP Section	Question	Answer
30	Section I-6.L - Application images	How many applications are there today? How many app packages are created on annual basis?	See response to question 31 for the number of applications on the current image. The Commonwealth does not track the number of app packages created on an annual basis.
	RFP Section	Question	Answer
31	Section I-6.L - application images in an OS images	How many applications do you include in each image?	The following is a list of software that makes up the standard PACSES image installed on each of the HP PCs. <ul style="list-style-type: none"> •Windows 10 Enterprise (Operating System) •Microsoft Office Pro 2016 •Internet Explorer 11 and Edge •eQuate •ePACSES •Adobe Reader

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	RFP Section	Question	Answer
32	Section I-6.L- workstation image upgrades or refreshes	How many annual image upgrade refreshes do you perform?	PACSES refreshes the image on an as needed basis.
	RFP Section	Question	Answer
33	Section I-6.L - Workstation image configurations	How many image config profiles?	The Department has one standard image and creates custom images on a case-by-case basis.
	RFP Section	Question	Answer
34		Can I get the attendee list from the webinar?	Please refer to Addendum 2.
	RFP Section	Question	Answer
35	Section I-6.L- workstation refresh cycle	What is current client refresh cycle?	The Department refreshes hardware every four years.
	RFP Section	Question	Answer
36	Section I-6.L - workstation standards	What are the current standards from a laptop/PC/Mac standpoint?	Please refer to the Commonwealth IT Policy documents for information on hardware standards.
	RFP Section	Question	Answer
37	Section I-6.L - workstation models	Within your standards, how many different models exist today?	Two
	RFP Section	Question	Answer
38	Section I-6.L - Workstation image deployment tools	What tool(s) are used to deploy workstation images and patching today?	Offerors should propose tools that will best meet the RFP requirements as part of their solution.

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	RFP Section	Question	Answer
39	Section I-6.L - workstation patching	Is remediation of failed patches required?	Yes
	RFP Section	Question	Answer
40	Section I-6.L - workstation patching	What are the number of devices per OS type requiring patching?	PACSES currently has more than 3000 workstations/devices active on the PACSES network.
	RFP Section	Question	Answer
41	Section I-6.L - workstation patching	Any specific SLAs required around patching?	Please refer to Section I-9 Appendix G about specific SLAs to which service level credits apply. The selected Offeror, however, must meet all contract requirements and DHS may request a corrective action plan for any failure to meet a contract requirement.
	RFP Section	Question	Answer
42	Section I-6.L - workstation AD domains	How many AD domains are used by within scope infrastructure?	Two
	RFP Section	Question	Answer
43	Section I-6.L - workstation patching	What percentage of client environment are you patching today?	The Department patches the client environment as needed. The Department cannot provide specific information without further clarification from the Offeror.
	RFP Section	Question	Answer
44	Section I-6.L - workstation patch analysis	Are we required to analyze what patches/hot fixes to install, or will the State provide this?	Yes, the selected Offeror must analyze which patches/hot fixes to install and provide recommendations to the Commonwealth.
	RFP Section	Question	Answer
45	Section I-6.L - workstation	Please elaborate on question 6 of Section L on expectations of monitoring workstation performance	Generally, the selected Offeror will monitor workstation performance to support new applications or projects that could affect performance. For example, the selected

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	performance monitoring		Offeror may need to monitor workstation performance to determine the impact of steaming videos from our training website or a new application that increases network traffic.
	RFP Section	Question	Answer
46	Section I-6.L - workstation passwords	Can you elaborate on question 11 of Section L on how passwords on workstations are done today? Any 3rd party tools to execute tasks?	The Department uses Azure to manage password, including self-service password resets.
	RFP Section	Question	Answer
47	Section I-6.M - Citrix management	Per question 9, are you looking to have proposer take complete management of Citrix brokering or just this specific part of Citrix management?	The selected Offeror is required to manage all aspects of our Citrix functionality.
	RFP Section	Question	Answer
48	Section I-6.M - Exchange version	Which version of Exchange are you running today?	Currently version 2019.
	RFP Section	Question	Answer
49	Section I-6.M - Exchange servers	How many Exchange servers do you have in environment?	Eight.
	RFP Section	Question	Answer
50	Section I-6.M - Exchange email boxes	How many Exchange email boxes do you have today that are within the scope of this solicitation?	Over 3000 plus current users
	RFP Section	Question	Answer
51	Section I-6.M - Exchange third party applications	Do you use any 3rd party applications in conjunction with Exchange (Proofpoint, Enterprise Vault, etc)	Yes
	RFP Section	Question	Answer
52	Section I-6.M - Microsoft License type	Are you licensed for M365 or O365? If so, what license type?	The Department has Microsoft Office-PACSES tenant O365 G3 license.

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	RFP Section	Question	Answer
53	Tech Submittal and Description	I-6,C,2 page 9 and 6,B,ii page 6. The two RFP documents state different network availability requirements. Will the government please confirm the goal is for network availability is 99%?	No, the objective section of the General Information document (section 6.B.ii) is incorrect. Network availability is 99.99% or higher. Also see Appendix G, Performance Standards/Service Level Agreements.
	RFP Section	Question	Answer
54	Section I-6.M - AD domains and forests	Please list out your AD domains and forests.	The Commonwealth will provide this information to the selected Offeror during OKA.
	RFP Section	Question	Answer
55	Section I-6.M - ADFS/WAP servers	How many ADFS/WAP servers do you have today?	The Commonwealth will provide this information to the selected Offeror during transition.
	RFP Section	Question	Answer
56	PACSES Description	15,B,1,b page 9 Where do we find "Additional Required Documentation Questions Group 2.1"?	The Additional Required Documentation Questions Group 2.1 is in located within the JAGGAER site.
	RFP Section	Question	Answer
57	Section I-6.M - Question 3. Mobile device management	For Section M question 3, do you want us to manage your MDM? If so, what tool is it? a. How many mobile devices call in? # of iOS? # of Android?	The PACSES network does not have mobile devices currently. The selected Offeror must have the capacity to manage mobile devices should the Commonwealth require them.
	RFP Section	Question	Answer
58	Section I-6.M - third party applications	For Section M question 4, do you use any 3rd party application? If yes, please describe the tool.	The Department uses third party applications but cannot provide further information without clarification. Additionally, Offerors should propose tools/third party applications they intend to use to meet our requirements.
	RFP Section	Question	Answer
59	PACSES Description	Section 25 page 13 "The PACSES description says ""The Department will provide a furnished, centralized office location for the selected Offeror to locate staff	See answer to question 17. The Commonwealth and selected Offeror can

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		assigned to this Project...". Will the government allow for remote work to occur on this contract?"	negotiate a remote work schedule that fits within the context of maintaining a physical presence at the Commonwealth provided location and providing onsite support at locations across Pennsylvania. Offerors should identify any positions they are proposing for remote work in their technical submittals. Remote staff must be able to service on-site locations in Pennsylvania.
	RFP Section	Question	Answer
60	Section I-6.M - tools used in Q12 and 13	For Section M questions 12 and 13, what tools are in place?	Offerors should propose tools they intend to use to meet the requirements.
	RFP Section	Question	Answer
61	PACSES Description	Section 26 page 14. What date should Offerors use as the start date of the contract for purpose of pricing?	The current anticipated Effective Date is 11/01/23; however, this date is affected by many factors including the duration of the solicitation and award process. The date is anticipated only and is subject to change.
	RFP Section	Question	Answer
62	PACSES Description	Section 36 page 18. "In the evaluation criteria for Technical; Soundness of Approach the RFP states ""The Offeror should clearly state how it will meet the objectives of the Project and how it will perform each task."" Is the government expecting to see a description of how it will perform each of the specifically numbered tasks in the RFP Part 1, section I-6? "	Yes, in response to Sections I-6 of the Technical Submittal, the Offeror should clearly state how it will perform each task listed in the Technical Submittal.
	RFP Section	Question	Answer
63	PACSES Description	Section 36 page 19. Will the Government please state what are the maximum number of Technical points and the maximum number of Cost points available for this solicitation and that the sum of these two numbers is the maximum points available for the RFP?	The Department has assigned the following weights to the evaluation criteria: Technical – 65% Cost – 35% In addition, an Offeror’s commitment to Domestic Workforce Utilization may receive

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			<p>bonus point of up to 3%. See the link in section 36.C of the General Information document for the formula for Domestic Workforce Utilization.</p> <p>An Offeror’s final score is comprised of its final technical score, final cost score and if applicable, its Domestic Workforce Utilization score. See Section 36.B of the General Information document.</p>
	RFP Section	Question	Answer
64	Tech Submittal	Section I-7,A pages 24-25. Will the government please confirm that a Disaster Recovery Plan is not required to be submitted with the offeror's Technical Submittal?	Offerors are not required to submit its Disaster Recovery Plan but should describe how it will meet the requirements for a disaster recovery plan specified in section I-6.B and I-7.A.
	RFP Section	Question	Answer
65	Tech Submittal	Section I-7,C Pages 26-30. Regarding CST, does the customer anticipate a certain number of new online services related to network infrastructure maintenance? Is there an estimated number of projects where CST would apply, that offerors can use for planning?	No
	RFP Section	Question	Answer
66	Appendix G - SLAs	Network Availability Page 1. Can the customer define “Approved Down Time” as referenced in Appendix G- Performance Standards/Service Level Agreements, Network Availability Performance Targets? Does this downtime include: 1. Failure of network components outside of the scope of responsibility of the selected Offeror 2. Component failure due to negligence or deliberate misconduct by individuals outside the selected Offeror’s operational control 3. Obsolete component failure of equipment previously identified at high risk of failure by the selected Offeror in an approved report for which the Commonwealth denied / delayed replacement 4. Downtime due to power outages 5. Scheduled maintenance	Approved down time consists of down time that has been approved by the Department. All five examples provided in this question may be considered by the Department but not necessarily approved as approved downtime. In addition, approved down time may include approved maintenance, required testing and approved hardware replacement periods.

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	RFP Section	Question	Answer
67	Appendix G - SLAs	Section Level Two Problem Resolution Time Page 1. Will the government add a condition for in the Level Two Problem Resolution Time of support requests under RFP Part I, Section I-6.I.12, to address support requests where the sole responsibility is not that of the Offeror (and where other individuals may be involved)?	If the Department determines that the selected Offeror is unable to resolve a Level Two request within the required timeframe due to circumstance outside of its control, the force majeure provision of Appendix A IT Terms and Conditions may apply.
	RFP Section	Question	Answer
68	Key Personnel	Appendix C. Can the Government please provide Labor Category descriptions and minimum qualifications for the Key Personnel positions.	The Offeror should propose an individual for each Key Personnel position that best fulfills each role given the RFP requirements.
	RFP Section	Question	Answer
69	Appendix G - SLAs	Section Disaster Recovery Page 2. Can the customer add a condition that excludes or modifies the penalty where the outage is not the sole responsibility of that of the Offeror?	If the Department determines that the selected Offeror is unable to restore network availability within the required timeframe or a timeframe agreed upon by the Department due to circumstance outside of its control, the force majeure provision of Appendix A IT Terms and Conditions may apply.
	RFP Section	Question	Answer
70	Pre-Bid Meeting Attendance	Could you please post the pre-bid meeting attendees and contact information? Thanks.	Please see Addendum 2.
	RFP Section	Question	Answer
71	Section I-6.I End User and Desktop Support	It seems that you will be providing the end user community with level 1 ServiceDesk, and this is not in scope, is this correct?	Yes
	RFP Section	Question	Answer
72	Section I-6.I End User and Desktop Support	Assuming that you are doing level 1 ServiceDesk, would you be performing tasks like password reset, basic PC issues, Microsoft office suite, etc.?	Level one support completes 99% of all password reset issues. Domestic Relations Section staff are responsible for handling basic PC and Microsoft office questions. DHS has interpreted “basic PC and Microsoft

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			office issues” here to be plugging in peripherals, navigating Windows menus, opening applications, and similar issues.
	RFP Section	Question	Answer
73	Section I-6.I End User and Desktop Support	Can you provide some examples of what you refer to as Level 2 and Level 3 Helpdesk and account management for the end user community?	An example of level two support would be an issue with a user’s workstation that requires network staff to remote into the workstation and complete a configuration change. This ticket would escalate to level three if the configuration change at level two didn’t resolve the problem and the solution required input from another vendor or Commonwealth IT staff.
	RFP Section	Question	Answer
74	Section I-6.I End User and Desktop Support	What are the main line of business applications currently in use?	Currently, ePACSES, eQuate, and related auxiliary applications.
	RFP Section	Question	Answer
75	Section I-6.L Workstation Standards Support I-6.L	Can you please provide the current inventory detail related to the workstations (laptop/desktop/tablets). How many of each, manufacturer, model, OS/version?	The current inventory includes over 3,000 desktops and 60 laptops. No tablets are included. The inventory consists of HP desktops and HP laptops. The OS is Window 10 20h2.
	RFP Section	Question	
76	Section I-6.L Workstation Standards Support	Do you standardize on a specific laptop/desktop/tablet OEM manufacturer?	As needed, the Department selects a specific manufacturer through a procurement process during our four-year PC refresh cycle.
	RFP Section	Question	Answer
77	Section I-6.L Workstation Standards Support	How many spare laptop/desktop/tablets would you be looking for us to spare and manage?	Currently, the Department has 35 spare laptops and no spare desktops or tablets. We are in the early stages of a hardware refresh, so these numbers may change before the execution of the final contract.

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	RFP Section	Question	Answer
78	Section I-6.L Workstation Standards Support I-6.L	How do you deploy new applications to your laptop/desktop/tablet devices?	Offerors should propose a solution for deploying new applications in their technical submittal.
	RFP Section	Question	Answer
79	Section I-6.L Workstation Standards Support	Do you currently use a software tool to manage the laptop/desktop/tablet devices? If so, which one?	Offerors should propose tools as part of their solution to meeting the RFP requirements.
	RFP Section	Question	Answer
80	Section I-6.L Workstation Standards Support	What software do you currently use to patch laptop/desktop/tablet devices?	Offerors should propose software that best meets the RFP requirements.
	RFP Section	Question	Answer
81	Section I-6.L Workstation Standards Support	What anti-virus is currently being used on the laptop/desktop/tablet devices?	Currently, the Commonwealth uses FireEye antivirus software.
	RFP Section	Question	Answer
82	Section I-6.L Workstation Standards Support	How are you maintaining the current workstation image, a thumb drive, software?	Offerors should propose a solution that best meets the RFP requirements.
	RFP Section	Question	Answer
83	Section I-6.L Workstation Standards Support	Are you using any software/application to push out workstation configurations?	Offerors should propose a solution that best meets the RFP requirements.
	RFP Section	Question	Answer
84	Section I-6.N Printing Support	Can you please provide the current inventory detail related to the printers. Location, quantity, manufacturer, model?	The Department has been phasing out DHS purchased printers in favor of DRS purchased devices that DHS helps configure for the network. The selected Offeror will largely assist with configuration and

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			troubleshooting (for example, if a network problem stopped a print job.) The Department will provide the detailed inventory to the selected Offeror during OKA.
85	Appendix A - IT Terms and Conditions	Section 64 Liquidated Damage Page 50. Will the government consider removing the Liquidated Damages terms given this requirement is for Services	See Section I-10, which allows Offerors to propose changes to Appendix A IT Terms and Conditions. Offerors, however, should not assume that any of its proposed changes will be accepted and should submit its proposal, including its costs based on terms and conditions in Appendix A.
	RFP Section	Question	Answer
86	Appendix A - IT Terms and Conditions	Section 64 Liquidated Damage Page 50. Liquidated Damages penalties are based on delay in submitting a deliverable. The deliverables are not defined in the RFP. Are contractors to include as part of its proposal a specified list of deliverables and delivery dates and the price of each. If not how is the Government to determine the assessed liquidated damages for missing a deliverable due date.	See Section I-10, which allows Offerors to propose changes to Appendix A IT Terms and Conditions. Offerors, however, should not assume that any of its proposed changes will be accepted and should submit its proposal, including its costs based on terms and conditions in Appendix A.
	RFP Section	Question	Answer
87	Appendix G - SLAs	Network Availability Page1. Can the customer clarify the percentages so that there isn't overlap? The top two targets/percentages conflict with each other.	Please see revised Appendix G posted with this Addendum.
	RFP Section	Question	Answer
88	Tools	Can the Commonwealth please clarify which tools, licenses, etc., will be provided to the awarded vendor to perform the work described in the RFP (e.g., Monitoring tools, Anti-Virus Software, etc.)	Currently, the Commonwealth uses FireEye antivirus software. No other tools/licenses will be provided.

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	RFP Section	Question	Answer
89	Project Start	Can the Commonwealth please indicate the projected start date for this project?	Please see response to Question 61. After the contract has been fully approved by all required Commonwealth and federal approvers, the Department will issue a Purchase Order under the Contract and the selected Offeror is able to begin work on the project. See Section 6 of Appendix A IT Terms and Conditions.
	RFP Section	Question	Answer
90	Network Monitoring	Can the Commonwealth please list the tools currently used to monitor network status?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFP Section	Question	Answer
91	Network	Can the Commonwealth please provide a network diagram to include the vendors, models, and code version of the equipment?	The Department will provide this information to the selected Offeror during OKA.
	RFP Section	Question	Answer
92	Infrastructure	Can the Commonwealth please provide an infrastructure hardware/software list that includes all PACSES servers across the Commonwealth?	The Department will provide this information to the selected Offeror during OKA.
	RFP Section	Question	Answer
93	Change Management	Can the Commonwealth please provide the Change Management tool(s) used to maintain the change management logs described on page 11?	The Department uses ServiceNow. Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFP Section	Question	Answer
94	IVR	What is the frequency and/or for updating and/or providing new IVR scripts? How many scripts are there in the system today?	We have one standard IVR script and each Domestic Relations Section can add or modify their IVR message. There are 65 scripts in the system today and they are updated as needed.

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	RFP Section	Question	Answer
95	Service Hours	For Level III Help Desk Calls that must be escalated, does the Commonwealth maintain professional services hours with vendors? Or should the offeror include these hours in our response?	The Offeror should include these hours in their response.
	RFP Section	Question	Answer
96	Equipment	What is the frequency and/or volume of installing or relocating infrastructure network equipment at PACSES remote sites?	The Department typically experiences one to five relocation projects each year.
	RFP Section	Question	Answer
97	Security Software	Are the anti-virus and security software described on Page 17 Commonwealth-provided or should these be included in the Offeror's proposal?	The Commonwealth provides FireEye for the PACSES Network. Offerors should propose tools that best meet the RFP requirements as part of their solution.
	RFP Section	Question	Answer
98	County Locations	Can the Commonwealth please provide the current county floor plans with locations of equipment to help Offerors to formulate the basis of estimate?	The Department does not have floor plans that can be provided. Currently, equipment is located in over 70 locations, and each location has a different layout that is subject to change.
	RFP Section	Question	Answer
99	Domestic Workforce Utilization Certificate	Per page 9 of the RFP and the Jaggaer Portal, The Domestic Workforce Utilization Certification is required to be signed and submitted with our proposal, but the document has not actually been uploaded to the Jaggaer Portal to download and complete. After calling the Jaggaer Vendor Helpdesk, they indicated that it is the Commonwealth's responsibility to upload the form into Jaggaer. Will the Commonwealth please provide the Domestic Workforce Utilization Cert for Vendor's to complete?	Please refer to Group 2.1.2 Standard Forms in JAGGAER. The Domestic Workforce Utilization Certification has been uploaded and is available.
	RFP Section	Question	Answer
100	Proposal Format	Per page 10 of the RFP, Tab Section Headings should be the same as indicated in section 15.B.1 of the RFP, but the actual technical submittal is numbered differently to exclude the table of contents from the required Tab Headings. Should vendors	Offerors should use the tab headings listed in Section 15.B.1 of the General Information document.

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		use the section numbering in accordance with Section 15.B.1 of the RFP or in accordance with the Technical Submittal Form?	
	RFP Section	Question	Answer
101	Technical Submittal	Can the Commonwealth provide the names of the current contractors we will coordinate work activities with?	Current contractors are Deloitte, Conduent and InspiriTec.
	RFP Section	Question	Answer
102	questions	I-6. H. - What contact center platform? I-6. K. - Can the Commonwealth provide estimate of volume of installs & relocations? I-6. V. - What sort of information is being requested? I-6. R. - Is the Commonwealth requesting offeror to e-bond and interact with their SN instance, or work inside of the SN environment and own tickets cradle to grave?	In response to the question on Section I-6.K, the Department typically experiences one to five relocation projects each year. In response to the question about I-6.V, Offerors should describe how it will provide the technical support required by the RFP. In response to the Section I-6.R question, Offerors will work, manage and resolve their tickets within the Commonwealth’s ServiceNow environment.
	RFP Section	Question	Answer
103	General Question	Will the State consider an extension to the bid due date?	Yes, please see Addendum 4.
	RFP Section	Question	Answer
104	General Question	What is the inventory of infrastructure equipment and applications requiring management?	They include servers, desktop, laptops, network printers, switches, routers, anti-virus and security applications, Citrix, and our password reset manager. This list is not exhaustive.
	RFP Section	Question	Answer
105	General Question	Is there a requirement to move the inventory to SNOW configuration/asset management?	Yes, all inventory must be placed in the ServiceNow asset module. Once the warranty of the equipment expires, the equipment must be added in the asset

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			management module so that it can be tagged for 3 rd party maintenance.
	RFP Section	Question	Answer
106	General Question	Which locations require in-person user-based (workstation/printer etc.) support?	The selected Offeror must have the ability to provide in-person support to all 72 satellite locations for as needed tasks including but not limited to PC rollout projects, relocations, and emergency maintenance on PACSES network hardware.
	RFP Section	Question	Answer
107	General Question	Does the agency have their own SNOW instance?	PACSES is part of the DHS ServiceNow instance. PACSES does have separate PACSES groups in ServiceNow.
	RFP Section	Question	Answer
108	General Question	What SNOW modules and apps and plugins are active and being used by the agency?	The Department uses the incident, asset, and change modules in ServiceNow.
	RFP Section	Question	Answer
109	General Question	What business functions are being supported by SNOW?	It supports any function that must be supported by the network, which could be anything from requesting 3 rd party maintenance, relocation and any hardware maintenance work.
	RFP Section	Question	Answer
110	General Question	Will the agency be moving away from the PACSES/Unisys data center?	Yes, the Department is moving away from Unisys data center in 2025.
	RFP Section	Question	Answer
111	Technical Submittal, I-4. Training	If appropriate, Offeror should describe recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors. Please	Training would be for 5-15 agency personnel depending on the situation. Offerors should propose the training method(s) that will best fit the training needs. Depending on the actual training needs for a project, Offerors

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		advise on the projected number of agency personnel that would require training. Is there is a requirement for on-site training?	may provide remote training on-site training or any other training method.
	RFP Section	Question	Answer
112	Technical Submittal, Section I-6. Work Plan, B	The selected Offeror shall support disaster recovery (DR), backup, and restoration plans for the PACSES owned servers and applications. Tasks include: In the location list, which sites are Primary and DR? How many applications and systems are replicating to DR?	The locations listed in Appendix H are all primary locations. The Department’s DR center is in Harrisburg. The Department’s application team handles replicating systems and applications to DR. The selected Offeror is responsible for the connection of the network to the DR environment.
	RFP Section	Question	Answer
113	Technical Submittal, Section I-6. Work Plan, B, #1	1. Support annual testing and update of the disaster recovery plan. Is there an existing DR plan? Is there an existing business continuity plan? Is the current DR solution hot site, warm site, cold site?	The Department does have a DR plan and continuity of operations plan, and the DR solution is a cold site.
	RFP Section	Question	Answer
114	Technical Submittal, Section I-6. Work Plan, B, #3	3. Create system backups and perform system restorations. What are the tools in place for system backups?	The Offeror should propose tools that best meet the RFP requirements for backups and system restorations.
	RFP Section	Question	Answer
115	Technical Submittal, Section I-6. Work Plan, B, #5	5. Perform weekly full backups of DRS PACSES file servers. Does offeror need to provide storage for this data, or will the Commonwealth provide it?	The Commonwealth provides storage space.
	RFP Section	Question	Answer
116	Technical Submittal, Section I-6. Work Plan, B, #6	6. Perform daily differential backups of DRS PACSES file servers at selected sites. What infrastructure platform is being utilized for DR currently? Can the resource be remote?	The selected Offeror will not need to perform these backup activities onsite. All local servers have backup drives and the backups are maintained by local office staff.

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	RFP Section	Question	Answer
117	Technical Submittal, Section I-6. Work Plan, B, #7	7. Monitor backups to verify completion and rerun backup jobs, as necessary. How many servers are protected? What is the O/S Types of the servers being protected? How many of each servers?	We have Windows servers in 72 offices.
	RFP Section	Question	Answer
118	Technical Submittal, Section I-6. Work Plan, B, #8	8. Restore network functionality statewide or at a specific DRS location within 24 hours following a disaster event, or on a timeline agreed upon with DHS Bureau of Child Support Enforcement (“BCSE”) if 24 hours isn’t feasible. How many protection zones? What DR Toolsets are available? Such as VMWare SRM etc.	Each office of our 72 supported offices can have a disaster event. The Department uses VMWare.
	RFP Section	Question	Answer
119	Technical Submittal, Section I-6. Work Plan, B, #9	9. Update and maintain comprehensive documentation covering the backup procedure within five business days after any changes. Current rate for backups now? Sizes? Frequency?	The need to change the backup procedure is rare. The current frequency/rate is listed in I-6.B of the RFP.
	RFP Section	Question	Answer
120	Technical Submittal, Section I-6. Work Plan, B, #10	10. Work with the Health and Human Services Delivery Center (“HHSDC”) technical staff to implement DHS’s disaster recovery plan. Are current images up to date? What was the last patch run?	Current image is up to date.
	RFA Section	Question	Answer
121	Technical Submittal, Section I-6. Work Plan, C, #1	1. Monitor wide area network (“WAN”) availability and notify the appropriate carrier of any outages. What WAN monitoring tools are available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
122	Technical Submittal, Section I-6. Work Plan, C, #4	4. Monitor and save client infrastructure network utilization statistics. Does offeror need to provide storage for this data, or will the Commonwealth provide it?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.

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	RFA Section	Question	Answer
123	Technical Submittal, Section I-6. Work Plan, C, #5	5. Perform bandwidth analysis and performance turning. What Network Analysis tools are available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
124	Technical Submittal, Section I-6. Work Plan, C, #6	6. Monitor and manage access control lists and logging on switches, routers, virtual private network (“VPN”) concentrators, and firewalls. What is the current storage solution? How much data is currently stored? Frequency of backups? Growth rate? What Security Tools are available for monitoring and managing ACLs on network devices?	Offerors should propose security tools that best meet the requirements of the RFP as part of their solution. The selected Offeror will receive information on the current storage solution during OKA.
	RFA Section	Question	Answer
125	Technical Submittal, Section I-6. Work Plan, C, #7	7. Capture and store event logs generated from the client infrastructure network devices. Does offeror need to provide storage for this data, or will the Commonwealth provide it? What log collection tools are available? Is there a SysLog Server? Is there a SIEM? Is SIEM management in scope?	The selected Offeror does not need to provide storage. Offerors should propose tools that best meet the requirements of the RFP as part of their solution. Further information is unavailable at this time.
	RFA Section	Question	Answer
126	Technical Submittal, Section I-6. Work Plan, D, #3	3. Perform file and event log monitoring for key events. What tools are available to perform event correlation and threat determination?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
127	Technical Submittal, Section I-6. Work Plan, D, #5	5. Maintain images on spare server(s) to be used as emergency replacements. How many spare servers are available and provided by COPA for image spares?	The selected Offeror will receive an inventory during OKA.
	RFA Section	Question	Answer

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128	Technical Submittal, Section I-6. Work Plan, D, #6	6. Configure, transport, and install new servers at DRSS locations, as necessary. Refer to Appendix H, Domestic Relations Section Locations. Will the Commonwealth require consulting and configuration development?	In addition to providing consulting and technical assistance, the selected Offeror is required to develop site configurations for the Commonwealth to approve.
	RFA Section	Question	Answer
129	Technical Submittal, Section I-6. Work Plan, D, #7	7. Test and deploy all service packs and security patches. Will the Commonwealth provide test lab resources, or will the offeror have to provide?	Yes, the Commonwealth will provide testing environments.
	RFA Section	Question	Answer
130	Technical Submittal, Section I-6. Work Plan, D, #8	8. Execute hardware upgrades to servers, as needed. Is there a service currently utilized for hardware delivery?	Yes, typically hardware is delivered directly to the appropriate site.
	RFA Section	Question	Answer
131	Technical Submittal, Section I-6. Work Plan, D, #9	9. Define, setup, and maintain security on all servers. What monitoring and mitigation tools are available for Server Security?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
132	Technical Submittal, Section I-6. Work Plan, D, #10	10. Manage server logins. What Server Management Tools are available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
133	Technical Submittal, Section I-6. Work Plan, D, #11	11. Maintain user security certification and notify users when certificates are expiring, issue new certificates, and delete certificates when users are no longer employed. What certificate management tools are available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
134	Technical Submittal, Section I-6. Work Plan, D, #12	12. Monitor access, file, and store event logs for key server events and access denials. What Security Tools are available for Log Management and Access Control?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.

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	RFA Section	Question	Answer
135	Technical Submittal, Section I-6. Work Plan, E, #1	1. Oversee, coordinate, and install all third-party software support releases, as requested by DHS. Is there a tracking method being utilized for maintenance and current status? What scan tools are available to monitor and verify software version?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
136	Technical Submittal, Section I-6. Work Plan, E, #4	4. Maintain change management log to reflect current configuration and all software changes. Does the Commonwealth have ServiceNow Change Management?	Yes.
	RFA Section	Question	Answer
137	Technical Submittal, Section I-6. Work Plan, E, #5	5. Maintain and control software media in secured area and adhere to software licensing requirements. Does the Commonwealth have a media storage facility, or must the offeror provide? Please advise on types of media to be stored and maintained.	The Commonwealth is not aware of any physical software that must be stored by the selected Offeror at this time. Selected Offeror should be prepared to store software media at the Commonwealth’s request at a location designated by the Commonwealth.
	RFA Section	Question	Answer
138	Technical Submittal, Section I-6. Work Plan, G, #1	1. Monitor the voice gateways and diagnose and resolve any problems. Please advise what voice diagnostic tools are available and number of voice gateways, type, model, manufacturer?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution. The selected Offeror will receive a full inventory of the Department’s voice gateways during transition.
	RFA Section	Question	Answer
139	Technical Submittal, Section I-6. Work Plan, H, #1-3	1. Update and record new IVR scripts as requested. 2. Provide instructions to DRs for updating their IVR scripts. 3. Keep the IVR current and maintain in accordance with DHS standards. What IVR solution is currently being used by the agency? Please provide make, model and maintenance levels.	The Department currently uses the Cisco UCS Platform. The Commonwealth is procuring new IVR hardware that will be installed before the execution of a resulting contract. More specific information is unavailable until after the installation of the new hardware.

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	RFA Section	Question	Answer
140	Technical Submittal, Section I-6. Work Plan, I, #15	15. Diagnose hardware issues to the component level. Please provide a list of hardware that will require component level troubleshooting.	Desktops, laptops, routers, printers. scanners, servers, and IVR infrastructure.
	RFA Section	Question	Answer
141	Technical Submittal, Section I-6. Work Plan, J	The selected Offeror shall manage user accounts for the client infrastructure network, firewall, servers, email system, and client platform. Tasks include reviewing the user change log file daily and adding, changing, and deleting user accounts, as required, within one business day. In this section, what specifically does "client platform" refer to, since servers are already referenced?	Client platform refers to the client version of Windows.
	RFA Section	Question	Answer
142	Technical Submittal, Section I-6. Work Plan, K, #1	1. Assist DHS and DRSS with physical relocation activities, including lease negotiations, that apply to PACSES equipment requirements such as wiring, cabling, and other location environment considerations. Please confirm this means Offeror will provide and assess information related to infrastructure, not actually assist with lease negotiations.	Correct, the selected Offeror will not actually assist with lease negotiation.
	RFA Section	Question	Answer
143	Technical Submittal, Section I-6. Work Plan, L, #1	1. Maintain and support a default workstation configuration for each desktop and laptop platform. How many users/workstations?	There currently are over 3000 users/workstations on the PACSES network.
	RFA Section	Question	Answer
144	Technical Submittal, Section I-6. Work Plan, L, #2	2. Define, test, and implement workstation standards. Preferred vendor?	When needed, the Department selects hardware vendors based on a competitive procurement and does not have a preferred vendor. Also, see answer to question 76.
	RFA Section	Question	Answer
145	Technical Submittal, Section I-6. Work Plan, L, #6	6. Monitor workstation performance, as necessary. What Workstation Monitoring Tools are available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.

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	RFA Section	Question	Answer
146	Technical Submittal, Section I-6. Work Plan, L, #7	7. Maintain spare workstations provided by DHS for rapid deployment, as necessary. Where will this equipment be stored?	Equipment will be stored at the Bureau of Child Support Enforcement Headquarters or another Harrisburg, PA location designated by the Commonwealth.
	RFA Section	Question	Answer
147	Technical Submittal, Section I-6. Work Plan, M, #11	11. Maintain the Commonwealth’s standard anti-virus software. What software does the Commonwealth use for antivirus?	Currently, the Commonwealth uses FireEye antivirus software.
	RFA Section	Question	Answer
148	Technical Submittal, Section I-6. Work Plan, M, #12	12. Create filters to purge spam and other unwanted messages. What tools are available for anti-virus, anti-spam, URL Filtering?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
149	Technical Submittal, Section I-6. Work Plan, M, #13	13. Maintain central administrative security for all email and web access. What tools are available for EDR? This requirement does mean manage and monitor the EDR?	The selected Offeror is required to manage/monitor EDR. Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
150	Technical Submittal, Section I-6. Work Plan, P	The selected Offeror shall maintain, manage, and support the VPN, the internet firewall, and the business partner firewall. At a minimum, the selected Offeror shall: What firewalls are used in the PACSES network - vendor & model?	Cisco Firepower 4112 Series
	RFA Section	Question	Answer
151	Technical Submittal, Section I-6. Work Plan, P, #2	2. Establish and enforce the client information security standards established by the Office of Administration’s Office for Information Technology ITPs and DHS BTSS. What scanning tools are available to verify standards compliance?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.

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	RFA Section	Question	Answer
152	Technical Submittal, Section I-6. Work Plan, P, #5	5. Provide VPN and IP/IPSEC management with secure external access to PACSES infrastructure by establishing encryption tunnels for remote access via the internet and county networks. What VPN management tools are available to monitor tunnel performance?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
153	Technical Submittal, Section I-6. Work Plan, P, #8	8. Monitor logging on the switches and routers. What Log Collection tools are available? How many switches and routers will be sending logs? Is there a SIEM? If so is SIEM Management in scope?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution. Further information is unavailable at this time.
	RFA Section	Question	Answer
154	Technical Submittal, Section I-6. Work Plan, P, #9	9. Maintain client infrastructure network access security. What remote access security technologies are in scope to be managed? What type of remote access gateways? Is there a SASE initiative underway that the Offeror needs to be aware of?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution. There are no current initiatives of which that Offerors need to be aware. Further information is unavailable at this time.
	RFA Section	Question	Answer
155	Technical Submittal, Section I-6. Work Plan, P, #10	10. Support integration to DHS security incident event management solution. What are the IR tools in place? Are there policies specific to the offeror on how and when to interact with the Commonwealth IR Team? Does the Commonwealth run their own SOC, or do they outsource? Is a virtual SOC in scope for meeting this requirement?	Offerors should propose IR tools that best meet the requirements of the RFP in their technical submittal. Incident response procedures are outlined when the Commonwealth IR Team needs to be engaged. The Commonwealth has a contracted SOC that is part of the Century Link networking contract.

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	RFA Section	Question	Answer
156	Technical Submittal, Section I-6. Work Plan, P, #11-12	11. Reevaluate security systems based on the changing environments. Will the evaluation include Pen Testing? 12. Identify opportunities for beneficial infrastructure security upgrades and develop and implement DHS approved responsive solutions. Is there a Vulnerability Scanning tool available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
157	Technical Submittal, Section I-6. Work Plan, Q, #3	3. Verify and update deployments. Is there a CIS compliance tool available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
158	Technical Submittal, Section I-6. Work Plan, Q, #4	4. Centrally monitor all virus incidents and resolve any outbreaks. Is there a patch deployment compliance tool available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.
	RFA Section	Question	Answer
159	Technical Submittal, Section I-6. Work Plan, Q, #5	5. Monitor external sources for information regarding emerging security threats and take action to secure the client infrastructure network from those threats. What are the external sources? Will the Commonwealth provide these feeds, or will the offeror be required to?	The selected Offeror is to be the subject matter expert with the ability to monitor industry news regarding emerging security threats.
	RFA Section	Question	Answer
160	Technical Submittal, Section I-6. Work Plan, S, #1	1. Update the equipment asset information in the Commonwealth ServiceNow system within five business days of any equipment change. Will the ServiceNow Configuration Management Function be available to the offeror to perform Asset Management?	Yes
	RFA Section	Question	Answer
161	Technical Submittal, Section I-6. Work Plan, V, #2	2. Determine the need for new or replacement hardware and software based on performance monitoring and personnel changes at DRSS. Are there lifecycle management tools available?	Offerors should propose tools that best meet the requirements of the RFP as part of their solution.

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	RFA Section	Question	Answer
162	Technical Submittal, Section I-6. Work Plan, V, #3	3. Identify the advantages and disadvantages and provide a risk assessment of client infrastructure network hardware and software options. Are there compliance readiness assessments in scope within the Risk Assessment? If so, which Security Compliances apply?	All Offerors should align their security practices response with NIST, there are some internal risk assessments, but the largest compliance requirement is with the IRS.
	RFA Section	Question	Answer
163	Appendix E – Cost Submittal Worksheet	Tab named; “Cost Verification” is locked for editing. Is this intentional or should this be unlocked for completion?	Refer to Appendix E – Cost Submittal Worksheet – Revised attached to Addendum 4.