

**OKLAHOMA PUBLIC EMPLOYEES RETIREMENT SYSTEM**

**Question and Answer Document  
HP 3000 Hardware and Software Maintenance Services  
RFP #515000012**

**1. Would you accept a NBD – Next Business Day quote as alternative?**

If an interested bidder is not capable of “same-day four hour response” but could provide next business day response OPERS would still consider the bid. Our proposal evaluation provides flexibility and a balanced scoring criteria that would not necessarily eliminate a well-rounded proposal solely due to this one factor.

**2. Do you have a Formal Disaster Recovery Plan in place for the data that is kept on the HP3000-939/030?**

Yes.

**3. Are you legally or morally obligated by your auditors to have a Formal DR Plan in place for this server?**

Yes, we do have an obligation.

**4. Section E, Paragraph 2 states, “Maintenance shall include all parts and labor for a minimum of 10 hours a day /5 days a week coverage.” Is there a time during the day you want the 10 hours to fall between? For example, 8AM-6PM, 7AM-5PM, or does the vendor get to choose which 10 hours during a 24-hour day to provide support? For example 6PM-4AM. For the 5 days a week, is this Monday – Friday? Wednesday – Sunday? Please clarify.**

Each day Monday through Friday ten contiguous hours starting at 8:00 AM CST.

**5. Section E, Paragraph 3 states, “Solicitor shall provide a minimum response time of four (4) hours from the time the request for services is initiated and qualified service personnel are onsite.” If a repair is made during the initial 4 hours via a modem, or instruction are given over the phone to an OPERS system administrator to correct the problem by typing commands on the console, we assume you won’t hold it against us for not sending someone “onsite”. Is this acceptable to OPERS?**

This would be acceptable if the repair is made within the four hours. If the repair cannot be made or definitively diagnosed to the component level within four hours remotely then on-site service must be initiated in the specified time-service window.

**6. Section E, Paragraph 4 states, “Vendors responding to this bid must be the vendor that will respond to the service calls.” Does this mean a hardware support vendor that responds to this Solicitation can’t subcontract a software support vendor, and vice versa?**

No.

**7. Section E, Paragraph 5 states, “Vendor is responsible for maintaining all equipment at current engineering change level.” Please define “current engineering change level”. Does this mean the revision currently on your equipment? Or does this mean the revision currently available from the OEM? OPERS’ current engineering change level (revision) may not be the latest engineering change available by the manufacturer.**

Intent is current revision level/engineering change level installed on OPERS equipment.

8. **Section E, Paragraph 6 states, "In order to ensure that the equipment is being maintained at or above manufacturer's specifications, the successful vendor shall contract with the manufacturer to verify the equipment is being maintained at the proper level, at the start of the term of the contract, and again at the end of the term of the contract." The manufacturer of your equipment has publicly announced they no longer support your equipment. If the manufacturer won't agree to this verification, we won't be able to meet your requirement. Can you add to your request, "...assuming the manufacturer is able, and agrees to perform such verification."? Is the "end of the term of the contract" defined as the end of each year, or is it the end of the contract following the end of the 4<sup>th</sup> optional year? If OPERS wants this done each year, is there really a need to do the verification at the end of the year, June 8, and then again at the beginning of the next year, June 9?**

If the original manufacturer will not support this inspection or verification then OPERS understands that their participation cannot be accomplished as specified. However, the vendor should be prepared to baseline the initial (and final) operational installation configuration in lieu of the original manufacturer. This is intended to occur just once at the start of the contract and at the end of the contract. If additional contract option years are agreed to and exercised this shall still only occur once at the start and once at the very end of the overall contract (multi-year) duration, not on each annual anniversary during the full coverage period.

9. **Section E, Paragraph 9 states, "Vendor shall provide remote hardware support via modem with remote diagnostic software." Does OPERS already have a functioning modem or do you require the Vendor to provide one to you?**

Yes, OPERS has a modem for the system. It was fully operational last time it was used and to the best of OPERS' knowledge it is fully functional.

10. **Section E, Paragraph 11 states, "Vendor must be able to provide maintenance on all software bid. All software types are to receive maintenance equal to or exceeding manufacturer's specifications." To be clear, we aren't bidding software to OPERS. We are bidding support services for software currently licensed by OPERS.**

OPERS essentially agrees with the above statement and understands the points being made.

11. **Since the manufacturer no longer supports this software, we will be unable to obtain any software updates or patches from the manufacturer. We will be able to provide technical support for the software OPERS currently has licenses for.**

OPERS is not sure however that the manufacturer absolutely would not make patches or updates previously released by them available under some circumstances.

12. **Section E, Paragraph 12 states, "Maintenance of software will be for a minimum of 10 hours a day/ 5 days a week coverage. All software must be provided by the manufacturer and meet original software specifications, and be approved for installation by the software manufacturer." Is there a time during the day you want the 10 hours to fall between? For example, 8AM-6PM, 7AM-5PM, or do we get to choose which 10 hours during a 24-hour day we'll provide support? For example 6PM-4AM. For the 5 days a week, is this Monday – Friday? Wednesday – Sunday? Please clarify.**

See number four (4) above, it essentially applies to both S/W and H/W.

- 13. Section E, Paragraph 13 states, "Vendor is to provide a minimum response time of four (4) hours from the time the request for services is initiated and qualified service personnel are onsite." Software support is generally provided remotely via VPN connection or modem. This is how the manufacturer provides software support. If a repair is made during the initial 4 hours via a modem, or instruction are given over the phone to an OPERS system administrator to correct the problem by typing commands on the console, we assume you won't hold it against us for not sending someone onsite. Is this acceptable to the OPERS?**

See number five (5) above. Modem is an acceptable option, VPN is not.

- 14. Section E, Paragraph 14 states, "Vendors responding to this bid must be the vendor that will respond to the service calls." Does this mean a vendor that responds to this Solicitation that only provides hardware support with their W-2 employees can't subcontract another vendor that provides MPE software support?**

A prime vendor who is directly supporting the H/W component may sub-contract to a S/W vendor whom meets the overall qualifications and performance requirements stated for support in the RFP. OPERS requires a single primary vendor as the fully responsible primary contact and vendor for this support contract, they may sub-contract either the H/W or S/W support component if all performance and support obligation terms & conditions of the contract are fulfilled.

- 15. Section E, Paragraph 15 states, "Vendor is responsible for maintaining all software at current engineering change level." Software support vendors will only be able to provide support services to maintain the software revision that has been licensed to the OPERS by the manufacturer. It is illegal for vendors to install software on OPERS equipment that OPERS hasn't purchased a license for. Does "at current engineering change level" mean the versions OPERS currently has installed, or the current engineering change offered by the manufacturer?**

See number seven (7) above, it applies to both S/W and H/W.

- 16. Section E, Paragraph 16 states, "The successful vendor is required to contract with the manufacturer to verify the software is being maintained at the proper level, at the start of the term of the contract, and again at the end of the term of the contract to establish that the software is being maintained at or above manufacturer's specifications." The manufacturer of your software has publicly announced they no longer support your software. If the manufacturer won't agree to this verification, we won't be able to meet your requirement. Can you add to your request, "...assuming the manufacturer is able, and agrees to perform such verification."? Is OPERS asking for this to be done at the start/end of each of the four (4) option years as well? If so, the verification at the end of a year should justify not performing a verification at the start of a year. Do you agree?**

Not for each option year. Refer to number eight (8) above.

- 17. Section E, Paragraph 17 states, "Vendor shall provide on-going patch management updates." The manufacturer of the software has publicly announced they no longer support this software. Does OPERS currently have patches for their software that haven't been installed on their system?**

No.

- 18. Section E, Paragraph 18 states, "Vendor will have remote software support via modem with remote diagnostic software." Does OPERS already have a functioning modem connected to the system or do you require the Vendor to provide one to you?**

Yes OPERS has a modem for the system. It was fully operational last time it was used.

- 19. By what date will the vendor be chosen and announced?**

The current maintenance agreement is set to expire June 8, 2012; therefore, we expect to announce the award no later than May 18, 2012.

- 20. Is the equipment and software shown in Schedule A currently being supported by a vendor? If so, who is the current vendor?**

Yes. ATS Inc.

- 21. If the equipment and software shown in Schedule A is currently being supported, what is OPERS currently paying for this support on an annual basis?**

\$8,976.00

- 22. If the equipment and software shown in Schedule A is currently being supported, is this Solicitation requesting a different level of support than what is currently being provided? If so, what is being requested for this Solicitation that isn't currently being provided?**

OPERS currently has all the S/W and H/W identified in the current proposal under contract for maintenance & support by a reputable vendor(s). The equipment is all currently in good repair and fully operational. The current proposal is soliciting essentially (but not exactly) the same level of support currently being provided. It is essentially the same level of support and same configuration.

- 23. For invoicing, will OPERS pay invoices annually, quarterly, or monthly? The Solicitation states payments will be made in arrears. Waiting a year to be paid is a long time.**

Invoices will be paid in arrears after services provided. The contractual amount may be divided into 12 monthly payments. Contractor shall be paid upon submission of proper invoice(s) to the agency at the prices stipulated on the contract. Contractor shall be paid within 45 days of receiving properly submitted invoice to agency.

- 24. To expedite repairs and keep support prices low, will OPERS allow the chosen vendor to stock hot-swap and external devices, such as the External SuperStore DAT 24 tape drive, onsite in a secure area of OPERS' data center, and be willing to swap the easily replaceable items with the vendor's instructions over the phone?**

The vendor may store hot-swap and external devices on-site and OPERS will ensure they are safely and securely controlled. If upon failure (and remote trouble-shooting) if OPERS staff can easily with minimal risk and expertise perform the equipment swap under the remote direction of the vendor OPERS will work with the vendor to accomplish the swap. However, OPERS technical skills and ability to perform mechanical parts swaps is not extensive.

- 25. Does this Solicitation allow T&M charges for consulting, data recovery, and duties normally considered System Administration duties? For example if LDEV 1 fails and the O/S needs to be reloaded and data**

**recovered, does OPERS have the capability to do this, or will OPERS pay the vendor on a T&M basis to do this for OPERS?**

No T&M provision, we don't consider full restoration separate from recovery/reload support. If a system failure occurs and recovery (H/W or S/W) is required the vendor under the terms of this contract is required to perform all repairs and recover the system to full operational status including bootstrap O/S loads from OPERS' installation/recovery tapes. This includes loading and recovery of system libraries, software, all data files, and loading of custom application software from OPERS' backup tapes. The support vendor is not responsible for the integrity of the media or system backups but will provide support to get the system reloaded in its entirety and back to a fully operational capability working with OPERS staff on-site.

**26. What 3<sup>rd</sup> party applications are installed and running on this system? Does OPERS have access to the installation tapes for these applications?**

To the best of OPERS' knowledge the system is running only one third party application. The system is primarily HP MPE as originally provided by the manufacturer. An application from Minisoft Inc is installed (and under maintenance/support contract from Minisoft) that provides connectivity to the HP. All other software running on the system is OPERS custom proprietary software generated in-house by staff. OPERS does have access to the Minisoft installation package.

**27. Does OPERS have the manufacturer's O/S installation tape(s)?**

OPERS no longer has the original HP system software installation tapes. OPERS has several copies of bootstrap install system tapes and full system backup tapes that are current.