

**Department of Procurement Services - City of Chicago**

**March 30, 2018**

**Addendum No. 2**

**To**

**REQUEST FOR PROPOSAL (“RFP”)**

**For**

**INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES  
TARGET MARKET PROGRAM**

**Specification No. 416117**

For which Proposals are scheduled to be received no later than 4:00 PM., Central Time on April 27, 2018 (pursuant to the Request for Proposal advertised February 2, 2018) in the Department of Procurement Services, Bid & Bond Room (Room 103 of City Hall).

The following revisions/changes will be incorporated in the above referenced RFP document. All other provisions and requirements as originally set forth remain in full force and are binding.

**Respondent must acknowledge receipt of this Addendum No. 2 in its Proposal AND  
should complete and return the attached Acknowledgment by email to:**

**joseph.chan@cityofchicago.org**

**Attn: Joseph Chan, Sr. Procurement Specialist**

**This document contains:**

- I. Revision to the RFP:  
Page 20, Section V.B.7. of the RFP is Revised  
Appendix 5.1 – SLR Weightings – Special Projects is Revised**
- II. Answers to 354 Questions Submitted for Clarification of the RFP; and**
- III. Addendum Receipt Acknowledgment.**

The information contained in this Addendum No. 2 is incorporated by reference into the original Request for Proposal (RFP) issued on February 2, 2018.

March 30, 2018

**ADDENDUM NO. 2**

**FOR**

**REQUEST FOR PROPOSAL (RFP) FOR**

**INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES  
TARGET MARKET PROGRAM**

**SPECIFICATION NO. 416117**

**For which proposals are due in the Department of Procurement Services, Bid & Bond Room, Room 103, City Hall, 121 N. LaSalle Street, Chicago, Illinois 60602, at 4:00 p.m., Central Time April 27, 2018.**

**The following revisions/changes will be incorporated in the above-referenced Request for Proposal. All other provisions and requirements as originally set forth remain in full force and are binding.**

**RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE COVER LETTER SUBMITTED WITH YOUR PROPOSAL.**

**SECTION I: REVISION TO THE RFP**

**Page 20, Section V.B.7. of the RFP is revised to add the following:**

**Relationship Management Requirements**

In this section, Respondent must provide a narrative response that addresses each of the requirements described in this RFP Section 4.10 Relationship Management Services. Exceptions to the requirements outlined in this section should be described in the narrative response and included in the Exception Table below.

**Table V.B.9.1 Relationship Management Services Requirement Exception**

Projects Services Requirement Exceptions			
Item #	Reference #	Issue/Exception	Respondent Proposed Solution/Rationale and Benefits
1.			
2.			
3.			
<b>End of Table</b>			

**Appendix 5.1 – SLR Weightings – Special Projects is revised to add the following:**

Appendix 5.1 - SLR Weightings - Special Projects	
City of Chicago	
Confidential and Proprietary Information	
Current as of:	1/17/2018

At Risk Percentage	15%
Total Allocation Percentage	210%

Tower	Allocation Per Tower
Data Center	55%
End User Computing	35%
Data Network	55%
Help Desk	35%
Cross Functional	30%
Special Projects	0%
Tower	Special Projects
Allocation per Tower	0%
At Risk per Tower	0.00%

<b>Sum</b>
<b>0.00% 0.00%</b>

***Special Projects***

SLR Type	Service Measure	Performance Target	SLR Performance %	Critical	Frequency	Factor	Credit
<b>Special Projects Services</b>							
Project Estimation Methods and Tools Used for Cost and Schedule	Target	100% of projects	100%	Key	Measure at Project Completion		0.00%
Service Requests	Target Time	Deliver proposal within target time	95%	Key	Measure at Project Completion		0.00%
Milestone Completion—Milestones on the Critical Path	Completion Date	Completion of milestones by scheduled completion date	100%	Key	Measure at Project Completion		0.00%
Milestone Completion—All Milestones NOT on Critical Path	Completion Date	Completion of milestones by scheduled completion date	95%	Key	Measure at Project Completion		0.00%
Functional Requirements Met	Scale-based Opinion Survey	4.5 or higher on a 5.0 point scale	95%	Key	Measure at Project Completion		0.00%
Scheduled Survey (conducted semiannually by the City or its designated Third Party agent)	End-User Satisfaction rate	End-Users surveyed should be very satisfied or satisfied	90%	Key	Measure at Project Completion		0.00%
<b>End-User Satisfaction</b>							
Scheduled Survey (conducted semiannually by the City or its designated Third Party agent)	End-User Satisfaction rate	End-Users surveyed should be very satisfied or satisfied	90%	Key	Measure Semiannually		0.00%

## **SECTION II: Answers to 354 Questions Submitted for Clarification of the RFP**

**Question 1: Can the City please provide a breakout of the existing staffing levels provided under the current IT Services Contract? (For Data Center Services, End User Services, Data Network Services, etc.)**

**Answer:** *The City will not provide the existing staffing levels. The Respondent is to propose in their proposal the staffing levels that will provide the best services based on the information provided in the RFP in regard to the support needed to maintain business continuity for the services requested.*

**Question 2: Does the City intend on leveraging a hybrid cloud model (including public cloud)?**

**Answer:** *Yes, the City will leverage hybrid cloud solutions.*

**Question 3: Can the City provide an asset database that reflects the majority of the assets to be supported? (Including hardware and software, OS, etc. with age, version)**

**Answer:** *A more detail inventory list will be provided to vendors who signed Non-Disclosure Agreement with the City. (See Exhibit 12 of the RFP) Any information that could potentially compromise City IT Security will not be provided.*

**Question 4: Can the City provide a list of locations with associated user counts and equipment lists tied to them? (Understand 19,000 users, where are they located? Where are the servers, storage, network devices located?)**

**Answer:** *Refer to the answer to Question No. 3. There are more than 23,00 total devices, across multiple datacenters and several hundred locations.*

**Question 5: Can the City explain what the scope of the Chicago PD and the airports might include?**

**Answer:** *The scope of services in the RFP covers all City departments, including Chicago Police Department and Aviation. Additional Dedicated staffing required for the public safety departments are listed in the RFP, Attachment T, Section 2.0.*

**Question 6: Can the City explain any issues with the current service that the Respondent can improve?**

**Answer:** *There are no issues to report regarding the current services.*

**Question 7: Is it possible to get an extension for the final date and for the Q&A date? In order for all Respondents to submit a quality product, the Respondent normally need time to understand the RFP details, ask detailed questions and then consider the question answers in the final solution. For a solution of this size and complexity, and with most companies needing partnerships to meet the MBE/WBE component, the current timeline seems short. Respondents would request a couple of weeks extension to better facilitate a detailed, quality solution for the City.**

**Answer:** *The current proposal due date is April 27, 2018. Refer to Addendum 1.*

**Question 8: Throughout the RFP, there are numerous references to establishing processes, procedures and best practices. Do these currently exist? If not, is the development of these to be part of the transition services?**

**Answer:** *The City currently has process and procedures, but the Respondent will be expected to propose “best industry practice”.*

**Question 9: Throughout the RFP, there are number service levels that are documented. Are these new? If they exist already, is the current vendor(s) meeting the service levels?**

**Answer:** *Service Level Agreements (SLA)s do currently exist. Current SLA’s are available within the existing vendor contract, but Respondents should expect SLAs to be negotiated periodically throughout the life of the contract.*

**Question 10: Throughout the RFP there are references to tools to be used, many with to be determined (TBD). Are these tools that the City already has in place, like the help desk tool? If not, will the Selected Respondent be responsible for procuring the tools?**

**Answer:** *The City has IT support tools in place, but the City is interested in the Respondent recommendations for tools improvement. The City is developing the ServiceNow® platform to assist IT Services Management’s (ITSM) practice. The ITSM practice will be aligned to the ITIL® framework with an Employee Self-Service (ESS) focus. The ITSM processes are but may not be limited to: Service (Product) Catalog Management, Incident Management, Request Management, Event Management, Service Asset and Configuration Management SACM/CMDB), Problem Management, Change Management, Access Management, Knowledge Management processes. Several name brand applications will be available to support these management processes such as Microsoft’s System Center Configuration Manager (MS SCCM) Rapid7’s Nexpose, etc. Other best-in-class applications available to Respondent(s) or which may be purchased by the City based on Respondent’s expert research and recommended options.*

**Question 11: Can more detail be provided for the Work-in-Progress items listed in the RFP?**

**Answer:** *The Work in Progress is constantly changing. The incremental device costs in pricing should cover any significant increase or decrease in Respondent efforts.*

**Question 12: Is the pricing/compensation model documented in the RFP in use with the current vendor(s)?**

**Answer:** *Yes.*

**Question 13: Does the City expect for the new vendor to relocate the existing data center(s) to a new location or will the new vendor take over operations of the data center(s) at the existing location(s)?**

**Answer:** *No. The current data center will stay in the current location. Selected Respondent will be providing operational support under DoIT management direction.*

**Question 14: Will the City allow a sequential transition of the services areas?**

**Answer:** *The entire transition must be completed by November 30, 2018.*

**Question 15: Is there a timeline that the City has for transition?**

**Answer:** *Refer to the answer in Question 14.*

**Question 16: RFP says no more than 6 transition milestones. Is this per service area or 6 in total?**

**Answer:** *6 in total.*

**Question 17: Once the Non-Disclosure Agreement (NDA) is submitted to the City, will the City send the additional information defined in the Scope of Services or will the proposer have to request specific information?**

**Answer:** *The City will send the additional information to those that submitted a completed NDA.*

**Question 18: How many tasks orders have been issued to the current vendor(s) in the past 12-month period?**

**Answer:** *Currently the Police Department (CPD), Office of Emergency Management and Communications (OEMC), and Chicago Department of Aviation (CDA) have separate task orders with the current vendor. Those Task Orders are rolled into this RFP scope.*

**Question 19: How many of the above task orders have been approved for additional costs and the amounts?**

**Answer:** *The current CPD, OEMC, and task orders have been approved for additional costs. Those task orders are now rolled into this RFP Scope.*

**Question 20: How many projects have been issued to the current vendor(s) in the past 12 months period?**

**Answer:** *This is not part of the RFP.*

**Question 21: How many of the above projects have been approved for additional costs and the amounts?**

**Answer:** *This is not part of the RFP.*

**Question 22: Who is currently providing the Data Center services?**

**Answer:** *The current vendor, Unisys Corporation.*

**Question 23: It appears that the Respondent would have its own data center and network operations center (NOC) external of any City operated location. Is this correct?**

**Answer:** *No. Respondent is not expected to have its own data center or Network Operations Center (NOC) external to the City.*

**Question 24: What is required when providing basic End-User or technical staff orientation as needed when installing a new desktop/laptop?**

**Answer:** *The industry standards for supporting PC installation and software is required.*

**Question 25: The RFP defines a requirement for a certain number of Cisco certified staff. Is this level per shift or in total?**

**Answer:** *This is total minimum requirement for supporting the environment as outlined in the RFP Attachment T.*

**Question 26: Is the separate security team defined in the RFP a separate staffing requirement or is it a function that can be provided by staff with other responsibilities?**

*Answer: The City is looking for the Respondent to provide a dedicated security team that will work with the various departments and City's Information Security Office.*

**Question 27: Is there an expectation that the Selected Respondent will provide employment opportunities for individuals currently employed by the existing vendor(s)? If so, can the City provide a listing of the number of staff within the defined service areas?**

*Answer: The City does not expect Respondent to provide employment opportunities for employee of existing vendor. The City will not provide a staff listing.*

**Question 28: Can the City provide more detail on the Help Desk call volume? For example, what are the peak volumes during the day, week and month?**

*Answer: The City considers calls proprietary and the information cannot be provided. There were however approximately 13,500 records created in the City's Help Desk tracking system from January 01, 2017 through December 31, 2017. Refer to Answers to Questions 28, 57, 103, and 207.*

**Question 29: Attachment D only provides totals and not any detail on hardware. Will more detail be provided in the Discovery phase for those that complete the NDA?**

*Answer: Refer to the answer to Question 3.*

**Question 30: Where do out-of-scope Help Desk calls get redirected?**

*Answer: The out-of-scope calls are directed to the appropriate designation and stakeholder that provide support for those technologies. The tickets are tracked in the ServiceNow® platform as the IT Service/Help Desk's system of record.*

**Question 31: Do the Knowledge Management and Self-help systems already exist? If so, do they currently track and report the Self-help usage?**

*Answer: There is a project in progress and potentially could be available upon the completion of this RFP process and transition.*

**Question 32: What are the remote access tools currently being used?**

*Answer: System Center Configuration Manager (SCCM).*

**Question 33: Given the importance of this response and the size of the response, would the City please consider a 4-week extension to the due date for responses so that Respondents may prepare a high-quality response that the City deserves for this procurement?**

*Answer: Refer to the Answer to Question 7.*

**Question 34: Can the City provide a time table for this RFP, i.e., Oral Presentations, Contract start, etc.?**

*Answer: A time table is not available at this time.*

**Question 35: When does the City estimate providing answers to the Respondents questions?**

*Answer: Addendum 2 will be available March 30, 2018.*

**Question 36: Does City have a contract deadline line for completion of the transition from the existing vendor?**

*Answer: November 30, 2018 is the Transition completion date.*

**Question 37: Would the City accept a proposal that proposes a longer transition period, ensuring a lower risk for the City?**

*Answer: The proposal will be evaluated.*

**Question 38: When will the City of Chicago provide discovery sessions?**

*Answer: Refer to the Answer to Question 3.*

**Question 39: Please provide a copy of City's Technology standards.**

*Answer: Go to [https://www.cityofchicago.org/city/en/depts/doi/supp\\_info/hardware\\_softwarestandards.html](https://www.cityofchicago.org/city/en/depts/doi/supp_info/hardware_softwarestandards.html)*

**Question 40: Can the City provide a performance dashboard that summarizes the past and current SLAs over the last two years?**

*Answer: This information is not available.*

**Question 41: Please confirm if all the IT equipment listed in this RFP are owned by City and if they will be available to the vendor for use in performance of services delivery under the scope of this RFP.**

*Answer: All network equipment is owned by the City. Refer to the Answer in Question 3.*

**Question 42: Please provide a list of all IT equipment owned by the City, i.e.**

- a. Servers
- b. Storage
- c. Desktops
- d. Network

*Answer: Refer to the Answer to Question 3.*

**Question 43: Please provide a list of the IT equipment NOT owned by the City, i.e. owned by the existing vendors?**

*Answer: All IT equipment is owned by the City.*

**Question 44: What is the age of the servers and their refresh plans/strategy?**

*Answer: Servers range from 2000 O.S. to 2016 O.S. or RHL 5.x to 7.x. The City actively works with application SME to migrate from old O.S./hardware to current O.S./virtual environment*

**Question 45: What is the age of the network devices and their refresh plans/strategy?**



**Answer:** *The majority of our Core Network Devices are less than 3 years old. The Layer 3 Network Devices at our remote locations are all current model Cisco Devices – and, the Layer 2 Network Devices at our remote locations are either 1) current model Cisco Devices or 2) legacy Nortel Devices. However, the legacy Nortel Switches, at our remote locations, are being replaced with current model Cisco Switches as part of our ongoing Cisco VoIP Migration.*

**Question 46: What is the age of the desktop inventory and what is the refresh plan/strategy?**

**Answer:** *End user device inventory ranges from new to 10 years old. The City attempts to refresh hardware every 3 years.*

**Question 47: According to the pricing workbook there needs to be cost break down by the following categories. To do so, we need headcount by each category breakdown. Please provide headcount to each of the following workbook categories:**

- a. **Data Center Services**
- b. **Help Desk Services**
- c. **Distributed Computing**
- d. **Data Network**
- e. **Training**

**Answer:** *The Respondent needs to provide the headcount estimated for the workbook categories as part of their proposal.*

**Question 48: What tool is used for customer satisfaction survey?**

**Answer:** *ServiceNow.*

**Question 49: Please provide the details of security infrastructure implemented at the City and specify who is currently responsible for providing admin support to them?**

**Answer:** *The City utilizes a defense-in-depth model that includes several different types of tools including network Firewalls, IPS sensors, as well as end-point based tools that will be managed by the Selected Respondent.*

**Question 50: Does City have tools for conducting security audit?**

**Answer:** *Yes, the City currently uses Rapid7's Nexpose product.*

**Question 51: Will the City provide adequate Call Center facilities for the Vendor's Help Desk and End User Support Personnel?**

**Answer:** *Call Center facilities for the Selected Respondent's Helpdesk and End User Support Personnel will be provided by the Respondent. ServiceNow will be provided by the City.*

**Question 52: What is your current Knowledge Management tool for the Help Desk?**

**Answer:** *ServiceNow® Knowledge Management (KM) application.*

**Question 53: How many tickets does the current Help Desk handles, what is the breakout by ticket type and further by severity or priority within each functional work flow; i.e. (Incidents by type (Data, Voice),**

**MAC, Desktop, Service Requests, by Severity, Service Request by priority, Change ticket by priority, etc.**

**Answer:** *The current methodology to assign Severity and Priority are not determined from any recognized Help Desk standard framework and are considered proprietary by the City's current vendor. Accurate classification numbers cannot be given with any confidence due to inconsistent coding and no known ticket quality assurance practice.*

**Question 54: How many tickets are currently handled after hours?**

**Answer:** *This information is not available. The City is a 24/7/365 operation.*

**Question 55: Are there defined processes for incident, problem and change management that can be incorporated in the help desk tool?**

**Answer:** *Yes. The process is aligned with the Information Technology Infrastructure Library (ITIL) framework.*

**Question 56: For high first call resolution rate, it is important that a comprehensive knowledge base is made available to the Help Desk staff. Does the City currently own/use such a knowledge base? Will it be available to the Vendor?**

**Answer:** *Yes, the City has a currently owned knowledge base, and it will be provided to the Selected Respondent.*

**Question 57: What are the current modes by which users register their requests/incidents in the help desk? - Phone, Email, Web etc. Please provide a breakup of calls received through these modes.**

**Answer:** *Currently, a user can call, email, or enter the request via Employee Self-Service (ESS) tasks/tickets in the ServiceNow® platform as the Help Desk's system of record. From January 01, 2017 to December 31, 2017 volumes were approximately as follows: Phone 67,000; Email 8,500; ESS 400.*

**Question 58: Where does the existing helpdesk operate from - within City's premises or at Third Party vendor premises?**

**Answer:** *The current vendor operates the existing helpdesk from a third-party vendor premise.*

**Question 59: What type of image currently exists? Will the City or Current Vendor be providing a Ghosted Image for a specific hardware configuration?**

**Answer:** *There should be an image for each OS environment. All images should be hardware independent.*

**Question 60: Does the City own/use any tool for remote control of end user desktops to provide first-line resolution? Or is the vendor expected to provide the tool?**

**Answer:** *Refer to the Answer to Question 32.*

**Question 61: If vendor implements its own tools for Incident, Problem and Change Management, how many licenses would be required by City and its third-party suppliers?**

**Answer:** *The Selected Respondent will use the City's IT Service Management tool, which is based on the ServiceNow® platform, for all current and future ITSM processes.*

**Question 62: Does the scope of this RFP include performing design, development, configuration changes and implementation of active directory and messaging Software (Exchange or successor products)?**

**Answer:** *Yes.*

**Question 63: If a responding Target Market Organization provides at least 50% of the total awarded amount of the contract do they have to directly perform at least 50% or can they utilize other certified MBE partners to meet or exceed the 50% direct participation?**

**Answer:** *While the City of Chicago normally requires a minimum of 50% self-performance by the prime contractor, in this case, due to the magnitude and complexity of the work, the City will allow the prime contractor to subcontract to other MBEs or WBEs in order to meet the requirement for this contract that 50% of the work be performed by MBEs or WBEs.*

**Question 64: Does the city have a preference of entering an agreement with a Joint Venture with a minimum of 50% Target Market participation or a Target Market Organization fulfilling the contract themselves?**

**Answer:** *To be responsive, the Respondent submitting the proposal must be an MBE or WBE certified firm or a joint venture partnership consisting exclusively of MBEs and/or WBEs. Proposals submitted by non-certified firms, including joint ventures that include non-certified firms, will be deemed non-responsive.*

**Question 65: In a Joint Venture where a Target Market firm with a least a 50% controlling interest partners with a non-MBE firm, does the Target Market firm have to directly provide 50% of the total awarded contract amount or can they fulfill their 50%+ with other certified MBEs?**

**Answer:** *A joint venture consisting of any member that is not a certified firm is not eligible to submit a proposal. Such proposals, if submitted, will be rejected.*

**Question 66: Is there a minimum number of qualified responses to check for competitiveness for the award to be made?**

**Answer:** *No.*

**Question 67: Could the prime be a Joint Venture with 51% plus controlled by Target-market eligible organizations?**

**Answer:** *Refer to the Answer to Question 65.*

**Question 68: Since the answers are critical for the response, can we request at least 4-weeks for the response due date to be after the questions have been answered?**

**Answer:** *Refer to the Answer to Question 7.*

**Question 69: Is there a corresponding non-Target market RFP that would be released later?**

**Answer:** *No*

**Question 70: What are top 3 major scenarios that this RFP could be cancelled or be reissued with significant modifications?**

*Answer: This information is not available.*

**Question 71: Has the City done a Target market RFP of this size before? What is the biggest Target market RFP done prior to this?**

*Answer: This information is not available.*

**Question 72: In the RFP, Section on Data Center, Attachment K, Data Center Work in Progress, Pg. 273: Per Attachment K – Data center Work in Progress; there are 12 projects identified. What is the expectation of the project’s completion status and associated timing of award to a service provider? Is it expected that the service providers include and propose to complete the specific projects identified or consider them out of scope for purposes of pricing.**

*Answer: This information will be reviewed with the Selected Respondent.*

**Question 73: In the RFP, Section on Data Center, Attachment E, City of Chicago Systems, pgs. 259-260: In the middleware and 3rd party sections there is a statement: “Have separate support contract -Assist Application team in trouble shooting middleware issues” – is it the City’s intent to have this specific support pricing excluded from the overall contract and provided separately and or treated as a project?**

*Answer: If the application has separate support contract, the Respondent team role will be providing requested service level type assistance only.*

**Question 74: In the RFP, Section on Data Center, Attachment E, City of Chicago Systems, pgs. 259-260: Can the City provide more detail on the equipment and systems outlined in this section and provide hardware and software inventory and mapping? Specifically, the equipment type, age, operating system and virtualization platform (as applicable).**

*Answer: Refer to the Answer to Question 3.*

**Question 75: In the RFP, Attachment T, Required Staffing: Required staffing for the Chicago Police Department, and Department of Aviation has been requested. Are the seat counts and the infrastructure associated with supporting those agencies included in the overall Server counts provided in Appendix 5\_2 Price Schedule Baseline Data, Tab- Sect. 4.4 Data Ctr. sep trans pricing document. If not please provide those infrastructure components that are to be included in the overall supporting services.**

*Answer: All agencies support is to be included in Appendix 5\_2 count.*

**Question 76: In the RFP, Data Center Attachment U, Agencies in Scope: Specific requirements for The Chicago Park District for services and infrastructure components such as Service Desk, Field Services, and Data Center etc. are not described or included in the RFP sections.**

*Answer: Chicago Park District is not in Scope and their equipment and staffing are not included.*

**Question 77: In the RFP, Data Center Attachment U, Agencies in Scope: Are the following agencies in-scope as they are not listed as such in the attachment. If so, please provide the equipment lists for the agencies currently considered in-scope for this RFP e.g. Chicago Public Libraries, Chicago Police Department, Chicago Fire Department, Chicago Park District, and Department of Aviation.**

**Answer:** *Chicago Park District is not in Scope. Their equipment and staffing are not included.*

**Question 78: In the RFP, Attachment E, City of Chicago Systems – Applications Software – SLA’s for Tools:**

**How does the City currently measure response time for applications within the enterprise? Are you achieving the stated objectives today? Can you provide 3 to 6 months of measurement data for the applications?**

**Answer:** *This information is not available.*

**Question 79: In the RFP, Attachment T, Required Staffing:**

**The required FTE’s with certifications. Do these certified FTE’s exist within the environment today and are they provided by the current provider/incumbent/third party or City of Chicago (CoC)? If CoC would they be available for hire?**

**Answer:** *The full time equivalent (FTE)’s in Attachment T are required by the RFP. They are currently staffed by incumbent personnel.*

**Question 80: In the RFP, Attachment E – City of Chicago Systems & Attachment H Data Center Middleware List:**

**Please provide the in-scope middleware technology landscape details, such as, server name, instance name, middleware technology, version, instance count, operating system, hosting (physical / virtual), location, high availability / DR(yes / no), environment (Prod, Dev, UAT, QA, STG, etc.), and criticality.**

**Answer:** *Refer to the Answer to Question 3.*

**Question 81: In the RFP, Attachment E – City of Chicago Systems & Attachment H Data Center Middleware List:**

**It is understood that there are Oracle Exadata and Exalogic machines present in the CoC environment, please provide the number of Databases and Middleware Applications, Technology, Version, Criticality, environment, configuration, CPU and Memory Utilization details and mapping on these machines.**

**Answer:** *Refer to the Answer to Question 3.*

**Question 82: In the RFP, Appendix 5\_2 Price Schedule Baseline Data, Tab- Sect. 4.4 Data Ctr. sep trans: Are the listed Non-Critical Servers Test/Dev? If not please provide a breakdown of which servers to functions in both the Critical and the Non-Critical Capacity.**

**Answer:** *This information will be reviewed with Selected Respondent.*

**Question 83: We would like to request an extension to/for April 13th, 2018 as the due date for the RFP.**

**Answer:** *Refer to the Answer to Question 7.*

**Question 84: Is there a projected date for the release of answers to the questions?**

**Answer:** *Refer to the Answer to Question 35.*

**Question 85: What is the breakdown of effort % for the 6 required areas of emphasis?**

**a. Data Center Services**

- b. End User Computing Services
- c. Data Network Services
- d. Helpdesk Services
- e. Cross Functional Services
- f. Project Services

**Answer:** *The Respondents would provide their “best practice” estimates.*

**Question 86:** The RFP response requires a MBE/WBE to contribute 50% the effort as stated: Respondent must provide evidence of being a City of Chicago or Cook County certified MBE or WBE firm in the appropriate specialty area and perform at least 50% of the awarded contract amount with their own workforces.

- a. Is it acceptable to form a Joint Venture agreement, whereby the Joint Venture agreement allows the responder to have multiple Cook/City of Chicago approved M/WBE firms working in conjunction with a large firm/firms on a single or multiple task order. In some instance the large firm may be required to contribute more than 50% on a task order. In other instance the Task order may require the M/WBE firms to contribute much more than 51%. Is that type of scenario acceptable?
- b. The dollar amount can vary from project to project. Is it acceptable that a dollar amount be measured for work as well as the % of work done. A specific task order may require a certain level of expertise that a larger firm can provide, rather than always relying on the MBE/WBE providing the majority of efforts for the Task order. The intent is to rely on the skill of the Joint Venture rather than depend solely on one firm – large or small.

**Answer:** *To both part a and b of this question: Refer to the Answer to Question 65.*

**Question 87:** Can the references for the larger firm that would be part of the Joint Venture be included in the RFP response?

**Answer:** *Refer to the Answer to Question 65.*

**Question 88:** What are examples of a VIP requiring support services?

**Answer:** *Commissioners of Department, Alderman, etc....*

**Question 89:** What information, if any, should be in rows 1 and 2 of Planning and Analysis Table 52? (Refer to page 113 of the RFP)

**Answer:**

Planning and Analysis Roles and Responsibilities	Respondent	City
1. Identify and recommend Help Desk solution that best meets City business needs and expense/service level expectations	X	
2. Review and approve recommended Help Desk solutions		X

**Question 90:** What is the estimated number of City of Chicago new hires per year over the next 5 years?

**Answer:** *Refer to the City data portal on number of budgeted City employees.  
<https://data.cityofchicago.org/Administration-Finance/Current-Employee-Names-Salaries-and-Position->*

*Title/xzkkq-xp2w*

**Question 91: What is the City's current client satisfaction performance percentage?**

**Answer:** *This information is not available.*

**Question 92: What facilities do the current Contractor utilize for each service type?**

**Answer:** *The CPD, OEMC, and CDA dedicated staff will be housed at City facility on site. The Data Center have space for 20 staff and one manager cubicle. Respondent staff can have access to limited "hotel" space at City sites as needed.*

**Question 93: Can you please provide the service delivered at each location along with the following?**

- a. **Location including physical address;**
- b. **Amount of square footage used and number of Contractor personnel at each facility;**
- c. **Is the facility owned/leased by the City of Chicago or another governmental entity?**
- d. **If the current Contractor is located in a City facility, does the City charge the current Contractor for its use?**

**Answer:** *Information will be provided to Selected Respondent.*

**Question 94: Can Respondents get a four-week extension?**

**Answer:** *Refer to the Answer to Question 7.*

**Question 95: In the RFP, referencing Backup, can the City provide information on the backup environment:**

- **Backup software and version**
- **number of backup servers**
- **backup storage devices (tape/disk)**
- **number of clients/servers being backed up**
- **Capacity of backups**

**Answer:** *Refer to the Answer to Question 3.*

**Question 96: Section 4.7 - Help Desk: Please provide historical ticket information going back at least 6 months related to Incidents, Requests/Task, Changes, and Problems. Please include (as appropriate):**

- **Location**
- **Type of service provided**
- **Incident/request description**
- **Date created**
- **Date resolved**
- **Resolving group**
- **Asset or service impacted**

**Answer:** *Refer to Answer to Questions 28, 057, 103, and 207.*

**Question 97: Section 1.2: Data Center Services: Is there a self-service password reset capability currently available? If so what is the tool that is used?**

**Answer:** *There is a web based self-Service password reset tool.*

**Question 98: Section 1.2: Data Center Services: Please provide details of the current Active Directory environment covering number of servers running AD and the count of domain controllers with version details.**

**Answer:** *There are four separate AD environments. All have multiple DCs across multiple datacenters.*

**Question 99: Section 4.5 End User Computing Table 21, #18: Is there a timetable for the conversion of LANDesk to SCCM? How many devices are currently supported through LANDesk?**

**Answer:** *LANDESK is planned for termination by November 30, 2018*

**Question 100: Section 4.5 End User Computing Table 22, #17: How many patch management releases and software updates are performed per month?**

**Answer:** *Dependent on the number of patches released and their criticality.*

**Question 101: Section 4.5 End User Computing Table 22, #2: How many Core software images are currently supported?**

**Answer:** *The goal is to support less than 10.*

**Question 102: Section 4.5 End User Computing Table 23, #3: How many application software image builds are requested per month?**

**Answer:** *The goal is avoiding application specific images.*

**Question 103: Section 4.7 - Help Desk: Are there ticket or contacts that the Help Desk does not touch? If yes, what is the expected volume of these tickets, who works these tickets and does the ticket go directly to this group?**

**Answer:** *The Help Desk is currently the initial single point of contact for all IT Service Management tasks and performs the initial categorization, prioritization, investigation, and diagnosis for all incidents and requests. Of the approximately 76,000 tasks recorded between January 01, 2017 and December 31, 2017, ~47,000 (62%) were resolved by the current vendor; the remaining ~29,000 (32%) were resolved by other support teams. The Selected Respondent should anticipate increasing the percentage resolved and helping to automate categorization, prioritization, and other Level-1 functions to improve service and reduce costs. Refer to the Answers to Questions 28, 57, 103, and 207.*

**Question 104: Section 4.7 - Help Desk: Can you please provide average handle time by contact? This will include entitlement, diagnostics/troubleshooting, resolution and wrap up.**

**Answer:** *This information is not available.*

**Question 105: Section 4.7 Help Desk, Level 1 Helpdesk includes: Does the City of Chicago's ServiceNow instance have a functional Web Portal?**

**Answer:** *The City currently uses the ServiceNow® UII6 interface. However, a Service Catalog home page and/or other homepages and/or dashboards, and/or responsive dashboards is anticipated by Summer, 2018.*



**Question 106: Section 4.7 Help Desk, Service Objectives: Which of City of Chicago's ServiceNow Modules Implemented?**

**Answer:** *From the IT Service Management suite, the Incident application has been implemented for both the Request Management Process and the Incident Management Process. Other core platform capabilities being utilized are the Knowledge Management application (one (1) knowledge base), the Survey Management application (one (1) survey sent for each resolved Incident record), and the Notifications application (internal email only).*

**Question 107: Storage: Can you provide summaries of storage capacities for each array?**

- **Make & model of each device**
- **A breakdown of used/usable/free capacity per array**
- **Oversubscription ratios on each device**
- **Break down of capacity per tier (Gold/platinum/Silver/bronze)**
- **Capacity being replicated for DR purposes**
- **Breakdown of storage devices/capacities for DR targets**
- **Are any flash technologies in use to enable deduplication?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 108: SLA's: Please provide the incumbent's last 12 months' worth of SLA targets and performance levels.**

**Answer:** *Information is not necessary to respond to this RFP. Respondent should propose best practice in accordance to RFP.*

**Question 109: Documentation: Run Book: Please confirm Run Book procedures for each in scope tower are reviewed and updated quarterly and current.**

**Answer:** *Runbooks do not exist.*

**Question 110: Page 272, Systems Management Tools: Attachment J currently specified only Nagios and Solarwinds as available systems monitoring tools. Please provide additional deployment details regarding the monitoring and management functions provided by each tool.**

**Answer:** *The tools monitor hardware resources status (network, servers, storage), network availability (switches, routers, WAN, LAN) and core enterprise services (email, storage, web services, VIP's internal & external, etc.)*

**Question 111: Page 272, Systems Management Tools: Attachment J currently specified servers and services monitoring tools for the data centers. Please provide specifics detailing the tools currently used for network monitoring and management**

**Answer:** *Refer to the Answer to Question 110.*

**Question 112: Page 259, Systems Management Tools: Attachment E calls out "Existing Storage Monitoring and Management Tools". Are these tools in addition to the Nagios and Solarwinds tools specified in Attachment J. If so, please provide a detailed listing of the tools supported**

**Answer:** *In addition to Nagios/Solarwinds, tools built into hardware/appliances are also configured for alerts and monitoring (i.e. Storage, Backups).*

**Question 113: Page 255, Server Inventory: Please provide a detailed server inventory of the 1641 numbered servers, to include configuration, operating system, business criticality, and for servers within the scope of Disaster Recover, the existing recovery point and recovery time objectives**

*Answer: Refer to the Answer to Question 3.*

**Question 114: Page 255, Network Storage Device Inventory: Please provide a detailed storage device inventory of the in-place network storage devices to include configuration and business criticality.**

*Answer: Refer to the Answer to Question 3.*

**Question 115: Page 256, Storage Device Inventory – DASD/TAPE/BACKUP: Please provide a detailed storage device inventory of the in-place storage devices to include configuration and business criticality.**

*Answer: Refer to the Answer to Question 3.*

**Question 116: Page 256, Network and Security Devices Inventory: Please provide a detailed network and security device inventory, including configuration and business configuration.**

*Answer: Refer to the Answer to Question 3.*

**Question 117: Page 37, Section 1.4 Data Network Services, Security Services: Section 1.4 describes the current IT services environment to include providing security, to include penetration testing and ethical hacking. It does not specify many security services to provide comprehensive security services including Threat and Vulnerability Management, Security Operations and Incident Response. Is it the City's intent to procure those security services within this award, or are they provided through another contract?**

*Answer: The Selected Respondent should have the skill set to manage, implement, troubleshoot, risk identification and provide recommendations/consultation on security gaps/issues as they arise or are detected.*

**Question 118: Page 46, Section 4.1 General Services / General Security, Security Services: The City requires a response to include a general approach to establishing security policy, in addition to the Respondent's security monitoring process. It would be expected that a requirement for security monitoring would have a detailed statement of work establishing the services to be performed for security services. Is it the City's intent to procure security services within this award, or are they provided through another contract?**

*Answer: Management of Security devices is to be provided by the Selected Respondent. The Selected Respondent will create or maintain standards, baseline, hardening standards, SOP, guidelines, playbooks, etc. in support of the City IT Security Policies and in coordination with the City's Information Security Office.*

**Question 119: Page 43, Section 4.1 General Services / Service Design and Delivery, Service Delivery Tools: Does the City expect each Respondent to operate the IT environments using existing toolsets, or after transition, to transform the service delivery tools & processes to vendor provided tools, processes and procedures?**

*Answer: Respondent should use existing tools but can propose best practice tools and processes.*

**Question 120: Page 46, Section 4.1 General Services / General Security, Security Services: Could the COC please provide a breakdown of number of firewalls, routers, switches, servers, website, databases, etc**

**having to adhere to CJIS, PCI, FERPA, HIPAA, etc.?**

*Answer: Information will be provided to Selected Respondent.*

**Question 121: Page 46, Section 4.1 General Services / General Security, Security Services: Could the COC please provide the CJIS, PCI, FISMA, FERPA, HIPAA environment diagram topologies**

*Answer: Information will be provided to Selected Respondent.*

**Question 122: Page 46, Section 4.1 General Services / General Security, Security Services: Is the contractor expected to provide PCI-DSS assessments or is this COC's responsibility?**

*Answer: The City of Chicago (CoC) will be responsible for performing assessments. The Selected Respondent will be expected to perform a supporting role providing documentation such as processes, procedure, standards, configurations and provide remediation services for identified issues, including tasks such as OS patching, configuration/application changes, firmware updates, etc.*

**Question 123: Page 46, Section 4.1 General Services / General Security, Security Services: Could COC please provide their security monitoring tool that needs 24x7 monitoring?**

*Answer: The CoC requires 24x7 monitoring of its security device infrastructure that will be managed by the Selected Respondent.*

**Question 124: Page 53, Section 4.4. Data Center Services / Data Center Services Overview, Active Directory Support: The Data Center Services overview section specified support for Active Directory (AD) servers. Will the City, Respondent or other vendor be responsible for managing the AD Domains?**

*Answer: The Selected Respondent will manage the AD domains based on the policy and design of the City.*

**Question 125: Page 273, Attachment K, Data Center In-flight Projects: Please provide the current status of each Data Center inflight project, and anticipated status at contract award, including staffing allocations to each project.**

*Answer: This information will be reviewed with the Selected Respondent.*

**Question 126: Page 84, Section 4.5 End User Computing / Security Firewall, Antivirus, and Encryption and Security Compliance Products, Network Security Device Inventory: Please provide the network security device inventory to be managed by the Respondent.**

*Answer: Refer to the Answer to Question 29.*

**Question 127: Page 87, Section 4.6 Data Network Services / Services Overview, Network Architecture: Please provide the WAN Architecture managed through the scope of work.**

*Answer: This information will be reviewed with the Selected Respondent.*

**Question 128: Page 89, Section 4.6 Data Network Services / Service Hours and Coverage, Network Team FTE Requirements: The FTEs specified for each Department, to be located in City or Vendor facilities.**

*Answer: CPD, OEMC, and CDA dedicated staff will be stationed on site.*

**Question 129: Page 273, Attachment N – Data Network – Work in Progress, Data Center In-flight projects: Please provide the current status of each Data Network inflight project, and anticipated status at contract award, including staffing allocations to each project.**

**Answer:** *The City will not be supplying architecture drawings of network diagrams.*

**Question 130: Section 4.6 – Network inc trans, Section Pricing Volume, Network intrusion detection devices baseline: The baseline quantity for intrusion detection device support is stated as 0. Does the City expect a price to be proposed for management of Intrusion Detection Devices (HIDS/NIDS)? Please provide the current inventory of HIDS/NIDS**

**Answer:** *The number of IPS units is included in the device inventory.*

**Question 131: Will the City consider a 4-week extension to the proposal submission due date to allow us to prepare a high quality response**

**Answer:** *Refer to the Answer to Question 7.*

**Question 132: Will the city consider accepting a proposal to extend the transition period longer than 6 months to ensure higher success in migrating services from Unisys**

**Answer:** *No.*

**Question 133: Will the city conduct the discovery sessions prior to RFP submission? The discovery sessions are key to developing a quality response.**

**Answer:** *Refer to the Answer to Question 29.*

**Question 134: Will the city consider providing past and current SLAs for the existing services**

**Answer:** *Refer to the Answer to Question 78.*

**Question 135: Page 46, Facilities, Expected to provide all required locations: Is the Respondent responsible for providing a NOC or NCC to support the contract or does the CoC have a NOC location?**

**Answer:** *The Selected Respondent is responsible for providing a NOC or NCC to support the Contract.*

**Question 136: Page 46, Facilities, expected to provide all required locations: Is the Respondent expected to provide data center or cloud environment to support CoC?**

**Answer:** *The City has its own data centers and the Cloud environment will be managed by Cloud vendor.*

**Question 137: Page 59, Section Ops Environment Support, Tools: Control and use City-provided system management tools. Does this apply only for WITO, “as-is”, until transformation is complete?**

**Answer:** *City tools will continue to be used.*

**Question 138: NAS Storage volumes: What is the total usable NAS storage volume per site?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 139: Backup volume: What is backed up data monthly volume?**

**Answer:** *Refer to the Answer to Question 3*

**Question 140: Providing Maintenance support: Does the City of Chicago intend to own the maintenance support contracts for "all platforms"**

**Answer:** *Yes, the City will own all support contracts for "all Platforms"*

**Question 141: Storage management/Monitoring: Would the City of Chicago please provide information about what storage management and monitoring tools are being used?**

**Answer:** *Refer to the Answer to Question 3 and Question 112.*

**Question 142: DAS storage: Could the City of Chicago please elaborate further about what the DAS storage is for this contract?**

**Answer:** *- Data Access Server (DAS) storage used for Dell CommVault.*

**Question 143: Backup management tools: What are the Backup toolsets that we'd to deploy, configure and manage?**

**Answer:** *Refer to the Answer to Question 3 and Question 112.*

**Question 144: Appendix: The Spec 416117Appendix5\_2\_PriceSchedBaselineData\_0117.xls (Appendix 5.2) spreadsheet references Exhibit 5, however Exhibit 5 is the EDS. Additionally, the Tab Section numbers do not align to the RFP Section numbers. Is a new spreadsheet going to be provided with updated Sections that align to the RFP? Example spreadsheet has Tab "Section 4.11 - Special Projects", in RFP there is no Section 4.11, believe this to be Section 4.9.**

**Answer:** *No, refer to the RFP Section 4.9.*

**Question 145: Appendix: The Spec416117Appendix\_5\_1\_SLR\_Weightings\_0117.xls (Appendix 5.1) spreadsheet has Tab Section numbers not aligned to the RFP or not in RFP, example - Example spreadsheet has Tab "Section 4.11 – Sp Projects", in RFP there is no Section 4.11, believe this to be Section 4.9. Is a new spreadsheet going to be provided with updated Sections that align to the RFP?**

**Answer:** *Refer to Section 1 of this Addendum.*

**Question 146: Page 299, Attachments: The RFP has Attachment V – Audio and Video Support but there is not reference to Attachment V in the RFP, should Attachment V be ignored?**

**Answer:** *No. Attachment V is part of the dedicated staffing for Public Safety and Aviation.*

**Question 147: Page 9, Section D, Procurement Timeline: When is the City anticipating to make a final award?**

**Answer:** *This information is not available.*

**Question 148: Page 12, Section 3.b, References: Can supporting reference be from subcontractors or do these all need to be from the Prime?**

**Answer:** *References are to be from the Respondent as the Prime.*

**Question 149: Page 20, Exceptions: There is not a table listed for 4.10 Relationship Management Services, should the Respondent include this in their response?**

**Answer:** *Refer to Section 1 of this Addendum.*

**Question 150: To reduce risk and receive a thorough, properly-priced proposal, is the City open to extending the deadline four or more weeks?**

**Answer:** *Refer to the Answer to Question 7.*

**Question 151: Can you give a detailed list of servers including OS, CPUs, Storage, and Memory per data center location under the current vendor?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 152: Can you give a detail list of SAN/NAN devices along with storage sizes for each and which systems attach to them?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 153: How many CISCO UCM end points and gateways are in the environment? Also, what is the version of UCM.**

**Answer:** *The City has 3,500 Cisco UCM End Points in our environment however, the amount will continue to increase over the next 21 months – to roughly 16,000 End Points - as we are in the middle of a VoIP Migration. Our centralized on-premise Cisco UC design includes two CUBES.*

**Question 154: How are the servers broken down by role: development, test, training, production, etc. along with the primary COTS packages running on each?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 155: Can you provide the network devices make, model, and location administered by the current vendor?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 156: How many of each type of application servers (Java, .NET, etc.) are in use by role (dev, test, production)?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 157: Which servers have failover or high availability enabled?**

**Answer:** *For the City Data Center, high availability is provided by multiple resource. First by virtual server, then provided via application requirements by either load-balancing appliance or application services. Mostly based on requirements of application service.*

**Question 158: How many external/citizen-facing URLs are exposed and supported by the current vendor?**

**Answer:** *Current vendor does not provide any citizen facing URL.*

**Question 159: Is there a requirement to monitor the HVAC, PDU, UPS, etc. equipment? If so, can you provide a device count?**

**Answer:** *BMS management services are monitored using a combination of City Facilities Management BMS and/or services built into the individual device. Details to be provided to Selected Respondent. See provided hardware list in Attachment D of the RFP.*

**Question 160: What off-the-shelf applications need to be supported by automation (i.e., Oracle Applications, Banner, Business Objects, etc.)?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 161: What in-house developed applications need to be supported by automation, and what are their preferred integration methods (i.e., command line, API, Web Services, etc.)?**

**Answer:** *Information is not available.*

**Question 162: What types of batch and event-driven jobs are currently executed today (i.e., commands, scripts, FTP, Web Services, Oracle Applications, Database, etc.)?**

**Answer:** *Batch jobs and event-triggered processes are executed in a variety of ways, depending on the particular application, operating system, and hosting environment. Any of the specific examples referenced in this question (commands, scripts, etc.) may be used.*

**Question 163: Does the city require the ability to manage workload processes across both mainframe and distributed systems?**

**Answer:** *Respondent may submit in the proposal.*

**Question 164: Does the city desire the ability to manage workload processes across on-premise and cloud environments?**

**Answer:** *Respondent may submit in the proposal.*

**Question 165: How many jobs/day does the city currently execute? What is the projected growth over the next 5 years?**

**Answer:** *The information will be reviewed with Selected Respondent.*

**Question 166: What scheduling tools are used by the city today (i.e., cron, Windows Task Scheduler, vendor-supplied, embedded application schedulers, etc.)? Does the city have a standardized scheduling solution?**

**Answer:** *Different server platforms (such as Windows and Linux) have different scheduling tools. Specific details will be reviewed with Selected Respondent.*

**Question 167: How many separate job scheduling environments does the city have today (i.e., Production,**

**Development, Test, QA, etc.?)**

**Answer:** *The information will be reviewed with Selected Respondent.*

**Question 168: Please describe your current lifecycle management processes for job scheduling (from development to production to decommissioning).**

**Answer:** *Data Center hardware services (virtual chassis, storage, backups, DASD, firmware, etc) include change management to track/review/approve changes in environment. Changes in environment include quarterly discovery of firmware, patches, & etc. Server O.S. (windows, RHL, Unix, etc) patched on a monthly basis. First two weeks non-production. Last 2 weeks production.*

**Question 169: Is there a need to automate pushing application, database and configuration changes from DEV through the rest of Pre-Prod and up to Production with role based access control and approvals?**

**Answer:** *Respondent may propose best practices.*

**Question 170: What are the load requirements for automation at the City of Chicago? Does the city execute thousands/tens of thousands/hundreds of thousands/millions of jobs per day across all departments for the entire city?**

**Answer:** *The information will be reviewed with Selected Respondent.*

**Question 171: Does the city require out of the box rollback capabilities in case something goes wrong with the automation mechanism?**

**Answer:** *Respondent may submit in the proposal.*

**Question 172: Does the city require advanced calendaring for automation capabilities to schedule future events and block the calendar during specific time windows?**

**Answer:** *A calendar will be provided by the City to the Selected Respondent.*

**Question 173: Does the city require administrative scalability, or the ability for an increasing number of organizations or users to easily share a single distributed system?**

**Answer:** *Respondent to propose best practices.*

**Question 174: Does the city require Role Based Access Control to support a Dev Ops culture based on role within the chosen automation engine?**

**Answer:** *Role-based access control is a standard City practice.*

**Question 175: Would the city prefer that the automation engine chosen have OAuth integration into ServiceNow so that when workflow is saved in the engine, just a few simple clicks are required for the ServiceNow admin to publish that automation activity as a catalog item in the Service Catalog (no need to build REST calls back and forth)?**

**Answer:** *The specifics will be addressed by the Selected Respondent. The City works with and relies on the Selected Respondents' technical experience and expertise where the pros/cons for several options can be weighed; the ultimate decision having the greatest value for the people, businesses and visitors of the City of*



Chicago.

**Question 176: Are you building applications in house with dedicated development teams? Or, is all application development outsourced? Or, is there a combination of both?**

**Answer:** *A combination of both.*

**Question 177: From an infrastructure provisioning perspective, is it preferred that the city be able to leverage existing toolsets (such as ServiceNow for the Service Catalog) in the provisioning process without ripping and replacing any existing investments?**

**Answer:** *The City prefers to leverage ServiceNow also, refer to the Answer in Question 175.*

**Question 178: Does the city own all of the infrastructure that applications would be deployed to across all environments (DEV, TEST, UAT, PROD, ...)?**

**Answer:** *Yes*

**Question 179: What types of infrastructure would be provisioned as IaaS (SharePoint servers, LAMP Stacks, .NET Stacks, Windows servers, etc.)?**

**Answer:** *Current provisions is 0365 environment & some applications services. Future provision could include server (non-production and production) and fail-over to on premise server environment.*

**Question 180: Are there existing toolsets/automation processes that the city would prefer to leverage as part of the infrastructure provisioning process?**

**Answer:** *Respondent will recommend their best practice processes.*

**Question 181: Would the request for new infrastructure be initiated from the ServiceNow Service Catalog?**

**Answer:** *Not currently.*

**Question 182: Would approvals be required for some or all of the infrastructure requests? Would those approvals occur in ServiceNow Change Management?**

**Answer:** *All infrastructure requests must go through the Change Management process.*

**Question 183: Will you provide a list of any consumer off the shelf applications that need to be supported for application release automation (like Siebel or Informatica)?**

**Answer:** *Information will be provided to Selected Respondent*

**Question 184: How many concurrent application release cycles does the city anticipate under the new contract?**

**Answer:** *Information will be reviewed with Selected Respondent.*

**Question 185: How many city staff and contract testers and developers access data center systems for development and test?**

**Answer:** *There are City Development teams and various vendors working on projects with the City. The information will be provided to the Selected Respondent.*

**Question 186: How many development/test teams does the current data center vendor support?**

**Answer:** *Approximately ten teams.*

**Question 187: How many applications are under active development at the current time?**

**Answer:** *Many applications are under development at any given time. No specific number will be provided.*

**Question 188: Does the city or its departments pay for 3rd party access /transactional usage ?**

**Answer:** *No*

**Question 189: What types of testing are the responsibility of the managed services vendor?**

**Answer:** *No information is available.*

**Question 190: Is your data in constant need of refreshing, re-generating for test activities**

**Answer:** *City DBA support Oracle Databases. Only SQL Server to be supported by Selected Respondent.*

**Question 191: Is your data in need of masking and sub setting?**

**Answer:** *No information is available.*

**Question 192: Are you using Production data during your test cycles?**

**Answer:** *QA data is refreshed with production data for some applications.*

**Question 193: What about performance/load testing, do you need special data allocation and schedule to be the last gate before release?**

**Answer:** *Performance testing is done by vendor.*

**Question 194: Do you pay for 3rd party access /transactional usage due to external interface?**

**Answer:** *No*

**Question 195: Can you detail the number of identity stores (Active Directory, LDAP, and others) managed by the current vendor today along with the number of internal and external users and number of roles in each identity store?**

**Answer:** *Active Directory is the preferred identity management solution, though there are legacy application that manage users on their own.*

**Question 196: What identity governance structures are in place today that are managed by the current vendor?**

**Answer:** *Active Directory Access and AD Groups.*

**Question 197: How are accounts with elevated rights (i.e. administrative account) protected and audited?**

**Answer:** *Two-Factor authentication is used for some critical systems to provide additional protection for elevated accounts.*

**Question 198: How many administrative account exist?**

**Answer:** *Information will be provided to Selected Respondent.*

**Question 199: Are City staff and contractors able to access data center systems with administrative/elevated rights accounts?**

**Answer:** *Only individuals which support the applications have elevated access to their areas of responsibility. Data Center Support staff have access to their perspective O.S. environments. Elevate access is provided only to individual support the specific area of responsibility. This is reviewed on a case-by-case basis.*

**Question 200: The RFP states the vendor must use the PPM tool in use by the city. If there are needs unmet by the city solution, is it acceptable to use another product that fully integrates with the city standard?**

**Answer:** *For Projects, Selected Respondents must use City PPM tool.*

**Question 201: Based on the understanding from the Pre-Bid meeting that the city has current cloud initiatives, please provide details on cloud technologies currently used, along with applicable use cases (e.g., Google for Production, Azure for DR, etc.)**

**Answer:** *Azure, AWS, Office 365, SalesForce, ServiceNow*

**Question 202: Page 33, Exhibit 1: The RFP requires the Respondent to provide Dedicated support to additional agencies to include CPD, and CDA. Please clarify the following information with respect to these entities, and how they are integrated into the City's infrastructure.**

- a. **Does the City share their IT resources today, or are there separate data center servers, storage, networking, and other supporting IT systems that need to be integrated into the City's environment?**
- b. **Is there a desire for the City to become a DR site for these entities, or would the City host their environments on separate and dedicated infrastructure?**
- c. **Please explain the key differences between these entities (City, CPD, and CDA) environments for which you require dedicated support?**
- d. **Please provide any in-flight projects for these agencies, that are to be supported based on the requirement for dedicated support, during the transition-in period.**

**Answer:** *There are required dedicated resources for CPD/OEMC, and CDA. They also have their own data center. CPD/OEMC have their own AD domain.*

**Question 203: Page 53, Exhibit 1, Section 4.4: Does the City wish to standardize on a single virtualization platform?**

**Answer:** *Respondent should provide the information in their proposal.*

**Question 204: Page 54, Exhibit 1, Section 4.4, End of Life Support: RFP discusses end of life H/W, please provide details on the end of life software that is running at the city such as Hyper-V 2008, Windows 2003, Office 2003 etc.**

*Answer: In the RFP, there is a budget for end of life equipment. The Respondent is expected to procure spares.*

**Question 205: Page 72, Exhibit 1, Section 4.5: Please provide details on the current endpoint refresh cycle for Desktop, Laptops and other mobile devices to include:**

- a. **Current planned refreshment cycle**
- b. **Priorities**
- c. **VIP support**

*Answer: Refer to the answer in Question 46.*

**Question 206: Page 72, Exhibit 1, Section 4.5: End User Computing Environment:**

- a. **How often are desktops re-imaged throughout the year?**
- b. **Does the City intend to have applications in the service catalog such that an end user can request via a portal, and self-install the application?**
- c. **Does the City desire an Automated Password reset?**
- d. **Does the City intend to virtualize applications so that their users, can access them from any device, any location, and with inherited security managed via identity policies?**
- e. **Has the City, or the other agencies in-scope of the RFP, been victims of Ransomware, or malware?**
- f. **What percentage of the End User Computing environment is actually delivered via virtualized desktops, applications, and/or devices?**
  - i. **What virtualization technologies are used for these implementations?**
  - ii. **What type of devices are they being implemented on?**
  - iii. **Are you using RFID and asset tracking tools?**
- g. **What types of identity management issues should we be aware of, to ensure that the end users are able to perform their duties (e.g., device owned by one agency, being used by a member of another agency)**
- h. **What limitations are you encountering with the identity management tools in use today (e.g., Active Directory) Does the City intend to have integrate all of the agencies into one identity management system, and use that to develop security policies?**

**Answer:**

- a. *As needed for critical security patches or for major issues.*
- b. *Not currently operational.*
- c. *Respondent may submit in their proposal.*
- d. *No. Security is vital for City.*
- e. *No.*
- f. *No desktop, few applications use VM services.*
  - i. *VM*
  - ii. *Network Servers*
  - iii. *City devices have asset tag stickers*
- g. *City uses Active Directory (AD) Authentication.*
- h. *City has AD security policy.*

**Question 207: Page 101, Exhibit 1, Section 4.7, Help Desk Environment:**

- a. **What version of Service Now is the City currently running?**
- b. **Please break out the Help Desk calls by the types of incidents (e.g., Password changes, application installations, agencies)**
- c. **Are the desktops for the Help Desk personnel virtualized?**
- d. **Do they have roaming profiles?**
- e. **Does the Help desk use software-based or VoiP calling systems (e.g., Skype for Business, Shortel, Jabber)?**
- f. **Is the Help Desk environment built on the City’s or currently owned and operated by the incumbent vendor?**
  - i. **Would new infrastructure be required?**
  - ii. **Does the City require High Availability, or Disaster Recovery for the Help Desk to be “Active/Active”, or is there a minimum time for return to service?**

**Answer:**

- a. *Production, Development, and Test instances are at version Jakarta Patch 6a.*
- b. *Refer to the Answers to Questions 28, 57, 103, and 207. Top 10 incident/request from January 01, 2017 – December 31, 2017 by Subcategory, estimated. NOTE: Note all incidents/requests listed are resolved/fulfilled by the current vendor.*

SUBCATEGORY	ESTIMATED	
	Count	Percentage
Departmental Application	13,000	24%
Password Reset	10,000	18%
Active Directory Password Reset	8,000	14%
Internal Application	5,000	10%
Permissions	5,000	10%
Email	3,000	6%
Other Hardwares	3,000	6%
Desktop	3,000	5%
Account Locked	2,000	4%
Operating System	2,000	4%

- c. *Unknown, Help Desk desktops are provided by the current vendor.*
- d. *No.*
- e. *Unknown; provided by the current vendor.*
- f. *The current Help Desk environment is built on the current vendor’s property.*
  - i. *The Respondents’ proposal should present a solution for Help Desk infrastructure.*
  - ii. *The Respondents’ proposals should understand the IT Service/Help Desk is a core service and address the business continuity issues accordingly.*

**Question 208: Page 254, Attachment D: The RFP states there are approximately 1641 servers:**

- A. **Please provide breakdown of Physical vs Virtual Machines (VM)**
- B. **How many of the physical servers are based on x86 Architecture, and the number that are not (e.g., SPARC, PowerPC)?**
- C. **Please provide the following Server Compute Class (estimated averages) for physical**

servers:

- a. City
    - i. # CPUs
    - ii. # cores per CPU
    - iii. Amount of RAM
  - b. CPD
    - i. # CPUs
    - ii. # cores per CPU
    - iii. Amount of RAM
  - c. CDA
    - i. # CPUs
    - ii. # cores per CPU
    - iii. Amount of RAM
- D. To better understand the scalability requirements, would the City please provide:**
- a. What are the historical growth rates for the City, and any projections for future?
  - b. What are the historical growth rates for CPD and any projections for future?
  - c. What are the historical growth rates for DA and any projections for future?

**Answer:** Refer to the Answer to Question 3. The City is consolidating servers.

**Question 209:** Page 258, Attachment E, The RFP states the City is currently using virtualization tools:

- a. Existing VMware Environment
  - i. What is the number of existing VMware hosts?
  - ii. Virtual Machine (VM) density (# VMs/host)?
  - iii. Please provide the editions and versions of VMware Editions.
- b. Existing Hyper-V Environment
  - i. What is the number of existing Hyper-V Hosts?
  - ii. What is the Virtual Machine (VM) density (# VMs/host)?
  - iii. Please provide the editions and versions of Hyper-V (e.g., 2008R2 Standard, 2016 Data Center)?
- c. Existing Slackware Environment
  - i. Which Hypervisor is supporting the Slackware environment (e.g., KVM, VirtualBox)?
  - ii. Virtual Machine (VM) density (# VMs/host)?
  - iii. Please provide the editions and versions of Slackware distribution.

**Answer:** Refer to the Answer to Question 3.

**Question 210:** Page 15, Section V, subsections 5 a and b, seem to include the same response requested in subsection 7. Can we get clarification if addressing Exhibit 2 for subsections 5 a and b, and addressing Exhibit 1 in subsection 7, was the intention, or some other approach is desired?

**Answer:** Respondent is required to address both sections.

**Question 211:** Page 20, there appears to be a section and exception table missing to address Exhibit 1 Section 4.10 for Relationship Management Services. Was that intentional, or should we include such a section and table in our response?

**Answer:** The first table on Page 20 is continuation of table V.B.8 on page 19

**Question 212: Page 22, there appears to be a section and exception table missing to address Exhibit 2 Section 5.5 for Tiered Compensation. Was that intentional, or should we include such a section and table in our response?**

**Answer:** *That was intentional – no exception.*

**Question 213: Exhibit 1, Section 1, Section 1.2: Server and Storage: Patching strategy for Servers appears more aggressive than desktops. They are not aligned. Is that correct?**

**Answer:** *Server patching is more aggressive than desktops.*

**Question 214: Exhibit 1, Section, Section 4.7: Help Desk: When leveraging the Service Now system, which modules are currently active and in use for day-to-day operations (i.e. incident, change management, service requests, etc.)?**

**Answer:** *Refer to the Answer to Question 106*

**Question 215: Page 255, Attachment D, 1.0 - Desktops/Laptops/Workstations; 2.0 - Servers; 5.0 Network Security Devices: The RFP provides counts however does not include quantities without any details. Will the city provide details relative to equipment models, OS levels, Software versions, OEM supported, function, etc.?**

**Answer:** *Refer to the Answer to Question 3.*

**Question 216: Page 255, Attachment D, 1.0 - Desktops/Laptops/Workstations; 2.0 - Servers; 5.0 Network Security Devices: Do the equipment quantities include Aviation, CDP and OEMC? If so, will you provide a breakout of equipment for those departments since dedicated staffing is requested**

**Answer:** *Refer to the Answer to Question 3.*

**Question 217: Page 295, Attachment T: The RFP requests the vendor provides a facility for staffing. Please elaborate on facilities for requested on site personnel referenced for Data Center, CPD and Aviation?**

**Answer:** *Desk space will be provided to Respondent dedicated staff at Data Center, CPD/OEMC, and Aviation.*

**Question 218: Page 298, Attachment U: The references Chicago Park District in scope without any additional information. Will the City provide additional clarification.**

**Answer:** *Chicago Park District can choose to leverage the terms of this contract. No effort for the Park District is included in the RFP.*

**Question 219: Page 299, Attachment V: Will you provide a listing of Audio Visual equipment, manufacturer and model that requires support?**

**Answer:** *The information will be provided to the Selected Respondent*

**Question 220: Page 298, Which entities are in the base support price?**

**Answer:** *All the City of Chicago Departments are in the scope.*

**Question 221: What is the minimal units the city can guarantee?**

**Answer:** *No information is available.*

**Question 222: Is there a breakdown of annual call volume by agency?**

**Answer:** *Call volume is by City department.*

**Question 223: Page 213, Article 1, 1.3 Eligibility: Please clarify the Target market participation, is the requirement a minimum of 3 minority vendors?**

**Answer:** *No. The language you are referring to is relevant to the selection of projects for the Target Market Program generally. For eligibility to participate as a prime on a Target Market contract, see section 6.3.C and D. There is no minimum number of certified MBE/WBE firms that must bid together as a prime, and there is no minimum number of MBE/WBE firms that must perform work as subcontractors. Also refer to the Answer to Question 63.*

**Question 224: Page 35 Deploying and administrating server and storage equipment per City specifications --The RFP mentions Linux, Unix, Windows and Midrange. What midrange systems or other server OSes are to be supported under this contract?**

**Answer:** Solaris, any other Unix like O.S.'s is a very small number.

**Question 225: Page 35 Managing and maintaining Windows Active Directory (AD) domain environments -- How many domains does the City currently administer? Are they all City owned or are there domains for 3rd party vendors also?**

**Answer:** *At least 4 domains, owned by the City.*

**Question 226: Page 35 Managing and maintaining Citrix environments -- Is Citrix Xenapp or XenDesktop to be supported? Are Netscaler gateways used? Are other 3rd party utilities used for multi-factor authentication etc.**

**Answer:** Citrix environment includes 6.5 legacy , 7.15, & Citrix Receiver. Multifactor is Safenet/Gemalto

**Question 227: Page 36 Managing and maintaining user identity and access management systems and user databases such as LDAP and Active Directory (AD) -- Is all identity management based off of the AD database?**

**Answer:** *Active Directory is the preferred identity management solution, though there are legacy application that manage users on their own.*

**Question 228: Page 37. What phone system will be used in this contract to support help desk line?**

**Answer:** *The Vendor will provide its own phone system to support the Help Desk Line; the city will provide an associated Toll-Free Number that we can forward to your Help Desk - "Vanity Number" (312-744-DATA).*

**Question 229: In order to determine the appropriate staffing levels for 24x7 support can you provide call statistics over the past 12 months to determine annual call trends – e.g., peak times, avg call lengths, MTTR, etc.?**



**Answer:** Refer to the Answers to Questions 28, 57, 103, and 207. More specific details will be provided to the Selected Respondent(s).

**Question 230: Page 37 refers to a Caller ID system to pre-populate caller information into the ticketing system. Does this integration exist now?**

**Answer:** VOIP Phones have caller ID.

**Question 231: Page 37 Web portal and IVR system allowing users to open tickets, check ticket status and request escalation -- Is the City's help desk application already integrated to a web portal and IVR or do we need to bring a system?**

**Answer:** The City's help desk application is built on the ServiceNow® platform where internal customers can use basic employee self-service (ESS) functions. There is no integration between the platform and telephony. Respondents' are expected to provide details of their Help Desk telephony capabilities, including any integrations.

**Question 232: Page 40 states the City expects the Contractor to develop and maintain all service-related documentation. This includes, but is not limited to:**

**All user training manuals,  
What training manuals does the City already have in place?**

**As well as detailed technical documentation of all system functions and enhancements.  
What technical documentation does the City already have in place?**

**Detailed technology architecture diagrams that reflect all Infrastructure components in scope.  
What technical architecture diagrams does the City already have in place?**

**Answer:** The City will provide the break down to the Selected Respondent.

**Question 233: Section 1.5 (p. 37) calls for "A capability to extend first level helpdesk beyond internal IT services" What are some examples of additional extended first line services?**

**Answer:** Internal IT Services are provided to employees, contractors, consultants, etc. of the City of Chicago in order to facilitate the cost-effective delivery of all external services to the people, businesses, and visitors of the City of Chicago. The Respondents' experience, expertise, and capabilities may add value to any external services immediately or soon.

**Question 234: Page 56 – Monitoring Operations. Please provide the existing monitoring requirements and policies?**

**Answer:** Existing monitoring provided by Nagios, Solarwinds, BMS and built in services on appliances.

**Question 235: Page 65. 10. Conduct applications test-to-production migration activities. What tools will the City provide for migration activities?**

**Answer:** Dependent on what is migrated.

**Question 236: Page 69. Provide Technology Industry best practice for toolsets support requirements and**

**policies. What toolsets does the City expect to be supported under this contract?**

*Answer: The Respondent should propose best practice toolsets.*

**Question 237: Page 72. When will the City provide the details for Attachments D, F, G**

*Answer: Refer to the Answer in Question 3.*

**Question 238: Page 74 – End User Computing. What versions of LANdesk and SCCM are currently in place at the City?**

*Answer: SCCM Current branch 1702*

**Question 239: Page 76 – End User Computing. How many Mac desktops are in the environment to be supported?**

*Answer: Refer to the Answer in Question 3.*

**Question 240: Page 76 – End User Computing. How many Linux desktops are in the environment to be supported?**

*Answer: Refer to the Answer in Question 3.*

**Question 241: Page 76. What percentage of managed devices have already been migrated from LANdesk to SCCM? Is the migration limited to the OEMC and Police?**

*Answer: All.*

**Question 242: Will the City continue to use LANdesk?**

*Answer: No*

**Question 243: What version asset management database will the Respondent be updating? Can Service Now be used for Asset Management?**

*Answer: The City has subscribed to ServiceNow's IT Service Management and Performance Analytics suites of applications as well as ServiceNow's Discovery application. Respondents may indicate how they envision utilizing any and all software to assist with Service Asset and Configuration Management. Microsoft SCCM manages the desktop. SCCM for servers used for path management. Service Now is a solution in place which is to receive information from SCCM.*

**Question 244: Page 83: End User Computing – What software compliance tools will the Respondent manage in this contract?**

*Answer: Selected Respondent will work with City on tools needed.*

**Question 245: End User Computing -- How soon after award will the Selected Respondent have access to City's inventory/surplus of End User Computing devices (including parts inventory for repair) and software images to monitor for changes through Transition?**

*Answer: After transition to Selected Respondent is completed.*

**Question 246: Page 83: End User Computing -- The RFP identifies 20% of the user base as VIP Tier 2 although no VIP Tier 2 device counts are listed in the price schedule Section 4.5. In the price schedule Section 4.8, 24,500 out of 25,000 are identified as VIP Tier 2 (that is 80% not 20%). Please reconcile these counts in the price schedule as it has as an impact on costs.**

**Answer:** *There are no VIP Tier 2 in City. Only 500 VIP Tier and rest of users. Also need to remove VIP Tier 2 line in Table 27 on page 84.*

*The VIP Tier 2 section is deleted.*

**Standard User support/Desktop VIP P**

**Question 247: Page 103, is TTY currently supported on the Help Desk phone line?**

**Answer:** *City migrating to VOIP.*

**Question 248: Page 105, is online/portal access to Service Now currently deployed?**

**Answer:** *Refer to the Answer to Question 106.*

**Question 249: The City requires the use of city-owned Service Now for IT Service Management. What other Service Now software modules does the City own for use on this contract?**

**Answer:** *Refer to the Answer Question 106.*

**Question 250: Page 115 – SPIC Roles and Responsibilities - Utilize the City’s ServiceNow Incident management system to track and manage Service Requests and Help Desk Incidents. – Please provide information about what user data is currently available in ServiceNow to facilitate ticket automation (user IDs, locations, assets, departments, etc).**

**Answer:** *A project is currently underway to deliver ServiceNow platform’s foundational data tables (ie, configuration management database (CMDB) tables) and other tables to support employee self-service (ESS) and other service delivery automation. Respondents should expect these data tables to be clean, accurate, and maintainable by the end of the contact’s transition period.*

**Question 251: How many Service Now licensed seats are owned?**

**Answer:** *ServiceNow® does not license their software. The City currently subscribes to 485 ServiceNow® fulfiller roles hosted through December 18, 2018.*

**Question 252: Page 137: Under Availability Management, what third-party service vendors will the Respondent take ownership of?**

**Answer:** *Not replacing third party vendor. Only replacing current service provided in RFP.*

**Question 253: Page 142: Are systems with particularly sensitive data already in separate controlled areas?**

**Answer:** *Yes*

**Question 255: What software is to be managed by the Respondent related to Table 89 Release**

**Management Roles and Responsibilities?**

**Answer:** *Selected Respondent is responsible for release management role for all system releases and updates.*

**Question 255: Attachment O - City and Agencies Help Desk Volume. Please provide current Call and Ticket volumes thru Dec'2017.**

**Answer:** *Refer to the Answer to Question 28.*

**Question 256: Attachment N - Data Network, Work in Progress. Please provide the Enterprise VoIP Migration Project (16,000+ End Points) project plan design definition and the current percentage of end-points that have already been completed.**

**Answer:** *The City is 25% complete with the project – and, anticipate finishing the project (i.e., having successfully migrated all targeted end-points over to the new solution) by the end of 2019.*

**Question 257: Attachment N - Data Network, Work in Progress. Please provide the Enterprise WLAN Redesign / Refresh Project design definition and the current Project percent complete and estimated end date.**

**Answer:** *The information will be provided to the Selected Respondent.*

**Question 258: Attachment K - Data Center Work in Progress. Please provide current status of each Work-in-Progress project listed in Attachment K. Note: Respondent may have a more effective solution alternative.**

**Answer:** *The information is not available.*

**Question 259: Attachment J- Data Center Agreements and Licenses. Should the Respondent to assume that each of the listed Agreements and Licenses listed in Attachment J are to be Contractually/Financially retained by the City of Chicago?**

**Answer:** *Yes*

**Question 260: Attachment S - Out of Warranty Equipment. Attachment S does not include a list of Out of Warranty Equipment as indicated in 4.4 Data Center. Please provide.**

**Answer:** *Refer to the Answer to Question 3.*

**Question 261: Attachment R - Spare Parts Budget. Attachment R does not include a list of existing Spare Parts as described in 4.4 Data Center. Please provide.**

**Answer:** *Spare parts, if not in inventory, will be procured using the spare parts budget.*

**Question 262: Section 4.4 Data Center. Please provide current detail Data Center Hardware and Software inventory.**

**Answer:** *Refer to the Answer to Question 3.*

**Question 263: Section 4.4 Data Center. Please provide current detail Data Center Standard Operating Procedures.**

**Answer:** CoC IT and IS Policy Set ver. RC 05b.pdf *in RFP*

**Question 264: Section 4.4 Data Center - Service Level Requirements (SLRs). Please provide current Service Levels and attainment statistics for the last 6 months.**

**Answer:** *Respondent needs to provide best practice to align with RFP request.*

**Question 265: Section 4.4 Data Center - Service Level Requirements (SLRs). Please show how the Data Center, Server/Storage Hardware and Software are designed and architected to provide the necessary redundancy to achieve four 9's of availability.**

**Answer:** *Respondent needs to provide best practice to achieve four 9s.*

**Question 266: Section 4.4 Data Center - Service Level Requirements (SLRs), Table 13 Server Deployment SLRs. Please provide the current process documentation for the Server Deployments categories defined in Table 13.**

**Answer:** *Respondent should propose best practice.*

**Question 267: Section 4.4 Data Center - Service Level Requirements (SLRs), Table 14 Application Platform Response Time SLRs. Please provide the current process documentation, including the Tools used to measure Application Platform Response Time defined in Table 14.**

**Answer:** *The information will be reviewed with the Selected Respondent.*

**Question 268: Section 4.4 Data Center - Service Level Requirements (SLRs), Table 16 System Administration SLR states "System security requests (RACF, ACF2)". Is mainframe support part of this contract? If so, please define.**

**Answer:** *No.*

**Question 269: Section 4.8 Cross Functional - Business Continuity and Disaster Recovery Please provide a copy of the current Business Continuity and DR Plan.**

**Answer:** *DoIT uses standard IT practice.*

**Question 270: Section 4.8 Cross Functional - Business Continuity and Disaster Recovery. Was the last DR exercise successful? If not, please provide a copy of the DR Post-Exercise Report and the Remediation Plan.**

**Answer:** *DR testing is driven by application requirements & testing performed by perspective teams.*

**Question 271: Section 4.8 Cross Functional - Business Continuity and Disaster Recovery, Table 96 IT Continuity and DR SLRs – Please provide current SLRs and attainment statistics for the last 6 months.**

**Answer:** *Refer to the Answer to Question 270.*

**Question 272: Section 4.8 Cross Functional - Business Continuity and Disaster Recovery, Table 96 IT Continuity and DR SLRs "1. Re: Table 96 (P 160) DR SLRs:**

**a. How is the City currently supporting or providing DR for these applications?**

- b. Please provide the existing DR Plans, DR Run Books for these applications.
- c. Please provide additional details (h/w inventory) regarding the infrastructure (servers, storage, network, end user, etc.) that support the listed application sets.
- d. Do the stated SLRs imply DR Infrastructure availability or business ready (to run and support applications and users)?

**Answer:** *Refer to the Answer to Question 3. Standard DR practice for critical systems.*

**Question 273: Section 4.0 Security & Identity protection -- Please provide the quantities and types of IDs (Active Directory, Email, Network/Cisco, Mainframe or Applications) that the Respondent is expected to support.**

**Answer:** *Information will be reviewed with the Selected Respondent.*

**Question 274: Section 4.5 End User Compute page 83 - Security FW/AV/Encryption "McAfee Anti-Virus is deployed for all Windows end user devices and servers - Does the City use any Anti-Virus products for the following:**

**Macbooks/Apple products?**

**Unix?**

**Linux?**

**Answer:** *No*

**Question 275: How many McAfee Management consoles are utilized in the City's current environment?**

**Answer:** *4 (EPO, SIEM, IPS, ATD Advanced Threat Protection)*

**Question 276: McAfee Full Disk Encryption -- Are all 19,000 End User devices encrypted with this tool or is it a subset? If a subset - how many devices?**

**Answer:** *The count for devices that have the McAfee Full Disk Encryption product installed is roughly 850 and may expand to all mobile devices (19,000).*

**Question 277: Multiple references to HIPAA/PCI/CJIS/FERPA throughout RFP -- Please identify which data centers house HIPAA data?**

**Answer:** *Main and Public Safety data center.*

**Question 278: Multiple references to HIPAA/PCI/CJIS/FERPA throughout RFP -- Please identify which data centers house PCI data?**

**Answer:** *Refer to the Answer to Question 277.*

**Question 279: Multiple references to HIPAA/PCI/CJIS/FERPA throughout RFP-- does the City require any unique background checks be performed for Respondent support personnel (finger print, credit, criminal, etc...)?**

**Answer:** *Complete background check, finger printed, etc., will be required for dedicated staff located at CPD, OEMC, and CDA. This will be conducted by CPD.*

**Question 280: Network Administration table 39. Please provide volumes associated with:**

- a. adding/deleting users accounts
- b. total number of Firewall changes - including number of Emergency requests (<2 hours) and Standard"

**Answer:** 1500 – 2500 yearly added/deleted accounts. Total number of Firewall changes will be provided to Selected Respondent.

**Question 281: Attachment D, Section 5.0 page 155** Please provide detailed inventory of network devices - including device classification (switch/router/firewall/Network IDS/IPS/etc.)

**Answer:** Refer to the Answer to Question 29.

**Question 282: Attachment D&M, Network Security devices -- Please provide Make/Models of all Firewalls and Network IDS/IPS, number of standalone devices, number of HA pairs, firmware/OS levels.**

**Answer:** Refer to the Answer to Question 29.

**Question 283: Attachment D&M, Network Security devices -- Please identify & describe vulnerability scanning tool(s) currently used for the City's infrastructure?**

**Answer:** The City of Chicago uses an industry leading/standard vulnerability management product. Information will be provided to Selected Respondent.

**Question 284: Attachment D&M, Network Security devices "How many Network Firewalls are used as Unified Threat Mgmt (UTMs)? i.e. What blades/modules are installed on the Firewalls:  
Anti-virus?  
content filtering?  
IPS/IDS?**

**Answer:** Refer to the Answer to Question 29.

**Question 285: Please identify & describe vulnerability scanning tool(s) currently used for the City's infrastructure?**

**Answer:** The City of Chicago uses an industry leading/standard vulnerability management product.

**Question 286: Please identify & describe current Security Incident Event Monitoring (SIEM)**

**Answer:** City use industry standard SIEM. Information will be reviewed with Selected Respondent.

**Question 287: What cloud platforms are in use by the City? How many servers/images and how much storage is on public cloud?**

**Answer:** Storage on public cloud have no impact on services management in this RFP.

**Question 288: Would the City consider moving parts of their development and test environments to Off-Premise Cloud?**

**Answer:** Not at this time.

**Question 289: Attachment E -- What nature of Software support is required for the Non-COTS custom**

**Application software?**

**Answer:** *Supported by third party vendors or City Application team.*

**Question 290: Section 4.4 Data Center - Locations      Six Data Centers - Addresses are missing. Please provide.**

**Answer:** *City has 6 data centers. Information will be provided to Selected Respondent.*

**Question 291: Attachment T, required staffing. Please provide job descriptions/services expected to be performed by each identified Role.**

**Answer:** *Information will be reviewed with Selected Respondent.*

**Question 292: Attachment T, required staffing. "The On-site support teams will provide support 24X7X365 for". Some identified Roles have a quantity of One or Two. A 24x7x365 support role will require more than 1 or 2 FTEs. Please elaborate on this staffing requirement.**

**Answer:** *Information will be reviewed with Selected Respondent.*

**Question 293: Section 4.4 Data Center - Operations and Administration No. 9. "Provide usage statistics reports that will be used to support chargeback and other reporting requirements". Please provide the data fields the City will use to support chargeback.**

**Answer:** *Sufficient details are in Section 4.4 of the RFP. Exact data fields will be determined with Selected Respondent.*

**Question 294: Attachment D 3.0 states the amount of storage to be managed is 2100 TB. Please provide a breakdown of backup storage and active storage. Section 4.4 of the pricing schedule lists 1400.8 TB of storage management to be priced. Please reconcile this difference as it has an impact on pricing.**

**Answer:** *Refer to the Answer in Question 3. Details to be provided to Selected Respondent. Aggregate of 2100TB is combined.*

**Question 295: Attachment V – What City provided systems are used to “Develop, convert, schedule, and manage the video content for displays around the airports.? How often does this video content change?**

**Answer:** *Supported by dedicated on site team.*

**Question 296: For scoping monitoring and security, how many IP Addresses are active in the environment?**

**Answer:** *No data will be provided.*

**Question 297: Will the City allow a second round of questions after the first Q&As are distributed?**

**Answer:** *No.*

**Question 298: Do you require financial statements from our subcontractors?**

**Answer:** *No.*



**Question 299: Section B, #2 Executive Summary pages 11 - 12. The paragraph at the top of page 12 reads: The summary should outline the Respondent’s overall plan from the initial contract award (or pre-award meetings) phase, to post-initial and on-going operations of contract; general approach to project management and expected deliverables and reports,**

**Is there text missing at the end of this paragraph? If so, please provide.**

*Answer: No, replace comma with a period.*

**Question 300: In the RFP the following statement is made:**

**The City will provide Respondents with additional detail regarding network topology, software, hardware, and Data Center technologies during the Discovery Phase of the solicitation. During the “Discovery Phase,” which commences when the Respondent(s) request and signs the Non-Disclosure Agreement (NDA) in Exhibit 12 with the City, the Respondent(s) will be provided with such additional information. Exhibit 1 Scope of Services identifies the additional information that will be made available to Respondents during the Discovery Phase.**

**How soon after receiving the NDA can Respondents expect to receive the additional detail stated above?**

*Answer: Refer to the Answer to Question 29.*

**Question 301: Do you require one hardcopy of each of the Pricing Excel Spread Sheets?**

*Answer: Yes.*

**Question 302: Do you require eight copies of the Pricing Excel Spread Sheets on separate USBs or CDs from the Technical proposal?**

*Answer: Yes.*

**Question 303: Can we include sample resumes in our response?**

*Answer: Refer to Section V.B.4.c of the RFP.*

**Question 304: Table 6 Operations and Administration Roles and Responsibilities/System Administration Roles and Responsibilities, #7 – neither of the responsibility columns are marked; Operating Environment Support, #4 - neither of the responsibility columns are marked. Who is responsible for these tasks?**

*Answer: The Respondent.*

**Question 305: Table 61 Planning and Analysis Roles and Responsibilities - #19 and #20 - neither of the responsibility columns are marked. Who is responsible for these tasks?**

*Answer: For number 19 the Respondent. For number 20 the City.*

**Question 306: Table 84 Financial/Chargeback Management and Invoicing Roles and Responsibilities - #2 - neither of the responsibility columns are marked.**

*Answer: City*

**Question 307: Does the City want a formal organizational change plan and implementation process as part of the transition plan?**

**Answer:** *Yes.*

**Question 308: Does the City want any formal training classes for city employees developed as part of the transition or ongoing services under this contract?**

**Answer:** *No. Respondent will be assuming roles of incumbent vendor.*

**Question 309: In Attachment E – Chicago Systems. What are the corresponding required response and resolution times associated with Critical, High, Medium SLA types?**

**Answer:** *Information will be reviewed with Selected Respondent.*

**Question 310: Is the City currently using ITIL standards across all organizations?**

**Answer:** *No.*

**Question 311: What desktop computer types are used by each department and what is the total quantity by department?**

**Answer:** *Refer to the Answer in Question 3.*

**Question 312: Are there any mobile devices that require support under the contract? If so, please provide detail types and quantity by department?**

**Answer:** *Laptops and Tablets (that run Windows OS) will require support under the contract; MACs will also be covered in the contract.*

**Question 313: Will the third-party support contracts be managed by the City? If so, how will the City ensure alignment of SLA's for end-to-end escalation and problem resolution.**

**Answer:** *Some third-party support contract will be managed by Selected Respondent such as Aviation equipment support.*

**Question 314: Will the City allow Training Material to be produced by the City's internal printing operations?**

**Answer:** *No.*

**Question 315: Table 52 on page 112 – Planning and analysis roles and responsibilities – Who is responsible for items 19 and 20?**

**Answer:** *Table 52 does not have items 19 and 20.*

**Question 316: Table 65 on page 125 – Asset Management Roles and Responsibilities – Who is responsible for item 18?**

**Answer:** *The Selected Respondent, after review with City.*

**Question 317: On page 15, Section 5b - Service Delivery it states: The Proposal must provide a detailed and comprehensive response to all aspects of services delivery proposed related to Deliverables for IT Services outlined in Exhibit 1, Scope of Services. Please clarify what you would like for us to include in this Section. Is this Section for us to list Deliverables for each service category only?**

*Answer: Respondent should include this in their proposal.*

**Question 318: It is our understanding that you would like our complete response to Exhibit 1 Scope of Services to be included in Section 7, page 16. Is this correct?**

*Answer: Refer to the instructions in Section V.B.7.*

**Question 319: Do you want Respondents to respond to each statement as well as when we are asked to provide specific information in Exhibit 1 Scope of Services?**

*Answer: Refer to the instructions in the RFP V.B.7.*

**Question 320: Are the resumes that are requested in Section 4c, p.14, the same as resumes requested in Section 6b, page 16?**

*Answer: Refer to the instructions in the RFP V.B.7.*

**Question 321: Table 89 Release Management Roles and Responsibilities - #7 and #17 - neither of the responsibility columns are marked. Who is responsible for these tasks?**

*Answer: Respondent.*

**Question 322: Will there be any transition from the current support provider to the new one? In terms of Asset, KM, and ticket Db maintenance and the like...to ensure continued adherence, services and consistent reporting?**

*Answer: Respondent needs to provide transition plan, which definitely will include KT.*

**Question 323: Will the city suggest to MBE/WBE firm potential complementary partners if evaluation period results observes some benefits in combining services?**

*Answer: No.*

**Question 324: We found some gaps in the Appendix Data, leaving us to want to dig deeper into the issue. When is a good time to raise these questions?**

**Example 1 Calls offered (avg) 8800, calls answered (avg) 8442, incidents created (avg) 7605 and incidents closed (avg) 7313.-what happened to the 358 calls [8800 – 8442]? Is that the abandonment zone?**

*Answer: No information is available.*

**Question 325: Data Center: Appendix A has a list of locations. Can we get an asset / list of equipment at each site?**

*Answer: Refer to the Answer in Question 3.*

**Question 326: Data Center: What are current third party / vendor support contracts. Can we request full disclosure on those agreements?**

*Answer: Information will be reviewed with Selected Respondent.*

**Question 327: Data Center: What system is used to manage assets? Is it accurate / current?**  
**a. depreciation / amortization schedule?**  
**b. software licensing Db; accurate? current?**  
**c. patch management; current snap shot? What system used to manage / monitor this process? Where are that at currently?**  
**d. change management process; can reports for the last year be shared? What system used to manage / monitor this process?**

*Answer: City use industry standard tools to manage asset, patch and change management. Microsoft Solutions, SCCM, ServiceNow are amount the tools...*

**Question 328: Data Center: Uptime SLA [p98]**  
**a. Can we see the uptime actual performance for last fiscal year?**  
**b. What system is used to manage / monitor this process?**

*Answer: Information will be provided to Selected Respondent.*

**Question 329: Data Center: Can we see the complete ticket / documentation for all incidents that negatively impacted uptime? Can we see the steps / actions taken to resolve the incidents?**

*Answer: Respondent can propose best practice incident management process.*

**Question 330: Data Center: Any budgetary restraints, limitations?**

*Answer: Yes.*

**Question 331: Data Center: Is there a budget goal?**

*Answer: No information is available.*

**Question 332: End User: Asset Management; what is the current fleet? (PC, Mac, laptops, tablets, desktops, etc)**

*Answer: Refer to the Answer in Question 3.*

**Question 333: End User: Amortization schedule? What system is used to manage / monitor this process. How many active workstations (desktop/laptop)?**  
**a. p.254 states 19000 units, each unit is active?**

*Answer: SCCM is used to manage assets.*

**Question 334: End User: Software licensing Db; What system is used to manage / monitor? Is it current & accurate?**

*Answer: SCCM is used to manage software assets.*

**Question 335: End User: Can we see the complete ticket / documentation for all service requests & incidents for the last fiscal year?**

**Answer:** *Information is not available.*

**Question 336: End User: Volume; current active accounts? current active users?**

**Answer:** *35,000 active accounts.*

**Question 337: End User: Storage facilities? To store laptops, tablets, and other devices...where are they currently located? Do current SLAs mention replacement procedures for devices?**

**Answer:** *Selected Respondent will provide facilities to temporary house equipment while they are being imaged.*

**Question 338: End User: End of Life, when devices age out / are fully depreciated – is there a place to store this gear to return to vendor / recycle in batches or is it more of an as needed ship out when applicable (singles)? regarding Ewaste covered p131.**

**Answer:** *Yes, the City will provide space to store hardware for disposal initiatives.*

**Question 339: End User: Does the City donate their old gear to a specific charity / other City department?**

**Answer:** *The City currently uses a disposal company based on a City Ordinance.*

**Question 340: Helpdesk: Current SLAs [p114-8]**

**a. Can we get Key Performance Indicators (KPI) reports for the last fiscal to see if the current provider is /was meeting the SLA, etc.**

**Answer:** *The City expects Respondent to propose best practice.*

**Question 341: Helpdesk: Volume [p278]**

**a. Can we get, for last fiscal year; daily contacts / tickets, method of contact (email, phone, text, walk up, etc.), Tickets opened daily vs closed / resolved daily?**

**b. Can we get, for the last fiscal year; Service Request vs Incident Request?**

**Answer:** *Refer to the Answers in Questions 28, 057, 103, and 207.*

**Question 342: Helpdesk: First Call Resolution (FCR)? languages supported English only [p105]...”may include Spanish and Polish”, What is the specific requirement around languages supported?**

**Answer:** *English Only.*

**Question 343: Helpdesk: Can we get site locations w/ headcounts? [p264 give locations]**

**Answer:** *Information will be reviewed with Selected Respondent.*

**Question 344: Helpdesk: Will Tech support be required onsite in any specific locations, if so which ones?**

**a. The others can be assumed remote support with visitation as applicable?**

**Answer:** *Besides the dedicated onsite staff at CPD/OEMC and Aviation, remote support is preferred.*

**Question 345: Helpdesk: Can we leverage and support the City’s ticketing system” – ServiceNow is in place?**

- a. If yes, can we get its licensing agreement / details. On prem or cloud install?**
- b. Are we empowered to make improvements to its current configuration?**
- c. Will the administrative task of managing the ServiceNow application be the responsibility of the Help Desk Support team?**
- d. Who is accountable and responsible for the upkeep of the ServiceNow environment?**

**Answer:**

- a. The Selected Respondent will be using the City’s ServiceNow subscription.*
- b. The Selected Respondent is expected to offer options for improving the existing ServiceNow platform.*
- c. ServiceNow administration will be carried out by the Selected Respondent after consulting with City subject matter experts.*
- d. The City is accountable/answerable for decisions regarding the ServiceNow platform based on the Selected Respondent’s experience, expertise, recommendations, etc. The Selected Respondent is responsible for completing the tasks on the ServiceNow platform.*

**Question 346: Helpdesk: Caller ID system – can we get the name of the system and its licensing agreement / details.**

**Answer:** *ServiceNow.*

**Question 347: Helpdesk: A Web portal and IVR system allowing users to open tickets. Can we get the name of the system and its licensing agreement / details?**

**Answer:** *ServiceNow. Information will be reviewed with Selected Respondent.*

**Question 348: Helpdesk: Automated survey mechanism; can we get the name of the system, its licensing agreement / details.**

- a. can a copy off the current Customer Satisfaction Survey be shared?**
- b. can the Customer Satisfaction Survey results for the last fiscal year be shared?**
- c. request a listing of the “top 10” service requests / incident requests made to the help desk for the last fiscal year**

**Answer:** *Information will be reviewed with Selected Respondent.*

**Question 349: Helpdesk: Knowledge Management systems; “ issues that cannot be resolved via the available scripts, help files, blogs and histories to the application, service, hardware or other appropriate support” – can we get details regarding their Knowledge Management systems.?**

- a. Where are said scripts housed?**
- b. Are the blogs posted on the intranet?**
- c. Where are the “histories” mentioned found?**

**Answer:** *This information will be made available to the Selected Respondent.*

- a. The ServiceNow Knowledge Management application.*
- b. They are not posted on the intranet.*
- c. “Histories” means previous tasks/tickets in the ServiceNow databases.*

**Question 350: Helpdesk: -p86 describes VIP Tier 1-2 designations with SLAs...how many different levels of client / customer are there? What are their unique SLAs?**

**Answer:** *Two levels. VIP require faster response time.*

**Question 351: Helpdesk: Is office space for HD support considered? If so how many locations, where are they, etc.?**

**a. Do these locations allow for 24/7 access with full security?**

**Answer:** *The Respondent will provide the HD service support and location.*

**Question 352: Helpdesk: What is the current understanding of shift coverage? Is the current structure 3 shifts?**

**a. Are weekends to be On Call or hourly / normal business day?**

**b. Workforce management / scheduling of staff will require greater clarity regarding this matter. Will work from home options be made available?**

**Answer:** *Current structure is 3 shifts to support 24/7. Respondent will manage workforce locations to ensure the SLA are met.*

**Question 353: Cross Functional Services: Can we get a list, for the last fiscal year, of services considered?**

**a. What is the current scope, staffing and schedule of said Services?**

**Answer:** *No list is available. Cross functional Services staffing will be based on Respondent experiences with similar size organizations.*

**Question 354: Projects: Can we get a list, for the last fiscal year, of projects (scope, staffing and schedules)**

**a. What is a definition of project?**

**b. Can a project be designated to a location?**

**Answer:** *No list is available. A project is an unsupported task that does not introduce technology or new equipment to the City. Each project will have its own requirements.*

**CITY OF CHICAGO  
DEPARTMENT OF PROCUREMENT SERVICES**

**JAMIE L. RHEE  
CHIEF PROCUREMENT OFFICER**

**CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES**

**March 30, 2018**

**Addendum No. 2**

**to**

**REQUEST FOR PROPOSAL (“RFP”)**

**For**

**INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES  
TARGET MARKET PROGRAM**

**SPECIFICATION NO. 416117**

Consisting of Sections I – III including this Acknowledgment.

**III. ADDENDUM RECEIPT ACKNOWLEDGMENT**

I hereby acknowledge receipt of Addendum No.2 to the RFP named above and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

\_\_\_\_\_  
Signature of Authorized Individual

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Authorized Individual (Type or Print)

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Business Telephone Number

**Complete and Return this Acknowledgment by email to: [joseph.chan@cityofchicago.org](mailto:joseph.chan@cityofchicago.org) Attn:  
Joseph Chan, Sr. Procurement Specialist**