CITY OF CLEVELAND – DEPARTMENT OF PUBLIC UTILITIES

REQUEST FOR PROPOSAL

GENERAL IT CONSULTING SERVICES

ADDENDUM No. 2

July 10, 2013

1. The non-mandatory pre-proposal conference sign-in sheet and the mailing list are attached.

2. A link to the OEO registry is at https://cleveland.diversitycompliance.com. Any OEO questions should be directed to DeAndrea Pruitt at 216-420-8657. CSB participation goal is 10%.

Questions and answers, from the pre-proposal conference and received form potential proposers:

1. Ediscovery, forensics on mobile devices, cyber security?

   Answer: State qualifications in these areas as part of the technical proposal.

2. Electric grid, Smart grid technology (implement)?

   Answer: State qualifications in these areas as part of the technical proposal.

3. Separate contracts on hardware/software?

   Answer: This is a professional services contract and hardware will be purchased separately.

4. What version of SAP is being used?

   Answer: XI3.1/SP 3 & 4, Version V.12.4.0

5. What modules of SAP are running other than BI?

   Answer: None.

6. Do you have 24/7 needs?

   Answer: Yes.

7. It's a long list of positions, onsite or offsite?

   Answer: The positions and locations will vary on the tasks that will be defined.

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8.   Monitoring needs, how is this to be managed and will any purchases need to be made?

Answer: We will be having a network assessment completed via another RFP. Within that RFP there will be recommendations for monitoring tools established.

9.   When will any new contracts begin? Will there be a transition period?

Answer: December timeframe. No transition period.

10.   Will there be any interface with the City's ITS division?

Answer: Interface with the City's ITS will be done through DPU IT staff.

11.   Will you accept proposals that might propose a better solution to your needs?

Answer: Yes.

12.   With regards to the aggregate hours for various positions, is it possible to propose different costs for various specialties that may be within specific positions?

Answer: Propose per the fee table.

13.   How many datacenters does DPU have?

Answer: Five, between all divisions.

14.   Based on 24/7 needs is it possible to propose hourly rates based on weekdays, weekends, and holidays.

Answer: Propose per the fee table.

15.   Section VII refers to references within the last two years and Section VIII refers to three years, which is correct?

Answer: Three years.

16.   How are the tasks to be handled?

Answer: Task will be defined by DPU based on upcoming needs.

17.   Can someone propose on just those positions that they are strongest in?

Answer: Yes.

18.   Are the hours on the fee table for one year or three years?

Answer: Three years.

19.   How many physical locations encompass IT?

Answer: There are approximately 75 locations across all divisions. About 20 locations are manned

20.   How many users does IT department support?

Answer: 1,800.

21.   How many full time IT people on staff (incl. manager)?

Answer: 49

22.   How many (if any) contractors currently working with your IT Department?

Answer: Number of contractors varies depending on projects they are working on.

23.   Cloud system planning; is there a cloud infrastructure in use currently?

Answer: No.

24.   If cloud is in use, is it private or at a vendor's site?

Answer: Not in use.

25.   What hypervisor(s) if any are in use, and what versions?   VMware 4.x, 5.x, Hyper-V?

Answer: CWD is currently running VMware ESX 4.0. GIS Section uses VMware ESXi 5.1 and Hyper-V (server 2012) as hypervisors. CPP Section is running

Hyper-V for 2008 server for virtualization. WPC is also using Hyper-V for Windows 2012 Data Center.

26. Number of Physical Servers?

Answer: Approximately 250 servers (includes production, test and development environments) across all divisions.

27. Number of Virtual Servers?

Answer: Approximately 100 servers (includes production, test and development environments) across all divisions.

28. Updates to IVR software or manually maintained?

Answer: Yes, when needed

29. What are the critical apps and their dependencies (OS, db, other)?

Answer:

WPC
1. Ellipse/Mincom: Windows 2003, Window 2000, Oracle 10g

2. DPU-intranet share point: Windows 2008 R2, MS SQL Server 2008

3. Blackberry: Windows 2008 R2, MS SQL Server 2008

4. Firewall/VPN Server: Cisco asa5510 Appliances

5. Network Switches/Routers: 10 Cisco Catalyst 3750

CPP
6. Customer Information/Billing system (Banner) – Windows NT, Oracle 8i

7. Work Order Management (infor) – Windows 2008, Oracle 10g

8. SCADA – Sun Workstations, UNIX Operating System – This is changing in the upcoming months. New one will be Windows 2008 server OS, and SQL database.

CWD

    9. VOIP - Windows Server and Linux operating systems, Cisco Platform

    10. Email - Windows Server Operating Systems VMWare, Exchange 2003

    11. Windows Server and ESX 4.0 operating systems

    12. AMR - Windows Server operating systems, Microsoft SQL

    13. Oracle - Windows Server and Linux operating systems GIS

    14. Process control – Widows server 2008, GE Proficy suite

    15. SCADA – Open VMS, HSQ

GIS

    16. Operating Systems: Mixed windows environment (Server 2003, Server 2008R2, Server 2012)

    17. Hypervisor: Mixed environment (VMware ESXi 5.1 and Hyper-V)

    18. Database: Oracle Environment (10.2 – 11G, RAC)

30.   Data migration planning....
      a.   Is this data migration to new storage?
      b.   Is application & data migration to new OS?

    Answer: Varies based on defined tasks.

31.   What version of SharePoint is installed?
      a.   SharePoint content modifications appearance upgrades considered a project?

    Answer: CWD is using SharePoint Services 2.0 and 3.0 and WPC is using Sharepoint 2007. Yes.

32.   Internet appearance and content modifications considered a project?

    Answer: Varies based on defined tasks.

33.   Is the number of hours for service reflected for one year of service and the contract is based on rates for three years?

Answer: Three years.

34.   Is there an incumbent?

Answer: Yes.

35.   Do you anticipate awarding more than one contract?

Answer: Yes.

36.   Is the work anticipated to be on-site or can it be completed off-site at the contractor's facility?

Answer: Prefer on-site.

37.   Will the project manager be required to work onsite or can the work be done remotely?

Answer: Prefer onsite depending on project tasks.

38.   Do you anticipate task orders under this contract to be competed?

Answer: Yes.

39.   Does a consulting need to show they have experience across all SOW areas or just the ones they desire to bid on during task order competition?

Answer: No, submit based on your organization's expertise and abilities.

40.   Does the vendor need to select a small business partner prior to award or can these be added afterwards to meet the small business goals?

Answer: Prior to award.

41.   With questions due only 9 days prior to proposal submission we would request a 1-2 week extension so that we can properly evaluate all answers and any potential changes to the RFP.

Answer: Not at this time.

42.   Will the city require that a proposed team be able to provide all of the scope of services shown in RFP pages 12 thru 16?

Answer: No, submit based on your organization's expertise and abilities.

43.   Will the city be selecting several consultants to provide a grouping of services, and if so, how many consultant teams will be selected for contracts?

Answer: TBD.

44.   Will the city be posting or providing a copy of the pre-proposal conference sign-in sheet from the June 27th site visit?

Answer: Yes

45.   Does a subconsultant that is on a team, need to be certified with the City of Cleveland small business by the OEO as a CSB, MBE or FBE at the time of the proposal submission?

Answer: Yes, refer to Appendix D.

46.   Due to summer vacation/holiday schedules in July, we would like to request an extension of the proposal submission that is due on July 18, 2013.

Answer: Not at this time.

47.   The RFP is asking for expertise in many different categories. The market value of an expert in one category may be higher or lower than an expert in a different category. It appears that the important factor is the rate per hour. Would it be acceptable to return a rate sheet per specific category which a vendor is responding to? i.e. "a resource for Banner Customer Systems hourly rate may be different than a resource for Business Intelligence working with SAP", thus it would make sense to provide a rate sheet for Banner System and another rate sheet for BI with SAP.

Answer: Propose per the fee table.

DEPARTMENT OF PUBLIC UTILITIES

NON-MANDATORY PRE-PROPOSAL CONFERENCE
Thursday, June 27, 2013
10:00 a.m.

General IT Consulting Services

SIGN-IN SHEET

	REPRESENTATIVE NAME (PLEASE PRINT)	COMPANY NAME	TELEPHONE NUMBER	FAX NUMBER	E-MAIL ADDRESS
1	Bill Johns	InsightETE	614-580-0909		b.Johns@insightETE.com
2	Mike Moran	InsightETE	614 419 4646		m.moran@insightETE.com
3	Matt Bradford	InsightETE	614 340-1837		m.bradford@insightete.com
4	Gary Gatzke	Solar Systems Network Inc (330)571-1414 ESI03 2635			ggatzke@solarsynetwork.com
5	Victor Samuel	Integrate Dsurvey	(703) 922-6690		vichr@intugrakdelivy.com
6	Jeff Rosekelly	Resource International	614-873-4949		jeffr@resourceinternational.com
7	Scott Birdsong	Black / Veatch	972-333-1887		BIRDSONG-SA @ bv.com
8	Crystal Spires	ETI	6144374580		cspires@eti-ltd.com
9	Willie Jordan	ETI	6144374580		wjordan@eti-ltd.com
10	Patty Zinn	Micro Systems Mgmt	440.893.9997		patty@msmetech.com
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12	O Ahmad	TIEBRIDGE	702.862.304		02@tiebridge.com
13	Adkins Kokah	CDWG			
14	ABHIJIT VERERKAR	RNR CONSULTING	216-621-8977		AVERERKAR@RNRCONSULTING.com

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18	Scott Maurer	ATT	216-822-0723		SM8951@ATT.com
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20	LEIGH Tucker	DPU	x5416		
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	REPRESENTATIVE NAME (PLEASE PRINT)	COMPANY NAME	TELEPHONE NUMBER	FAX NUMBER	E-MAIL ADDRESS
30	Jesus Wool	DPu	6644-2444		Jesus-Wool@ClevelandWater
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32	JAVIER BADILLO	DPU / CIO	664-2444		JAVIER_BADILLO@cleavelandwater's
33	Scott Veley	DPU	6642444		scott-veley@cleveland water.com
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GENERAL IT CONSULTING SERVICES
POTENTIAL PROPOSERS LIST

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Info Quest 6622 Main Street, Suite 7 Williamsville, New York 14221 Steve Fisher 716-633-9898	**Technology Experts** 23600 Mercantile Rd STE G Beachwood, OH 44122 Jim Powers 216-755-2002 jpowers@technologyexperts.com
Devore Technologies 3240 Chagrin Blvd Commerce Park IV Suite 525 Beachwood, OH 44122 Lori Devore 440-232-3846 ldevore@devore.com	**MCPc, Inc.** Account Manager 1801 Superior Avenue, Suite 300 Cleveland, OH 44114 Shawn O'Leary MCSE, MCSA, CCA 440-268-3302	office 330-714-5003	mobile soleary@mcpc.com
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SARCOM IT Solutions 8200 Sweet Valley Drive Suite 100 Cleveland, OH 44125 Steiger, James 216-375-6849 jsteiger@sarcom.com	**RNR** 111 Superior Avenue, Suite 1330 Cleveland, Ohio 44114 Tarak Shah 267-266-0038 tshah@rnrconsulting.com

GENERAL IT CONSULTING SERVICES
POTENTIAL PROPOSERS LIST

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