



SOLICITATION ADDENDUM

Solicitation Number: RFP 19-052 (AW) Addendum #3 Page 1 of 23

Solicitation Due Date: February 1, 2019, 2:00 p.m. Local AZ Time

CITY OF PHOENIX
Procurement Division
251 W. Washington Street
8th Floor
Phoenix, AZ 85003
Phone: (602) 262-7181

Data Center Modernization Project

Please make the following changes to the above referenced solicitation.

The following applies and will supersede any conflicting provisions, instructions or attachments in the RFP.

CHANGE:

Section III – Special Terms and Conditions, change to read:

19. SECURITY INQUIRIES:

Contractor acknowledges that all of the employees that it provides pursuant to this Contract shall, at Contractor's expense, be subject to background and security checks and screening at the request of the City. Contractor shall perform all such security inquiries and shall make the results available to the City for all employees considered for performing work (including supervision and oversight) under this Contract. City may make further security inquiries. Whether or not further security inquiries are made by the City, City may, at its sole, absolute and unfettered discretion, accept or reject any or all of the employees proposed by the Contractor for performing work under this Contract. Employees rejected by the City for performing services under this Contract may still be engaged by Contractor for other work not involving the City. An employee rejected for work under this Contract shall not be proposed to perform work under other City contracts or engagements without the City's prior approval.


The City, in its sole discretion, reserves the right, but not the obligation to:

19.1 have an employee/prospective employee of the Contractor be required to provide fingerprints and execute such other documentation as may be necessary to obtain criminal justice information pursuant to A.R.S. 41-1750 (G) (4);

19.2 act on newly acquired information whether or not such information should have been previously discovered;

19.3 unilaterally change its standards and criteria relative to the acceptability of Contractor's employees and/or prospective employees; and

19.4 object, at any time and for any reason, to an employee of Contractor performing work (including supervision and oversight) under this Agreement. Contractor will bear the costs of any and all inquiries requested by the City.

| | | |
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|  | SOLICITATION ADDENDUM | CITY OF PHOENIX Procurement Division 251 W. Washington Street 8th Floor Phoenix, AZ 85003 Phone: (602) 262-7181 |
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QUESTIONS AND ANSWERS

(The following are questions submitted and are represented as they were received.)

| Item No. | Question | Response |
|----------|--|--|
| 1 | Is the City Licensed for USC Director currently? | The city believes this question refers to UCS Director, a product for which the city is not currently licensed. |
| 2 | Does current Commvault licensing include SnapProtect for snapshot integration? | Yes, in a subset of the city's environment. |
| 3 | Is deduplication and compression currently factored into the reported "useable storage numbers"? | No. |
| 4 | Are self-encrypting drives a requirement? | Although data encryption at rest is a requirement, the RFP does not define a requirement for self-encrypting drives. |
| 5 | Is DNR (do not return) for drives a requirement? | Since drives may contain CJI data, the solution must comply with Requirement 4.4.10.15. |
| 6 | What is the NFS data? | Unstructured data for various department level Windows and Unix/Linux workloads (i.e., file servers, RMAN backups, video files, Crystal reports, etc.). |
| 7 | What are the performance expectations for the various Tiers of storage? | At a minimum, storage performance must meet current needs, which are satisfied by a system capable of providing >100k IOPS. Offerors shall state the expected performance of each tier of storage proposed in their answer to Requirement 4.4.4.1. |
| 8 | What workloads specifically run on the Hitachi storage? | VMware, SQL, SAP, Solaris, CommVault backups, department file servers, and business applications. |
| 9 | What workloads specifically run on the Hitachi storage? | See question 8. |
| 10 | What versions of Solaris and AIX are currently in use? What Applications are running on these operating systems? | AIX 7.1 supports SAP. Solaris 10 and 11 for various legacy applications. Offerors are reminded that both of these operating systems are out-of-scope for the RFP per Section 4.3.4. However, their storage is in scope per Section 4.3.5. |
| 11 | What is the connectivity for Solaris and AIX? | Fibre channel as described in Section 4.3.6. |



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| 12 | How many vCenters will manage the entire virtual environment? | The City currently supports multiple vCenters (i.e, Test environment, Production, VDI). The number of vCenters required will be based on proposed system design. City believes the minimum would a primary and a secondary (backup) vCenter. |
| 13 | What is the scope of the CJIS environment? How many servers? | 38 servers. 17 are SRM-capable |
| 14 | Will CJIS be tied to a specific hardware cluster, or do you want the automation tools to manage where the workload lives? | The city would prefer that automation tools manage where workloads live. |
| 15 | Will the VDI infrastructure be added into the new converged infrastructure? Or will it remain separate, per VMware best practices? | VDI will be added to the new CI, though It may be in an isolated cluster within the CI. The city currently has a separate cluster supporting 93 VDI workstations in the PCI environment. The city has a total of 382 VMs in the business cluster (non-PCI) in addition to the 93 stated above. |
| 16 | Regarding including the City's existing VMware licenses, does this apply only for ITS' licenses? | The city desires a citywide enterprise agreement for VMware licensing for the benefit of all city departments per Requirement 4.4.5.4. |
| 17 | Based on the stated requirements, ANM believes that the City of Phoenix may benefit from a hybrid solution including both hyper-converged and converged infrastructure. Would the City consider a hybrid solution including hyper-converged and converged infrastructure as an alternate option? | The city desires a converged infrastructure solution to meet the city's business objectives. |
| 18 | Regarding the offeror requirements for five references of similar size, running in production for one year, would the City of Phoenix accept manufacturer references for this, or do they have to be references specific to the integrator? | Offerors are required to provide contactable references that demonstrate their implementation and integration experience. Therefore, references must be specific to the integrator or its prime or sub-contractors and demonstrate the ability of the Offeror to implement systems of similar size and scope. |
| 19 | Given the requirement for a performance bond, when is the anticipated award date? Many bond companies take a couple months to turn this around, so we want to ensure there is enough time if the RFP is awarded ANM. | The City anticipates awarding a contract in June 2019. |



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| Item No. | Question | Response |
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| 20 | What is the distance (in miles) and the latency (in milliseconds) between the two datacenters? | The city's data centers are connected via two geographically diverse DWDM networks. One connection is approximately 13 km and the other is about 26 km. The City experiences consistent sub-2 ms latency between the data centers. |
| 21 | What are the specs of the VDI desktops in the PCI environment and the non-PCI environment? | The typical configuration is 2 processors with 3 GB of RAM and a 50G hard drive (PCI). Generally, business (non-PCI) support up to 16 GB of RAM and 60 GB or less for the hard drive. There is approximately 15 TB of space allocated on the ITOC Pure Storage Array to support VDI. |
| 22 | What would be the number of hours per month desired for the potential staff augmentation to support the new infrastructure solution? | Up to 2,080 hours per year, if required. |
| 23 | What is the desired level of involvement of the City staff be in the overall implementation of project? | City Infrastructure staff will be highly involved in the overall implementation of the project. |
| 24 | Section 4.4.1.2 specifically says no Integrated Stack Systems will be accepted. However, the links in section 4.4.1.6 show Cisco & Pure Flash Stack as a viable option, among other "Integrated Stack Systems". Will the City accept a bid that includes the options listed in the links in section 4.4.1.6? | The city will evaluate offers that are Cisco Validated Designs as listed in Requirement 4.4.1.6. |
| 25 | Section 4.4.1.1 specifically calls for a factory-integrated server, storage, network and management solution. There is only a single vendor that supplies this solution. Will the City accept a response from a vendor who integrates the components somewhere other than the factory? | When the city refers to "factory-integrated," we desire a rack-scale, purpose-built, certified, tested, and validated solution with tight integration of server, network, storage, virtualization, security, automation and orchestration, management, and data protection components in an engineered, optimized, and managed turnkey framework that is and delivered pre-assembled. |
| 26 | Section 4.4.4.10 states an active-active controller configuration for the storage array. Will the City accept bids that do not provide active-active controller configuration? | The city believes that an active-active storage controller architecture is critical to maintaining data accessibility and application performance, both of which are crucial to achieving the city's desired level of business continuity. |



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| 27 | Section 4.4.8, Integrated Data Protection. Does the City wish to leverage any of its' existing investment in data protection software? If yes, which one would the city prefer to use? | While the city currently uses CommVault for data protection, we do not have a preference and offerors are free to propose a data protection they feel best meets or exceeds the city's requirements as stated in Section 4.4.8. |
| 28 | Are there currently defined Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) in the event of a data center disaster? | RPO and RTO vary by city business system but include systems with an RPO of 0 and RTOs of < 15 minutes. |
| 29 | Please provide the City of Phoenix definition for the term "active/active". | From a storage standpoint, active/active means that both storage controllers are available to support LUNs and volumes and both controllers can have LUNs assigned to them. If a controller fails, the surviving controller can support its and the failed controller's LUNs. From a data center standpoint, active/active means that workloads run at both data centers. In the event of a data center failure, the surviving data center can accommodate its and the failed data center's workload. |
| 30 | Provisioned & raw capacities are provided in the RFP. Can you provide consumed/utilization numbers as well? a. Is the provisioned capacity listed provided to the Hitachi VSP storage pool or storage consumed by LUNS? If it is the former, can you provide capacity consumed at the workload, VM, or LUN level? | Provisioned capacity provided is at the Hitachi VSP storage pool level. The city cannot expeditiously provide storage consumption by LUN or workload. Current overall utilization capacity is about 65-70%. |
| 31 | How much data on each array is currently a replica from the other datacenter? | The amount of data currently replicated (outside of SRM) within the Enterprise environment is negligible. |
| 32 | Can you provide how much data is replicated daily? | See question 31. |
| 33 | The RFP states 200TB of file data in total and it will be migrated to the new solution. Does this data live on the in scope primary storage today? | Yes. |
| 34 | The RFP states that you are backing up 721.3TB of data. Is the in-scope storage being used as a disk target? And if so, how much capacity is this protected data consuming? | 0-30 days – 721.19 TB on disk storage. 30-90 Days (tape) is 306.57 TB 90-365 (tape) is 1.35 PB |
| 35 | The RFP requests 30% year over year growth for backups. Based on a 683TB full backup today this will become 1.5PB full backup in year 3. Is this an accurate growth estimate? | Based on current data and growth rates, yes. |



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| 36 | Is Microsegmentation required across all virtual environments on day 1 or is this desired solution intended to start small and allow it to grow in the future? | Microsegmentation is required for CJIS systems. Refer to question 13. The city expects the need for microsegmentation to grow as more systems are migrated to the converged infrastructure solution. Offerors shall use the numbers in question 13 for their proposals. |
| 37 | Showback/Chargeback (while these terms can be interchangeable, by our definition and outlined in the previous RFQ, Showback was the functionality to be enabled). a. Please Define Showback. b. Please Define Chargeback. | Offerors should not use the previous RFQ to for current requirements. Utilize the requirements in this RFP. Showback is the ability to show a customer department how much of the converged infrastructure it is consuming over specific time periods (i.e., monthly, quarterly, annually). Chargeback is the ability to apply an internal cost to that consumption for billing purposes. Refer to 4.5.5.10. |
| 38 | If the Offeror is authorized to resell the manufacturer's installation/support/technical services (ie. the manufacturer is the party performing the services, not the Offeror), does that meet this mandatory minimum requirement? | Yes. Offerors are required to demonstrate their manufacturer certification(s) when submitting their proposal per Section IV. 3. Mandatory Minimum Requirements. |
| 39 | Are references to be from the manufacturer or reseller? Or both? How many from each party? | See question 18. |
| 40 | Are services to be performed by the manufacture or the partner? | Services may be performed by the manufacturer, one or more manufacturer certified partners, or a combination of the two. Offerors are required to demonstrate their manufacturer certification(s) and experience per Section IV. 3. Mandatory Minimum Requirements. |



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| 41 | <p>What is the life of the existing infrastructure or what is the list of existing infrastructure that we need to utilize?</p> <p>Storage?</p> <p>Is the Pure going to be decommissioned?</p> <p>Fiber Channel?</p> <p>Servers?</p> <p>Software?</p> | <p>Refer to Sections 4.3.4 and 4.3.5. As stated in Section 4.3.5, replacement of the existing storage in Table 6 is not within scope of this RFP. When this storage reaches the end of its useful life, it will be decommissioned and its data migrated to the converged infrastructure solution.</p> <p>The existing Brocade fibre channel switches will continue to be used to connect legacy systems until those systems are decommissioned and migrated to the converged infrastructure. The proposed converged infrastructure solution will connect to the city's existing Brocade fibre channel environment.</p> <p>The City is committed to leveraging existing investments in Cisco UCS and VMware as stated in Sections 4.4.2. and 4.4.5, respectively.</p> |
| 42 | <p>Backup Software and Policies</p> <p>List of SLA's, RPO's and RTO's including offsite and onsite requirements</p> <p>Current tape library and retention policies?</p> <p>Is AIX or any out of scope data or infrastructure being backed up by Commvault?</p> | <p>See question 28 for RPO and RTO. The city retains 5 weeks of data on disk and tape for 28 days, incrementals for 7 days, and the first full backup of the month for 1 year. Police has a 2-year retention policy on tape. Data supporting the AIX, Solaris, ExalLogic, Exadata environments are in scope for data protection. A full backup of the AIX data is 3 TB.</p> |
| 43 | <p>Tiered Data footprints?</p> <p>What data needs to be active-active?</p> | <p>Refer to Requirements 4.4.4.3 and 4.4.4.4.</p> <p>All enterprise services are expected to be active-active.</p> |
| 44 | <p>Cloud DR</p> <p>What apps/data are you looking to DR to the cloud?</p> <p>SLAs, RTO, and RPO of data to the cloud?</p> <p>Connection to the cloud?</p> | <p>Current plans are for cloud DR for Peoplesoft and SAP. The city also wants to backup to the cloud (4.4.8.2). SLAs, RTO, and RPO of data to the cloud have not been established at this time.</p> |



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| 45 | <p>PHX RFP</p> <p>What version of SRM is currently implemented today?</p> <p>Should a migrations of SRM protect groups be moved over to the new SRM environment?</p> <p>Can the City provide a breakdown of what VMs are and are not protected by SRM and what protect group they are a part of?</p> <p>Should we be plan on extending SRM support to VMs currently no protected by SRM?</p> | <p>SRM 6.0 is currently implemented. Currently across the Enterprise, only a small subset of department VMs are using SRM (Aviation, Fire, Law, Convention Center). The City Infrastructure Team believes that the implementation of vMSC within the new CI would negate the need for SRM moving forward.</p> |
| 46 | <p>Automation, Orchestration and Management</p> <p>How is the City intending to segregate their different business units with their Automation and Orchestrations platform?</p> <p>How many different business units with the City support?</p> <p>Will each business unit have access to same app library or will each business unit need to have its own content/app library?</p> <p>Will the resource reservation level be set on a per end user level or by business group?</p> <p>Does the City currently monitor application data flows? If so, what application does the city use and will the winner of the RFP have access to that application/data?</p> | <p>The city will segregate business units at the department or function level. Currently there are 33 departments and functions. A number of these departments and functions will need to have their own content/app library. Resource reservation levels will be on a business group basis. The city does not currently monitor application data flows.</p> |
| 47 | <p>Regarding the desire to reduce maintenance and support costs - what are those costs on an annual basis today?</p> | <p>Approximately \$2,9M per year.</p> |
| 48 | <p>Regarding the desire to reduce support complexity - how many different support organizations are engaged currently?</p> | <p>For the infrastructure this solution is to replace, three infrastructure support organizations in ITS, Fire, and Police.</p> |
| 49 | <p>For the existing servers in scope, will you please provide the specs? (ie: CPU model, memory amount and how it's populated, network card model)?</p> | <p>Refer to Section 4.3.1. and Tables 1, 2, and 3.</p> |
| 50 | <p>For the 44 physical systems in scope for migration to the converged infrastructure solution, will you please provide details on server specs, workloads, storage configuration, and network configuration?</p> | <p>See question 49.</p> |



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|----------|---|--|
| 51 | For the 21 separate VMware clusters, what is the business reason for the separation? Do they have separate network VLANS and storage? | Over the years, the City has "collected" business-, department-, and application-based clusters. For example, SharePoint is currently in its own cluster because of resource requirements dictated by the SharePoint admins during its initial implementation. Cisco Call Center Manager was in its own cluster because of vendor support requirements. Some departments purchased capacity for their business applications and were clustered. The city wishes to consolidate where it makes sense. |
| 52 | In the fibre channel fabrics, what do the Cisco switches support compared to the Brocades? | The Brocade switches currently provide the foundation for the City's SAN infrastructure. The Cisco MDS switches are configured in a separate SAN for providing vMSC capability between Public Transit's two FlashStacks. |
| 53 | What are the storage efficiencies (deduplication, compression) realized for each backup solution in use (CommVault, Veeam, Veritas Netbackup and Microsoft DPM)? | Unknown. |
| 54 | Is Commvault in scope for replacement City wide, or only Veeam, Netbackup and Microsoft DPM at the Police Department? | All data protection solutions currently in use are in scope for replacement. The proposed solution must meet or exceed the requirements in 4.4.8, Integrated Data Protection. |
| 55 | The desire to move to disk and cloud based backup is stated. Does the City have a preferred cloud provider for backup? | No, provided the cloud provider meets CJIS and other regulatory requirements. |
| 56 | Which out of scope infrastructure will be included in the Integrated Data Protection / Disaster Recovery capabilities of the new proposed solution? | All of the storage listed in Table 6 of Section 4.3.5. |
| 57 | The City is asking for minimum performance and capacity requirements for the full 5 year duration of the contract. What are the performance and capacity growth rates for the 5 year period expected to be? | Refer to the growth requirements stated in Requirements 4.4.2.6, 4.4.2.7, 4.4.4.5, and 4.4.4.6. |
| 58 | What is the expectation for retaining data managed by the existing backup systems that will be replaced? | The city will retain data backed up by the existing systems for up to two years. See question 42 for tape retention periods. |



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|----------|--|--|
| 59 | We perceive that the intent is to continue replication between sites for production app and utilize cloud for long term retention with the capability to recover from backups at cloud source if a disaster occurs. True/False? | True. |
| 60 | What are the desired retention periods for on-site (disk) and off-site (cloud) backup copies? | See question 42. |
| 61 | Would you please provide a full application inventory that includes software vendor, modules and version if off the shelf, primary business function, support team and other application information that is readily available? | There are over 700 applications in use in the city. Specifications for each of these is beyond the scope of this RFP. |
| 62 | What are expected migration outage windows based on class of application, e.g. Tier 1 / business critical, Tier 2 / departmental, Tier 3 / general, etc? | The city expects migration outage windows to be scheduled so as to have the least impact on city operations. |
| 63 | What is the expected or contractually required migration completion date? | The contract does not establish a migration completion date. Offerors are asked to provide a proposed project plan and implementation schedule. |
| 64 | Are there network taps or port aggregation devices in use today for network or security analysis (ie: Gigamon, Apcon, Ixia, etc) | No. |
| 65 | Is any sort of service catalog in place today? If so, can you provide details? | Services are cataloged in Remedyforce, but this is minimal. |
| 66 | Is any sort of chargeback / showback in place today? If so, can you provide details? | No. |
| 67 | What degree of automation is desired (golden image templates, immutable architectures, CI/CD processes)? Is automation limited to virtualized servers, storage, and networking (p. 54), or are there other desired areas of automation (SDN, application deployment, security (as per 4.4.7.2))? Will you please provide all desired integrations for orchestration along with vendor, and software versions (eg p. 78 section 4.5.4.6 lists IPAM, Remedyforce CMDB, monitoring, and security) | Golden image and standardized templates for server, storage, networking, and security per Requirement 4.4.7.2. Refer to Requirements 4.4.7.20, 4.4.7.26, 4.5.4.6, 4.5.5.7 for integrations. |
| 68 | Would you please define the degree of security templatization required? | The city expects the Offeror to provide recommendations. |
| 69 | Are ITS customers internal to the organization, external to the organization, or both? Will there be different capability expectations per customer role (e.g. what can be created, creation limitations, service chaining)? Are the Service Catalog configuration items (CIs) to be integrated into an existing Configuration Management System (CMS)? | ITS supports customers both internal and external to the organization. There are different capability expectations for different roles. CI shall be integrated with the Remedyforce CMDB per Requirement 4.4.7.26. |



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| 70 | Please define what is to be included in operations management (e.g. patch management, performance management, license management, monitoring) | Yes. All of the examples provided. |
| 71 | Is the requirement of a single pane of glass limited to the converged infrastructure component of the solution? | Refer to Requirements 4.4.3.8 and 4.4.7.11. |
| 72 | Regarding cloud integration - section 4.4.1.17 states "The proposed solution will provide the capability to integrate with external cloud services" and Section 4.4.1.22 states that "The converged infrastructure solution should integrate with common cloud solutions to include but not limited to, Azure and AWS." There are also references to DR into the cloud. Can you please provide detail re: the business issue this integration is meant to solve? For example, "the converged infrastructure solution should integrate with common cloud solutions in order to enable the City to utilize cloud services to store data where it is most cost effective." | The city desires to utilize the cloud for both business continuity and disaster recovery of major enterprise applications. Currently plans exist for SAP and Peoplesoft. |
| 73 | Regarding LUN pools - Section 4.4.4.7 states "The solution must have the capability to handle multiple types of LUN pools (i.e., pools based on performance and pools based on business rules) for unique configuration of different resources." Would you consider allowing the respondents to propose solutions that increase the probability of an equal or better outcome? For example, "Storage system should provide features to enable / control the performance of applications based on business requirements." | The proposed solution must meet or exceed Requirement 4.4.4.7. |
| 74 | Regarding Storage Controller load balancing Section 4.4.4.10 states "The storage controllers should load balance controller resource utilization in an active configuration." This question assumes a specific technical solution to a problem. Would you consider allowing the respondents to propose solutions that increase the probability of an equal or better outcome? For example, "The storage controllers should be highly available, and provide the capability to fail over and fail back without impacting data availability or performance to applications." | The proposed solution must meet or exceed Requirement 4.4.4.10. |
| 75 | Regarding the requirement for synchronous data mirroring - what applications and underlying services are in scope? For example, payroll system, Oracle database, 20TB. For each application in scope for sync mirroring, a list with entries like the following would be most useful: Oracle DB, 150TB for all volumes, 1.5GB/sec write requirement, 1.5GB/sec read requirement (or 50,000 32k IOPs read/write) | The city desires an active-active configuration with an RPO of 0 for the majority of its business applications. |
| 76 | For data that will be replicated (synchronously or asynchronously), what is the rate of change per day (GB)? | Unknown. |



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| 77 | What is the network bandwidth available for replication traffic between data centers? | Multiple 10 Gbps DWDM channels as stated in Section 4.3.6. |
| 78 | For the applications to be migrated, would you please provide: application name, application tier, storage requirements, virtual or physical compute requirement, dependencies, expected change control / migration window(s), etc | During solution implementation, the Offeror will be "teaching City staff to fish" using this new solution. As there are many more than 50 City business applications that would need migration, the Offeror would be responsible for 50 as a means of mentoring City staff in the migration process. City infrastructure staff would then independently schedule and execute the remainder of the migrations. Hence, the 50 applications to be migrated by the Offeror have yet to be identified and will be identified as part of the professional services implementation. |
| 79 | Regarding the requirement for single pane of glass management, can you provide more detail re: the expected operations to be performed? For example: firmware management, provisioning, lifecycle management, chargeback, capacity planning, etc | Refer to question 71. |
| 80 | From page 55 – "Security to prevent unauthorized access, disclosure, and/or modification of the City's data." Does this cover firewalls, packet inspection, data encryption at rest / in flight? | For the scope of this RFP, security refers the ability to encrypt data at rest and microsegmentation as stated in Sections 4.4.6., 4.4.7.7., and 4.4.8.5. The city's data network encrypts data in flight. |
| 81 | What is the storage capacity before duplication and compression for each of the applications and storage environments? | The storage in scope for data center modernization is primarily Hitachi storage with no dedup or compression. Refer to Table 5 in Section 4.3. For the more significant workloads on the Pure Storage array, the City is getting better than 10:1 for VDI, about 6:1 for VMware workloads, and about 3:1 for SQL. The Pure Storage array currently has over 23TB of storage provisioned in a 2.5TB footprint (9.3:1 overall data reduction). Offerors are required to state the realistic compression and data duplication rates per Requirements 4.4.4.12 and 4.4.4.13. |



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| 82 | Can you provide storage breakout of SQL Server, Oracle, ESXi, Exchange, file shares, etc. in TB before space savings (dedupe, compression)? | See question 81. |
| 83 | Regarding 4.5.1.11 in the Requirements Submittal Worksheet, the City has requested hourly pricing for staff and professional services resources in the "hourly rate submittal" tab; however, 4.5.1.11 requests firm-fixed pricing for all professional services. These requests are contradictory. Which pricing model does the City desire? Firm-fixed or time and materials? If the intention is for firm-fixed pricing for all professional services, where and how should these prices be submitted in the Excel document? | Offerors are to propose a firm fixed price for the professional services described in Section 4.5. Take specific note of Requirement 4.5.1.11. The hourly rate submittal is for ad hoc professional or consultant services beyond the project scope (Req 4.5.1.15). All pricing is to be submitted on the price submittal tab. For professional services, follow the instructions on the price submittal. |
| 84 | Per Addendum 1, please confirm that the requirements listed in the "Requirements Submittal Worksheet – REVISED" supersedes the requirements listed in the scope of work section of the RFP? | As stated in Addendum 1, "RFP 19-052 Requirements Submittal Worksheet shall be replaced with RFP 19-052 Requirements Submittal Worksheet – REVISED." |
| 85 | Regarding 7.9, "By signing and entering this Agreement the Contractor specifically acknowledges that it is responsible for the security of cardholder data that Contractor possesses or otherwise stores, processes or transmits on behalf of the City. Additionally, as a requirement of this contract you must provide to the City a copy of your written Notice to customers that you are responsible for the security of cardholder data that you obtain and otherwise store, process or transmit." a. Will the contractor be expected to have access and store cardholder data as part of this project? Most contractors do not store, host or process customer data, including cardholder data. | In performance of the scope of work, the contractor will have access to city data, which may include cardholder data. The contractor is not expected to store cardholder data. |



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| 86 | <p>Regarding 8. Warranties, "Contractor warrants the hardware, software, application(s), or other technology assets provided to the City pursuant to this contract (collectively, the "Technology Assets"), for a period of one year starting with the date of final acceptance (the "Warranty Period"), to be substantially free of any condition which would make the Technology Assets fail to perform in material accordance with the requirements set forth in this Agreement, including any statement-of-work or scope-of-work document (each such condition to be considered an "Error"). Contractor specifically warrants that all software Technology Assets shall be free of any condition which could make them fail to perform in material accordance with this agreement (each such condition to also be considered an "Error") for a period of nine months after actual installation of the software. If the City reports to Contractor any errors in the system during the Warranty Period, then Contractor shall, at its expense, use reasonable commercial efforts to modify, replace, or otherwise remedy the faulty hardware, software, electrical component or other Technology Assets as quickly as reasonably practicable. Where possible, both parties shall attempt to resolve Errors through telephone instruction, issuance of updated documentation, corrective code, or hardware replacement or modification."</p> <p>a. Warranties are provided by the OEMs. Please confirm that the intent is to secure an OEM warranty for one year for hardware, software, applications and other technology assets?</p> | <p>Refer to the support requirements in 4.4.10.8 and 4.4.10.9.</p> |
| 87 | <p>Regarding 11 Intellectual Property Rights: "Contractor grants to City a nonexclusive, non-transferable (except to a wholly-owned subsidiary of the City), and royalty-free right and license to install, use, and maintain the software, application(s), or similar technology to be provided to the City pursuant to this agreement (collectively, the "Deliverables") for the City's internal or business purposes. The City shall further have the right to reproduce the Deliverables to the extent reasonably necessary for such purposes. The City shall not, without the Contractor's prior written consent, transfer or sub-license its foregoing license rights (except to a wholly-owned subsidiary of the City) or reverse engineer, decompile, or otherwise attempt to derive source code from the Deliverables."</p> <p>a. Does the City define "Deliverables" as items exclusively prepared for a customer and identified as a deliverable in the SOW?</p> | <p>Deliverables are as stated, "software, applications(s), or similar technology" provided to the City. As stated in the Scope, Method of Approach, page 52, the Offeror must include the detailed "methodology to complete the milestones, activities, deliverables, and requirements described in the SOW."</p> |



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| 88 | Regarding 4.7 Maximum Prices, "Contractor certifies, by signing this Offer that the prices offered are no higher than the lowest price the Contractor charges other buyers for similar quantities under similar conditions, as applicable and shown by quotes for like services and goods." a. Please clarify the City's intention with this requirement. | The City has agreed to remove this paragraph on other IT related scopes - recognizing that this type of work may be hard to compare. In the alternative the city could answer - "The intent of the maximum prices paragraph is that the vendor should not offer the same product or services to another governmental entity, at a lower price than that offered Phoenix." |
| 89 | Regarding 18.3 "Maximum Risk Level: A maximum risk background screening will be performed every five years when the Contract Worker's work assignment will ..." a. Please confirm that it is a requirement that background checks be performed every five years. | Yes, background checks need to be performed every five years. |
| 90 | Regarding 18.5 "Additional Maximum Risk Background Checks: Maximum screening will additionally require: Credit Check (for cash handling, accounting, and compliance positions only) Driving records (for driving positions only) Fingerprint verification (when Contract Worker is working directly with children or vulnerable adults or scope takes the individual to a CJIS location.)" a. Please specify which of these requirements apply to this project. | This project will require some CJIS fingerprint verification. |
| 91 | Regarding Contractor Certification 18.7 "City Approval of Maximum Risk Background Screening: Unless otherwise provided for in the Scope Contractor will be responsible for: determining whether Contract Worker(s) are disqualified from performing work for the City for maximum risk level background checks; and, submitting results to the City for approval; and, ..." a. Is it required that contractors submit background check results to the City for approval? | The Contractor provides the list of eligible workers, not the result. |



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| 92 | <p>Regarding 18.12 “Contractor’s Default; Liquidated Damages; Reservation of Remedies for Material Breach: Contractor’s default under this section will include, but is not limited to, the following: ...”</p> <p>a. Please advise if the liquidated damages may be negotiated with the City.</p> | <p>The City will not negotiate liquidated damages.</p> |
| 93 | <p>Regarding 4.4.10.15 “The proposed support shall meet CJIS requirements of Section 5.8.3, Electronic Media Sanitation and Disposal, and Section 5.8.4, Disposal of Physical Media, of the CJIS Security Policy version 5.7 located at: www.fbi.gov/services/cjis/cjis-security-policy-resource-center.”</p> <p>a. Would the City be willing to have contractor arrange for media sanitation and equipment disposal by the City’s contracted disposal service provider?</p> | <p>Yes, provided the service complies with the current CJIS policy defined in Requirement 4.4.10.15.</p> |
| 94 | <p>Would the City be willing to extend the RFP deadline to February 1 so contractors may provide thorough and accurate responses?</p> | <p>See Addendum #2.</p> |
| 95 | <p>May contractors use references provided by subcontractors or OEMs?</p> | <p>See question 18.</p> |
| 96 | <p>The proposal submittal requirements indicate that Tab 5 should include the completed customer reference tables in Section VI – Submittal. However, Tab 6 is referred to as “Submittal Section,” which includes the customer reference tables.</p> <p>a. Should the references be included in Tab 5 – References? b. Included in Tab 6 – Submittal section? c. or both?</p> | <p>The Customer Reference Tables must be submitted in Tab 5.</p> |



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| 97 | <p>In Section VI – Submittals – states the following: “1. COPIES: Please submit one original, one copy, and one electronic copy (portable drive or CD) of the Submittal Section and all other required documentation.” Section 2. OFFER SUBMITTAL FORMAT states the following: “Submitted with a table of contents and tabbed per the following major sections (hard copy and electronic copy): Tab 1 Requirements Submittal Worksheet Tab 2 Pricing Submittal (sealed in separate envelope with original hard copy and separate Tab 2 folder with electronic copy) Tab 3 Method of Approach Tab 4 Business Requirements Tab 5 Qualifications, Experience and References Tab 6 Submittal Section Tab 7 Signed Addenda”</p> <p>a. Please clarify how Tab 2 Pricing Submittal needs to be submitted. b. Does the City require a copy of the Tab 2 Pricing Submittal? c. Should the “Hourly Rate Submittal” tab be included in Tab 2 Pricing Submittal? d. For the electronic copy, should the separate requirement tabs (Requirements Submittal and Product Lifecycle Submittal) be split up and submitted as separate documents? i.e. Tab 1 for the Requirements Submittal and Tab 4 for Product Lifecycle Requirements?</p> | <p>a. Tab 2 Pricing Submittal must be submitted as follows: Sealed in separate envelope with original hard copy and separate Tab 2 folder with electronic copy. b. See answer "a." above. c. Tab 2 must include completed Pricing Submittal and Hourly Rate Submittal Worksheets in their original Microsoft Excel Format and PDF Format. The Excel spreadsheet must be submitted unlocked and without password protection. d. The electronic must include all required Tabs and completed documents as listed in Section IV, Scope of Work, Item 4.8.</p> |
| 98 | <p>Regarding Section 2: 3.2 Confidentiality and Data Security, does the City have a Security DLP Policy? If yes, please provide a copy of the policy.</p> | <p>The DLP policy is currently being revised.</p> |
| 99 | <p>Regarding Section 2: 3.2 Confidentiality and Data Security, does the City have a PCI Policy? If yes, please provide a copy of the policy.</p> | <p>The city complies with the current version of the PCI-DSS.</p> |
| 100 | <p>Regarding Section 2: 3.2 Confidentiality and Data Security, what Data Security Standards are being referenced in Section 2: 3.2.1?</p> | <p>Refer to Section 2, 3.2.1 and Section 3, 7.2.</p> |
| 101 | <p>Regarding Section 3: 7.2 a. Does the City have an IAM Platform? b. Could the City please define the specific restricted permissions for contractors?</p> | <p>The city's IAM is Microsoft Identity Manager. The city provides least privilege access required to complete an employee's or contractor's job duties.</p> |



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| 102 | Regarding Section 3: 7.6 a. Does the City perform periodic penetration testing? b. Please provide a summary of the last test, if available. c. Please provide your Common Vulnerability Scoring Section (CVSS) Policies and Standards related to applications, web services and infrastructure. | The city performs periodic penetration testing. A summary of the latest test will not be provided. |
| 103 | Regarding Section 3: 7.7, other than the standards identified in Section 3-7.7, are there any other standards that are being referred to with the statement "all current applicable legal and industry data security and privacy requirements?" | Per 7.7, "These include, but are not limited to, Arizona Revised Statutes §44-7501 — Notification of breach of security system; Arizona Revised Statutes §44-7601 — Discarding and disposing of records containing personal identifying information; Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules; Health Information Technology for Economic and Clinical Health (HITECH) Act, and Payment Card Industry Data Security Standards." |
| 104 | Regarding Section 3: 7.10, please provide your information security and technology policies, standards and procedures. | Policies will be provided after award. |
| 105 | Regarding Section 4: 4.2, does the City currently have an enterprise element management platform? If yes, please provide details. | If this question is in regards to CMDB, the tool is Remedyforce. If the question refers to network and application management, Orion is the city's tool. |
| 106 | Regarding Section 4: 4.2, does the City currently have ServiceNOW? If yes, what modules are licensed and/or in production? | No. The city does not utilize ServiceNOW. The city's ITSM platform is Remedyforce. Note Requirements 4.4.7.20, 4.4.7.26, 4.5.4.6, and 4.5.5.7. |
| 107 | Regarding Section 4: 4.2, does the City have a Business Continuity / Disaster Recovery Plan? a. If yes, what are the top applications protected by this plan? | Peoplesoft and SAP. |
| 108 | Regarding Section 4: 4.2, what is the City's Digital Transformation Plan, and can that be shared? | This is currently under development. |
| 109 | Regarding Section 4: 4.2, does the City have a Cloud Strategy for XaaS? If yes, please provide details. | This is currently under development. |
| 110 | Regarding Section 4: 4.4, 4.4.1.12, does the City have an Infrastructure Capacity Requirements Plan for the next five years? If yes, please provide the plan. | Refer to Requirements 4.4.2.6, 4.4.2.7, 4.4.4.5, and 4.4.4.6. |



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| 111 | Regarding 4.4.1.19, does the City have a predictive monitoring management system? If yes, please provide details. | No. |
| 112 | Does the City have a current CMDB Tool? If so, what is the number of Configuration Items (CI)? | Remedyforce is the city's CMDB as stated in Requirements 4.4.7.26, 4.5.4.6, and 4.5.5.7, |
| 113 | Does the City have a Configuration Management or Change Management Platform? If yes, please provide details. | Remedyforce. |
| 114 | Regarding Section 4: 4.5, 4.5.1.4 "The Offeror shall discover and migrate up to 50 city business applications." a. What is the profile of these business applications? b. Could the City please provide a list of these applications? c. Are these applications hosted on Virtual or Physical Environments? | See question 78. Refer to Requirements 4.5.1.4, 4.5.1.5, 4.5.1.6. and 4.5.1.7. |
| 115 | Regarding 4.4.1.3. "The proposed solution must be modular and scalable with the capability to expand server, storage, networking, backup/restore and management licensing to at least twice the initial capacity over the life of the contract." a. What is the desired capacity for the solution? | Refer to Requirements 4.4.2.6, 4.4.2.7, 4.4.4.5, and 4.4.4.6. |
| 116 | Regarding 4.4.1.5, "The converged infrastructure solution will both coexist and interoperate with the city's existing out-of-scope server and storage systems as detailed in Section 4.3 and provide the capability to concurrently integrate with multiple external cloud service providers." a. Please specify which external cloud services that are referenced in this requirement. | The city is currently using Microsoft Azure, which meets CJIS requirements. Offerors shall state with which cloud services their solution will integrate per Requirements 4.4.1.17 and 4.4.1.22. |
| 117 | Regarding 4.4.1.6, "The proposed converged infrastructure solution must utilize Cisco compute and networking components and be a Cisco validated converged infrastructure solution design (CVD) as shown on this URL: www.cisco.com/c/en/us/solutions/data-center-virtualization/converged-infrastructure/index.html ." a. The link in this requirement shows five different types of validated converged infrastructure solutions. Which design does the City desire? | See question 24. |
| 118 | Regarding 4.4.1.10, "Offerors should describe the manufacturer's roadmap beyond the lifecycle of the proposed converged infrastructure solution. The Offeror should provide investment protection for the city's investment as opposed to the business-as-usual fork-lift replacement every 5 to 7 years." a. Please define "investment protection." | Refer to Requirements 4.4.1.7, 4.4.1.8, 4.4.1.11, 4.4.1.12 |



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| 119 | Section 19 of the RFP starts with 19.1. Are there some requirements missing from this section? If yes, please provide the missing content. | See Addendum #3. |
| 120 | Regarding 3.2.3, "In the event that data collected or obtained by the Contractor in connection with this Agreement is believed to have been compromised, Contractor will notify the Department's Deputy Chief Information Officer immediately. Contractor agrees to reimburse the City for any costs incurred by the City to investigate potential breaches of this data and, where applicable, the cost of notifying individuals who may be impacted by the breach." a. Is there a limit to costs incurred? If yes, please define the limit. | The contractor is expected to reimburse the city for the actual costs incurred for investigation and notification. |
| 121 | Regarding 4.6, "In the event that data collected or obtained by the Contractor in connection with this Agreement is believed to have been compromised, Contractor will notify the Department's Deputy Chief Information Officer immediately. Contractor agrees to reimburse the City for any costs incurred by the City to investigate potential breaches of this data and, where applicable, the cost of notifying individuals who may be impacted by the breach." a. Is this annual funding based on the City passing the annual budget? | See question 120. |
| 122 | The RFP states a tentative start date of June 2019. a. What is the expected completion date for this project? | Offerors are to propose a schedule as stated in Requirement 4.5.1.1. Refer to question 63. |
| 123 | Regarding 7.5, "Contractor agrees to reimburse the City for any costs incurred by the City to investigate and respond to potential breaches of this data, including, where applicable, the cost of notifying individuals who may be impacted by the breach, attorneys' fees, and for any monetary damages or penalties the City is assessed." a. Is this unlimited reimbursement? b. If not, what is the maximum reimbursement? | See question 120. |



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| 124 | <p>Regarding 4.4.4.1, "The Offeror shall propose a large, purpose-built, rack-scale converged infrastructure solution preconfigured with factory-integrated server, storage, networking, and management."</p> <p>And 4.5.2.2., "The Offeror shall complete the physical installation and initial logical configuration of all components of the proposed converged infrastructure solution at the factory based on city specifications collected by the Offeror prior to delivery to the city."</p> <p>a. These requirements reference factory-integrated equipment and factory-based configuration. Would the City be willing to use a contractor's facility to integrate and configure the equipment instead?</p> | See question 25. |
| 125 | <p>Regarding 4.4.1.17, "The proposed solution will provide the capability to integrate with external cloud services."</p> <p>a. Which specific external cloud services is the City referring to?</p> | See question 116. |
| 126 | <p>Regarding 4.4.5.4, "The Offeror shall provide a single contract for VMware software licensing and maintenance, ensuring all licensing and maintenance co-terminate on the same date annually. This requirement included both the city's existing licensing as well as any licensing proposed."</p> <p>a. What is the City's desired co-term date?</p> | The co-term date shall be the anniversary of the date of final acceptance by the city. The length shall be proposed by the Offeror in Requirement 4.4.5.4. |
| 127 | <p>Regarding 4.4.7.3, "The proposed solution shall provide self-service access via a Service Catalog for ITS' customers in order to select and provision IT services without the manual intervention of ITS staff."</p> <p>a. Please provide details on the catalog desired by the City.</p> | Refer to Requirements 4.5.4.3, 4.5.4.6, 4.5.5.4, and 4.5.5.7. |
| 128 | <p>Regarding 4.4.8.1, "The Offeror shall propose an integrated data protection solution to backup to disk-based targets. The city's desire is to eliminate the use tape as a backup media."</p> <p>a. Please define which disk-based backup targets the City desires.</p> | The disk-based targets shall be included as part of the Offeror's proposed solution. |
| 129 | <p>Regarding 4.4.8.2, "The proposed converged infrastructure solution shall provide the capability to integrate with cloud-based backup targets. The city's desire is to eliminate the use tape as a backup media."</p> <p>a. Please define which cloud-based backup targets the City desires.</p> | The Offeror shall state the cloud-based backup targets that can integrate with its proposed solution. See question 116. |



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| 130 | <p>Regarding 4.4.10.7, "The Offeror shall maintain a single warranty and maintenance support contract covering all hardware, firmware, and software of the proposed converged infrastructure solution."</p> <p>a. Since this solution will be comprised of multiple OEMs, there will be several warranties and maintenance plans passed through to the City. Please define the intended outcome of a single warranty and maintenance support contract.</p> | Refer to Requirements 4.4.10.1, 4.4.10.2, 4.4.10.3, 4.4.10.4, 4.4.10.5, and 4.4.10.6. |
| 131 | Regarding the request for maintenance support, what is the expected start date for maintenance? As noted previously, the City desires for maintenance to be co-termed. | The expected start date for maintenance is the date of final acceptance by the city. |
| 132 | <p>Regarding 4.4.4.10, "The Offeror shall provide up-to-date system software, hardware, and firmware over the life of the contract."</p> <p>a. Please define "up-to-date?"</p> <p>b. Is it the City's intention that contractors should provide new software, hardware and firmware for free during the life of the contract? If not, please clarify the intention of this requirement.</p> | The Offeror shall provide the current releases to the city as part of its maintenance and support agreement. Requirements 4.4.1.11, 4.4.1.12, 4.4.10.7, 4.4.10.8, 4.4.10.9, 4.4.10.10, 4.4.10.11. |
| 133 | <p>Regarding 4.5.2.1, "The Offeror shall conduct a site survey with city staff to identify requisite electrical, cooling, space, and cabling needs as part of a site readiness access in each enterprise data center."</p> <p>a. Please clarify if electrical, cooling and cabling are in scope for this RFP?</p> <p>b. Is it the City's intention that firm-fixed pricing be provided for the site surveys?</p> <p>c. Please provide floor plans for all locations to be surveyed.</p> | Electrical and cooling are not in scope. The Offeror shall provide any specialized cabling required. Surveys of the city's two enterprise data centers shall be included in the firm fixed price offer. Floor plans will be provided after contract award. The locations of the city's enterprise data centers are stated in Section IV, 4.3.6. |
| 134 | <p>Regarding 2.5.2.4, "The Offeror shall configure all management software for the converged infrastructure in each data center."</p> <p>a. Please advise if contractors may configure the management software offsite</p> | Offerors shall identify which services will be provided on site versus those that are provided remotely. Note Requirement 4.5.2.13. |
| 135 | <p>Regarding 4.5.2.2, "The Offeror shall build and configure a private cloud automation and orchestration environment allowing ITS to provide Infrastructure as a Service (IaaS) to its customers."</p> <p>a. Please provide details on the environment the City requires.</p> | The city believes the question refers to Requirement 4.5.5.2. Refer to Requirements 4.5.4.1, 4.5.4.2, 4.5.4.3, 4.5.4.4, 4.5.4.5, 4.5.4.6, and 4.5.5.1. |
| 136 | <p>Regarding 4.4.3.11 "The proposed solution should support Software Defined Networking (SDN)."</p> <p>a. Please provide more specifics regarding what the City is looking for in this requirement.</p> | Offerors shall describe the SDN capabilities of their proposed solution in their response to Requirement 4.4.3.11. |



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| 137 | Would the City consider extending the due date of the solicitation by 2-3 weeks? | See Addendum #2. |
| 138 | Given Western Digital's position in the marketplace, our solution will save the City a lot of money, but will our proposal be thrown out automatically because we are not listed as a Cisco Validated Design? | As stated in Section 4.3.1, the city desires to leverage its \$1.9M+ investment in Cisco Unified Computing System server infrastructure and training of technical support staff. Therefore, the city desires a solution that has been validated by Cisco Systems, Inc. |

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by returning the entire addendum with the bid or proposal submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____