The proposal due date is July 3, 2018 by 12:00 p.m.

As requested, we are releasing Appendix D - Proposer Questions in a Word format to allow for ease of answering the questions.

Answers to questions received:

1. Will the vendor need to manage OCC&B or just the Oracle DBA and below?

   Answer: The hosting company is expected to manage the DB and the Operating system along with the infrastructure. The hosting company will manage the servers hosting CCB applications and not the application itself.

2. Is AIX Power System required or can it be on a x86 cloud platform?

   Answer: DPU is open for suggestions and requires more than one option i.e. Linux or Solaris.

3. What is the RPO/RTO required?

   Answer: Current RPO/RTO service level objectives are 15min/4hrs. However, DPU has the right to update its standards as required.

4. Need clarification on who is responsible for the circuit from DPU to selected hosting vendor.
   a. Per Page 20: "Data Circuit from the hosting site to DPU being the responsibility of the Consultant. This should be included in the pricing proposal."
   b. Per Page 30: "DPU will provide: Communication link to the hosting provider’s router and management of the communication link between the hosting provider’s router and the DPU router."

   Answer: Since there are various solutions to connecting to a hosted cloud solution, a separate data connection will need to be installed. DPU’s primary telecommunication vendor is AT&T; however, DPU will consider solutions from other telecommunication vendors. DPU will work with the selected hosting vendor to assist with the procurement of the solution.

5. Page 24: Internal controls audit requirement - Is DPU looking for an audit on our infrastructure or their system? Are they looking for certification?
Answer: DPU is not looking for certification, however DPU would require hosting company to audit the setup i.e. outage logs, process details along with all tickets and approvals and share these details as requested by DPU.


Answer: As outlined in the RFP, it is the responsibility of the hosting vendor to elaborate on this item. The vendor should provide information on how they would provide cybersecurity for the hosted solution.

7. Our systems are hosted and managed and often integrated with our client’s security apparatus. Does DPU have existing Managed Security Solutions Provider - would DPU expect all alerts, logs etc. to be managed by them? Are you looking for us to participate in your incident response process?

Answer: DPU does not have an existing Managed Security Solutions Provider. The hosting vendor manages all alerts, logs, etc. of the solution provided and be involved in the incident response process as related to the hosting solution.

8. Do you already have security framework that you are using (NIST, etc.) or are you seeking this from selected vendor?

Answer: DPU has not chosen a security framework, but have been reviewing several solutions including NIST and CMMI.

9. What telco providers are currently being utilized by DPU/built-in to its location?

Answer: DPU’s primary telecommunication provider is AT&T, with additional services through Windstream, Frontier, and Sprint. Everstream is now under review for being another potential provider.
ADDENDUM NO. 2 - APPENDIX D – PROPOSER QUESTIONS

For the following table, please indicate Y (for yes) and N (for no) if the proposer meets the requirement. The notes column is provided for any additional information or elaboration that the proposer wishes to include.

Table D-1 Minimum Response Criteria

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Y/N</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Corporate commitment to providing hosting services</td>
<td></td>
<td></td>
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<tr>
<td>2 More than five years’ experience providing hosting services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Hosting experience with more than three public utilities</td>
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<td></td>
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<tr>
<td>4 Can provide the hardware and software environment specified</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 SSAE 16 – SOC 2 Type 2 Certification</td>
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</tr>
</tbody>
</table>

For the following table, please indicate Y (for yes) and N (for no) if the proposer’s proposal includes providing this service. Please elaborate on any item marked with asterisk (*). The notes column is provided for any additional information or elaboration that the proposer wishes to include.

<table>
<thead>
<tr>
<th>Description</th>
<th>Y/N</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hosting Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Capacity planning and management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Performance management*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Servers and storage (installation, management, monitoring, patch management, configuration management)</td>
<td></td>
<td></td>
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<tr>
<td>9 Network connections (installation, management, monitoring, patch management, configuration)</td>
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<tr>
<td>10</td>
<td>Load balancing of network connections</td>
<td></td>
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<tr>
<td>11</td>
<td>Conditioned space</td>
<td></td>
</tr>
<tr>
<td><strong>Disaster Management Plan</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>UPS (Uninterruptible Power Supply)</td>
<td></td>
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<tr>
<td>13</td>
<td>Disaster Recovery*</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Disaster Definition</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Disaster SLAs</td>
<td></td>
</tr>
<tr>
<td><strong>Security Management</strong></td>
<td></td>
<td></td>
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<tr>
<td>16</td>
<td>Overall Security strategy and planning (regularly scheduled)*</td>
<td></td>
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<tr>
<td>17</td>
<td>Authentication, authorization, and access control</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Network and systems platform infrastructure</td>
<td></td>
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<tr>
<td>19</td>
<td>Internal controls audit</td>
<td></td>
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<tr>
<td>20</td>
<td>Threat and vulnerability detection, implementation, and testing (facility, servers, storage)*</td>
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<tr>
<td>21</td>
<td>Physical security (facility, DPU servers, storage)</td>
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<tr>
<td>22</td>
<td>Cybersecurity*</td>
<td></td>
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<tr>
<td><strong>Infrastructure Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>LAN (Datacenter)</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>WAN</td>
<td></td>
</tr>
</tbody>
</table>

RFP for Hosting Services
<table>
<thead>
<tr>
<th></th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>Does proposer have a Storage Area Network (SAN)?</td>
</tr>
<tr>
<td>26</td>
<td>Bandwidth management* (how is it handled)</td>
</tr>
<tr>
<td>27</td>
<td>Server solutions</td>
</tr>
<tr>
<td>28</td>
<td>Dynamic server scaling (memory and/or cores)*</td>
</tr>
<tr>
<td>29</td>
<td>Load balancing servers</td>
</tr>
<tr>
<td>30</td>
<td>Storage solutions* (what solutions?)</td>
</tr>
<tr>
<td>31</td>
<td>WINDOWS</td>
</tr>
<tr>
<td>32</td>
<td>UNIX</td>
</tr>
<tr>
<td>33</td>
<td>LINUX</td>
</tr>
<tr>
<td>34</td>
<td>AIX</td>
</tr>
<tr>
<td>35</td>
<td>Other platforms* (in addition to ones listed above)</td>
</tr>
<tr>
<td>36</td>
<td>Security monitoring</td>
</tr>
<tr>
<td>37</td>
<td>Intrusion detection and prevention</td>
</tr>
<tr>
<td>38</td>
<td>Virtual Private network (clientless vpn)</td>
</tr>
<tr>
<td>39</td>
<td>Redundancy and failover (servers, storage, carriers)* (see a plan)</td>
</tr>
<tr>
<td>40</td>
<td>High Availability (options)*</td>
</tr>
<tr>
<td>41</td>
<td>Technical consulting services</td>
</tr>
</tbody>
</table>

RFP for Hosting Services
For the following table, please indicate if item is part of the standard offering by placing a Y in the column labeled “Std”. If it is an optional offering, place a “Y” in the column labeled “Opt”. If it is an optional service, please include pricing for it in the fee template. Any item marked with an asterisk (*) please elaborate.

The notes column is provided for any additional information/elaboration that the proposer wishes to include and also for any open-ended questions. Notes can also include references to info that is contained within the proposal.

<table>
<thead>
<tr>
<th>Question</th>
<th>Std</th>
<th>Opt</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosting Management</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>42 Does proposer have its own data center or does it subcontract out this functionality?</td>
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<tr>
<td>43 Are the resources in the data center shared or dedicated to environments?</td>
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<tr>
<td>44 If shared, how are issues with other clients isolated from our environment? How do you ensure there is no impact to our environment?</td>
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</tr>
<tr>
<td>45 What is the total number of data centers that are owned and operated by proposer?</td>
<td></td>
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<tr>
<td>46 List where are they located and what size they are (square footage, number of customers served, amount of storage, and number of servers supported.</td>
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<td></td>
<td>Question</td>
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<tr>
<td>47</td>
<td>What is the location and mailing address of the hosting site you are recommending?</td>
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<tr>
<td>48</td>
<td>Why are you recommending this location?</td>
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<tr>
<td>49</td>
<td>What is the staffing level and experience at this location relevant to the DPU project.</td>
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<tr>
<td>50</td>
<td>Where is the backup data center located?</td>
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<tr>
<td>51</td>
<td>Why is that location recommended?</td>
<td></td>
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<tr>
<td>52</td>
<td>Is the backup location subject at the same or different natural disasters as the hosting site? If so, what are they?</td>
<td></td>
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</tr>
<tr>
<td>53</td>
<td>Does proposer provide remote operations for its data centers?** Do they have onsite support for their onsite data center</td>
<td></td>
<td></td>
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<tr>
<td>54</td>
<td>Provide DPU with a description of the disaster recovery plan that describes the steps that would be taken in responding to a network failure or a facility failure.*</td>
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<tr>
<td>55</td>
<td>Does proposer execute site failover once a year?</td>
<td></td>
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<tr>
<td>56</td>
<td>Does proposer have redundant power to its facilities?</td>
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<tr>
<td>57</td>
<td>Does proposer have uninterruptible power supplies (UPS)?</td>
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<tr>
<td>58</td>
<td>Can proposer quantify the number of operational hours it can run on standby?</td>
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<td></td>
<td>Question</td>
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<tr>
<td>59</td>
<td>Has proposer had any major power failures within the last five years?</td>
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<tr>
<td>60</td>
<td>What was the response of the backup power systems?</td>
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<tr>
<td>61</td>
<td>What type of testing procedures do you maintain?</td>
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<tr>
<td>62</td>
<td>How do you notify DPU about testing and with what lead time?</td>
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<tr>
<td>63</td>
<td>Describe what environmental controls and backups (e.g. heating, cooling, humidity) are in your facility.</td>
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<tr>
<td>64</td>
<td>Does proposer have zoned smoke detection and fire suppression?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>65</td>
<td>Are proposer’s data centers audited and certified by independent third parties?</td>
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</tr>
<tr>
<td>66</td>
<td>What kind of auditing does the proposer undergo?</td>
<td></td>
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</tr>
<tr>
<td>67</td>
<td>When was the last audit and what was the result?</td>
<td></td>
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<tr>
<td>68</td>
<td>Does proposer notify clients when audits have been performed and what the results were?</td>
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<tr>
<td>69</td>
<td>Please supply a map of proposer’s internet backbone topology with as much detail as possible.</td>
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<tr>
<td>70</td>
<td>Describe the physical circuit diversity with respect to how the circuits enter each data center.</td>
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<tr>
<td>71</td>
<td>Please list bandwidth and connectivity options.</td>
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</tbody>
</table>

RFP for Hosting Services
<table>
<thead>
<tr>
<th>Q</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>72</td>
<td>Does proposer have a peering policy?</td>
</tr>
<tr>
<td>73</td>
<td>Does proposer have more than two telecommunication peering partners?</td>
</tr>
<tr>
<td>74</td>
<td>Can proposer specify the speed of each circuit entering each data center?</td>
</tr>
<tr>
<td>75</td>
<td>Does proposer dynamically route traffic?</td>
</tr>
<tr>
<td>76</td>
<td>Does proposer provide automatic failover of the internet connection if there is a failure?</td>
</tr>
<tr>
<td>77</td>
<td>Is proposer’s network certified by one of the major network equipment providers?</td>
</tr>
</tbody>
</table>
| 78 | Does proposer offer                                                             
  | Software VPN?                                                                     |
| 79 | Hardware VPN?                                                                    |
| 80 | Client-less VPN? (preferred)                                                      |
| 81 | Are there any single points of failure in the network?*                                                                                 |
| 82 | Is there a limit to the amount of data that can be transferred from DPU to the hosted servers each month? What is the impact of this. Please list out/describe. |
| 83 | Has the proposer implemented measures to prevent a single point of failure from bringing down an application?                                    |
| 84 | How does proposer calculate network availability?                                                                                              |
### ADDENDUM NO. 2 - APPENDIX D – PROPOSER QUESTIONS

<table>
<thead>
<tr>
<th>85</th>
<th>Are any subcontracted personnel used in the management of the data center?</th>
</tr>
</thead>
<tbody>
<tr>
<td>86</td>
<td>Are customers allowed access to the data center floor?</td>
</tr>
<tr>
<td>87</td>
<td>Does proposer provide load balancing within each data center as well as between the primary and secondary data center, if applicable?</td>
</tr>
<tr>
<td>88</td>
<td>What procedures do you employ to minimize interruption for maintenance, upgrades, or replacement?</td>
</tr>
<tr>
<td>89</td>
<td>Does DPU own all data (clicks, user profiles, data bases, etc.)?</td>
</tr>
<tr>
<td>90</td>
<td>Describe what requirements DPU and the equipment must meet to connect to the proposer?</td>
</tr>
<tr>
<td>91</td>
<td>Discuss how proposer will provide for additional growth to meet DPU needs.*</td>
</tr>
</tbody>
</table>

**Security Management**

<table>
<thead>
<tr>
<th>92</th>
<th>Can proposer provide a custom security policy for DPU?</th>
</tr>
</thead>
<tbody>
<tr>
<td>93</td>
<td>Does proposer conduct background checks for support personnel?</td>
</tr>
<tr>
<td>94</td>
<td>What security measures are in place for exiting employees?</td>
</tr>
<tr>
<td>95</td>
<td>Are firewalls shared across various customers?</td>
</tr>
<tr>
<td>96</td>
<td>Does proposer have requirements for DPU’s firewall?</td>
</tr>
</tbody>
</table>

*RFP for Hosting Services*
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>97</td>
<td>Does proposer have documented intrusion detections procedures? Please describe.</td>
<td></td>
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<tr>
<td>98</td>
<td>Does proposer undergo external security assessments?</td>
<td></td>
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<tr>
<td>99</td>
<td>Does proposer have 24x7x365 monitoring of the facility? Please describe.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>How does vendor restrict access to:</td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>Facility</td>
<td></td>
</tr>
<tr>
<td>101</td>
<td>Data Center Floor</td>
<td></td>
</tr>
<tr>
<td>102</td>
<td>Specific Customer Areas</td>
<td></td>
</tr>
<tr>
<td>103</td>
<td>Server Caged Area</td>
<td></td>
</tr>
<tr>
<td>104</td>
<td>Cabinets</td>
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</tr>
<tr>
<td>105</td>
<td>Racks</td>
<td></td>
</tr>
<tr>
<td>106</td>
<td>Servers</td>
<td></td>
</tr>
<tr>
<td>107</td>
<td>Storage</td>
<td></td>
</tr>
<tr>
<td>108</td>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>109</td>
<td>When was the most recent time someone compromised the security of the proposer’s network with the last five years?</td>
<td></td>
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<tr>
<td>110</td>
<td>What was the lesson learned and how was security improved as a result?</td>
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</tr>
<tr>
<td>111</td>
<td>Can proposer describe the type and level of encryption supported?</td>
<td></td>
</tr>
</tbody>
</table>

**Infrastructure Management**
<table>
<thead>
<tr>
<th>Does proposer provide:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>112 Operating system patches installation?</td>
<td></td>
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</tr>
<tr>
<td>113 Operating system minor upgrades?</td>
<td></td>
<td></td>
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<tr>
<td>114 File system management support?</td>
<td></td>
<td></td>
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<tr>
<td>115 Proactive software patches?</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>116 Hardware/CPU performance monitoring?</td>
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<tr>
<td>117 Capacity monitoring?</td>
<td></td>
<td></td>
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<tr>
<td>118 Monitoring logs and scaling information?</td>
<td></td>
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<tr>
<td>119 Daily backups for the application and database?</td>
<td></td>
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<tr>
<td>120 Store backups in an offsite storage facility?</td>
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<tr>
<td>121 24x7x365 monitoring of the entire solution, up to and including the customer application?</td>
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</tr>
<tr>
<td>122 Does proposer have client data isolation scheme?</td>
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</tr>
<tr>
<td>123 Can proposer provide real time or close to real time failover for the application in the event primary facility system fail? Close to real time is one (1) hour or less?</td>
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</tr>
<tr>
<td>124 What tools does proposer use for monitoring? E.g. agents, activity logs, sniffers, etc.</td>
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</tbody>
</table>

RFP for Hosting Services
<table>
<thead>
<tr>
<th>Question Number</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>125</td>
<td>What types of ITIL/ITSM process capabilities does proposer employ to manage infrastructure?*</td>
</tr>
<tr>
<td>126</td>
<td>Does proposer provide access to performance reports on network uptime, downtime, and system outages? Does the customer have access?</td>
</tr>
<tr>
<td>127</td>
<td>Does proposer provide DPU staff access to server and system logs?</td>
</tr>
<tr>
<td>128</td>
<td>Does proposer provide immediate notification of unplanned/emergency server outages/upgrades?</td>
</tr>
<tr>
<td>129</td>
<td>Can proposer provide DPU notification of planned server outages/upgrades at least 2 weeks in advance?</td>
</tr>
<tr>
<td>130</td>
<td>What backup frequency, strategy, and retention does proposer recommend?</td>
</tr>
<tr>
<td>131</td>
<td>Does proposer conduct system failover tests for critical systems? If so, how often.</td>
</tr>
<tr>
<td>132</td>
<td>DPU plans to provide the licenses for all DPU side, client software including CC&amp;B, Oracle RDBMS. Describe which licenses are for what products DPU is expected to provide over and above these?</td>
</tr>
<tr>
<td>133</td>
<td>Provide a diagram and a description of the architecture, servers, CPU’s, memory, SAN, and</td>
</tr>
</tbody>
</table>

**RFP for Hosting Services**
networking to meet DPU requirements.

<table>
<thead>
<tr>
<th>Service Level Agreements</th>
</tr>
</thead>
<tbody>
<tr>
<td>134 Does proposer offer a written service level agreement with economic remedies?</td>
</tr>
<tr>
<td>135 Does proposer offer a standard SLA or is it custom developed for every client?</td>
</tr>
<tr>
<td>136 How does proposer report performance against SLA?</td>
</tr>
<tr>
<td>137 Is the SLA included in the price quote?</td>
</tr>
</tbody>
</table>