



TARRANT COUNTY
PURCHASING DEPARTMENT

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AUGUST 31, 2016

ADDENDUM #1

RFP NO. 2016-203

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

PROPOSALS DUE OCTOBER 3, 2016

1. Change:

The due date for this RFP has been changed to October 3, 2016 at 2:00 p.m.

2. Questions and Responses:

The questions received by the due date and their responses are included in this addendum on the following page(s).

This addendum must be signed and the original and five (5) copies must be returned with proposal.

NAME AND ADDRESS OF COMPANY:

E-Mail Address _____

AUTHORIZED REPRESENTATIVE:

Signature _____

Name _____

Title _____

Tel. No. _____

Fax No: _____

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

QUESTIONS AND RESPONSES

1. Due to the pre-bid meeting being a mandatory meeting for responses to be considered, will you accept a response from two companies partnering (with both listed as respondents) if only one of the two vendors were in attendance?

Response:

No

2. We understand that the request is being submitted as “all-in” request and given the current environment is without Disaster Recovery, is Tarrant county focusing on the critical path of Disaster Recovery initially?

Response:

Yes

3. We understand that Disaster Recovery is the urgent need for Tarrant County as it will take some time to implement and there will be much learned by all during this time. Is Tarrant County willing to consider DR services separate from the rest of the RFP as the implementation will change the overall scope of the remaining sections of the RFP?

Response:

No

4. Hosting Services: Where is the current system hosted?

Response:

At the Tarrant County Plaza Building, 200 Taylor Street, Fort Worth, TX 76196.

5. Hosting Services: It was mentioned that a current OS upgrade is underway or in the works. When will this be complete? Or, will the RFP have to take this into account?

Response:

End of year 2016.

6. Staffing: Will the new support staff have physical access to current Tarrant County facilities?

Response:

Yes, onsite staff must pass CJIS background check. They will have access to the proper systems and areas as required.

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

QUESTIONS AND RESPONSES

7. Staffing: Would you please provide the following; the number of current Tarrant County mainframe/database/operations/application/print services/service desk support staff, their current job description, experience, roles?

Response:

Please see exhibits 2016-203 Addendum 1 Exhibit A Mainframe Positions and 2016-203 Addendum 1 Exhibit B Job Descriptions.

8. Staffing: Which of this current staff is available for rebadging? How many are available for rebadging?

Response:

Please see response to Question 7.

9. Staffing: Are there any job functions that cannot be executed remotely?

Response:

No

10. Applications: What is the current Tarrant County application migration plan/timeline?

Response:

Migration plan and timeline will be determined during project planning phase.

11. Applications: Have the applications and their dependencies been prioritized for the migration?

Response:

No

12. Applications: What are the volume of enhancements per month?

Response:

Approximately five (5) updates per year.

13. Print Services: Is it possible to provide print services remotely?

Response:

Yes, please provide recommendations in your RFP response.

14. Network: What is the bandwidth requirement?

Response:

Clarification of bandwidth is needed to answer this question.

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

QUESTIONS AND RESPONSES

15. Network: Is a VPN IPSEC solution acceptable? (Our VPN solution is fully redundant)
Response:
Yes
16. Network: If dedicated circuit is the requirement can VPN be used for redundancy?
Response:
Yes
17. Network: If dedicated circuit is required can Tarrant County provide address NPA/NXX for pricing?
Response:
Yes, Tarrant County Plaza Building, 200 Taylor Street, Fort Worth, TX 76196.
18. Network: Who is responsible to provide, monitor and manage the WAN terminating equipment (at either location)?
Response:
The awarded vendor.
19. Applications: Page 12, Number 4.b and 4.c. Please confirm it is understood by Tarrant County that these are a result of the assessment and will be provided after the assessment is completed.
Response:
Yes, understood.
20. Applications: Does Tarrant County have sufficient program and application documentation? If so will it be available to the selected Vendor?
Response:
No
21. Applications: Will we have salary information, if re-badging is an option?
Response:
Yes
22. Mainframe Hosting: Page 17. OS 1.13, is it being migrated to 2.1? Is this in progress? When will it be completed?
Response:
Yes, end of 2016.

QUESTIONS AND RESPONSES

23. Mainframe Hosting: Page 17. Are (2) version of z/OS required? If not please indicate which version is required (z/OS v1 or z/OS v2).

Response:

No, just one version. Z/OS v2.1.

24. Mainframe Hosting: Page 17. Are (2) version of File Manager for z/OS required?

Response:

No

25. Mainframe Hosting: Page 18, Section 4. Please provide the detail hardware specs for the EMC DLM (model, storage capacity...).

Response:

EMC DLm1000 connected to EMC Data Domain DD890, using approximately 7TB.

26. Mainframe Hosting: Page 18, Section 4. Please provide the detail hardware specs for the DISK (manufacturer, model, storage capacity, special features).

Response:

EMC VMAX model 20K, 5TB allocation with no special features.

27. Mainframe Hosting: Page 18, Section 4. Is county currently using remote peer to peer EMC DLM data domain environment for DR purposes?

Response:

No, the Data Domain system is replicated to our DR site.

28. Mainframe Hosting: Page 18, Section 5. Please provide the detail hardware specs for the Tape Library Management system.

Response:

Virtual tape library is an EMC DLm1000 connected to an EMC Data Domain DD890.

29. Print: Page 13, Section 5.c. Where are print facilities currently?

Response:

At the Tarrant County Plaza Building, 200 Taylor Street, Fort Worth, TX 76196.

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

QUESTIONS AND RESPONSES

30. Miscellaneous: After review of answers to submitted questions, what is the time frame to submit additional questions we may have?

Response:

No additional questions will be allowed.

31. After the RFP Response due date of 9/19/16 what is Tarrant County's timeline for subsequent activities (i.e., vendor finalist chosen, proposal presentations by finalist, vendor selection, contracts finalized, project start)?

Response:

The due date has been changed to October 3, 2016. The timeline has not been determined and is dependent on the number of responses received.

32. Applications: Business Drivers: What is the main driver(s) for moving from the mainframe to a distributed platform? Please prioritize your reasons.

- Financial: To eliminate mainframe and costs as quickly as possible.
- Support Costs: Mainframe support costs are too high.
- Mainframe skills are becoming scarce.
- Technology Upgrade: CONVERT from COBOL to newer technology.
- Re-architecting for greater efficiency.
- Other

Response:

Support and Cost.

33. Applications: Business Drivers: Do you have preferences for the applications migration approach? Yes or No

- Porting the Software as is, as much as possible.
- Converting Code (using code converters) from older technology to newer technology (such as COBOL to JAVA).
- Rewriting the Applications with new architecture and technology.

Response:

No

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

QUESTIONS AND RESPONSES

34. Applications: Business Drivers: Are you considering implementation of any (COTS) Commercial-off-the-Shelf Software Products/Systems that would replace current Application technology? Yes or No

- SAP
- PeopleSoft
- Other ERPs or Efforts

Response:
No

35. Current IT Staffing:

	Classification	Response - Quantity
# Developer FTEs	Development	2
# Supervisor FTEs	Development	1
# Manager FTEs	Development	0
# Support FTEs	Maintenance	5
# Support Supervisor FTEs	Maintenance	2
# Support Manager FTEs	Maintenance	0
# Prod Support FTEs	Prod Support	1
# Prod Support FTEs	Prod Support	0
# Prod Support Manager FTEs	Prod Support	1

36. Mainframe Source Platform

	Suggestions	Response
Job Control Language	<i>JCL and Catalogued Procedures Others</i>	JCL
Data Bases	<i>DB2, IMS, Oracle, CA-IDMS, CA-Datcom, ADABAS, Others</i>	IMS & DBII
File Systems	<i>VSAM, ISAM, IAM, Others</i>	VSAM

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

QUESTIONS AND RESPONSES

37. Mainframe Batch Application Statistics:

Category	Response: Number of Elements
Applications	Application systems: Criminal Justice <ul style="list-style-type: none"> • Courts • Sheriff • Jail • Victim Notification • Bond • District Attorney • Community Supervision • Worthless Checks • County Clerk District Clerk Civil Justice Child Support/Domestic Relations Justice of the Peace County Clerk District Clerk Medical Examiner
JCLs	~500 active jobs
Catalogued Procedures (Procs)	Only obsolete D&B jobs use PROC's
PL/1	0
COBOL	1,000
RPG	0
EasyTrieve	0
FOCUS	0
DYL-280	0
QuikJob	0
CLISTS	Only a few for TSO menu and to startup products
REXX	Only a few for TSO menu and to startup products
Others	

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

QUESTIONS AND RESPONSES

38. Mainframe On-Line Application Statistics:

Category	Response Number of Elements
CICS Applications	Application systems: Criminal Justice <ul style="list-style-type: none"> • Courts • Sheriff • Jail • Victim Notification • Bond • District Attorney • Community Supervision • Worthless Checks • County Clerk District Clerk Civil Justice Child Support/Domestic Relations Justice of the Peace County Clerk District Clerk Medical Examiner
CICS COBOL Programs	~2,500
BMS Screens (Primary)	~2,000
BMS Screens (Transactional)	~2,000
Online IMS Programs	0, No IMS DC
ADS-Online Applications/Modules	0
Natural Programs	0
Other	0

RFP FOR ANNUAL CONTRACT FOR MAINFRAME TRANSFORMATION PROGRAM

QUESTIONS AND RESPONSES

39. Mainframe Database Statistics:

Category	Response Number of DBS	Response Number of Tables
DB2	4 subsystems. DB2P – Production DB2T – Test DB2Z – DBA system testing FWHT – Criminal Justice Web App migration testing system	DB2P – 667 tables, ~150 active App tbls DB2T - 895, ~150 active App tbls DB2Z – 251, ~20 App tbls for testing FWHT – 273, 40 active App tbls
IDMS	0	
IMS	PROD – Production TEST – Test INTR – Criminal Justice Web App migration testing system	PROD – 154 databases, 587 segments TEST – 154 databases, 587 segments INTR – 30 databases, 150 segments
ADABAS	0	
CA-DATACOM	Used by CA products only	
Others	0	

40. Mainframe File Statistics:

Category	Response Number of Files
VSAM – Batch	Prod – ~113 Test – ~400
ISAM – Batch	20,000+
VSAM – CICS	Prod – ~113 Test – ~400
ISAM – CICS	0
Others (besides flat files)	0

QUESTIONS AND RESPONSES

41. Considering the scope of work and expected outcomes for this project as written in the RFP, more detailed scoping questions and information gathering will be required in order to comply with the request for a firm fixed price bid for the 2-year planning phase as well as the overall 5-year mainframe transformation overall. In order to provide a response that showcases the best value to the County, would the County extend the due date of this response by 60 days? If so, would the County provide a date that allows for another round of questions?

Response:

No

42. Page 62, Can the bidder propose a full 24x7 Service Desk in addition to the Extended Hours -5:00 P.M. to 7:00 A.M. Monday evening through Friday morning, 5:00 P.M. Friday until 7:00 A.M. Monday, and from 5:00 P.M.?

Response:

Yes

43. Appendix A: Extended Service Desk: Please provide 12 months of ServiceNow ticket data with all data columns for all Incidents and Service Requests handled by the Tarrant County Service Desk.

Response:

No, the awarded vendor will receive the information as required.

44. Appendix A: Extended Service Desk: Please provide 12 months worth of SLA reports for the existing Tarrant County Service desk showing the SLA targets and attainment.

Response:

No, the awarded vendor will receive the information as required.

45. Appendix A: Extended Service Desk: What other Service Levels are requested of the Service Desk?

Response:

None

46. Appendix A Extended Service Desk: What is the current average handle time of contacts (calls, emails, web and chat) by the Service Desk?

Response:

The Extended Service Desk accepted 866 calls with an average call time of 3 minutes and 50 seconds over the past three months.

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QUESTIONS AND RESPONSES

47. Appendix A: Extended Service Desk: Describe any Level 2 support that is required from the Service Desk?

Response:

None, Tarrant County will provide level 2 support.

48. Appendix A: Extended Service Desk: What is the number of L1 and L2 FTEs currently supporting the Service Desk?

Response:

Not in scope

49. Appendix A: Extended Service Desk: How many users are identified as VIP users?

Response:

There are 185 VIP users listed in ServiceNow.

50. Appendix A: Extended Service Desk: Is there a special process that needs to be followed by the Service Desk for VIP users?

Response:

No

51. Appendix A: Extended Service Desk: Do you have a breakout of types of contacts (calls, emails, web and chat) received by the Service Desk (Incidents, SRs)?

Response:

Not in scope.

52. It appears that all of the applications are custom apps written in COBOL, is that correct?

Response:

Yes

53. Can you please provide any details regarding the custom programs - what functions they cover, how many programs there are, what languages they are written in (if other than COBOL)? Can you also please provide a number of transactions they cover in a time period, week, month, etc.?

Response:

Please reference questions 35-40.

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QUESTIONS AND RESPONSES

54. Can you breakout the efforts required for the apps support? How much of the effort is report writing, code rewrite or code addition? Can you also please provide ticket volume and details around support?

Response:

80% is focused on report writing

55. For printing services: Can you please provide the number of pages in each report?

Response:

We cannot provide the number of pages in each report. Please reference question number 71.

56. For printing services: Can you please clarify if an onsite person is needed 7x24 to deliver reports? Is that in the Tarrant County admin building or in other locations? It was mentioned in the bidder's conference that reports might be delivered at 2AM? How are the reports currently requested and delivered?

Response:

Not required 7x24, reports are delivered via the Tarrant County Plaza Data Center Pick-up Window and the Tarrant County Plaza loading dock.

57. Mainframe Current State: Page 14, Please identify any enabled Specialty Engines (ICF, IFL, zIIP, zAAP).

Response:

Specialty engines are not enabled.

58. Mainframe Current State: Page 14, How many OSA Card(s) are installed?

Response:

There are eight (8) OSA cards with seven (7) being used.

59. Mainframe Current State: Page 14, Please specify the usage of each of the Three LPARs (i.e. production, development, etc.).

Response:

MVSPROD (production) = ~34.1%

MVSTEST (test) = ~2.9%

MVSINET (INTR) = ~2.9%

Overhead = ~.2%

Total use: 40.1% of 132-MIPS

QUESTIONS AND RESPONSES

60. Mainframe Current State: Page 14, Please specify Current DASD Environment (make, models, and quantity).

Response:

EMC VMAX model 20K.

61. Mainframe Current State: Page 14, Please specify Current DASD Total Usable TBs, and provide utilization percentage.

Response:

DASD is 5TB allocated and 1.8TB used.

62. Mainframe Current State: Page 14, Please specify special functions such as point-in-time-copy, or replication.

Response:

The system supports point-in-time copy capabilities.

63. Mainframe Current State: Page 14, Please specify the model and capacity of the EMC DLM and the back-end data domain, and current utilization percentage.

Response:

EMC DLm1000 and EMC Data Domain model DD890. The VTL utilization is 7TB.

64. Mainframe Current State: Page 14, Please specify the make and model of the Automated Tape Library, and current utilization percentage.

Response:

Please reference question number 63.

65. Mainframe Current State: Page 14, Are there any Physical Tape Drives in use, aside from the Automated Tape Library?

Response:

No

66. Mainframe Current State: Page 14, Please specify number of tape volumes (on-site/off-site)

Response:

There are 2,488 virtual tape volumes in use with 11,300 available and using 7TB of storage.

QUESTIONS AND RESPONSES

67. Mainframe Current State: Page 14, Please specify number of manual tape mounts per month.

Response:
Zero

68. Mainframe Current State: Page 14, Please specify number of tape vault shipments per month.

Response:
Zero

69. Mainframe Current State: Page 14, Please specify type and number of locally connected printers.

Response:
There are no channel-attached printers.

70. Mainframe Current State: Page 14, Please specify type and number of channel extended printers.

Response:
There are no channel-attached printers.

71. Mainframe Current State: Page 14, Please specify print volumes on a monthly basis.

Response:
All jobs combined print approximately 21.1M lines per month.

72. Mainframe Current State: Page 14, Please specify number of network attached print devices.

Response:
There are 320 network defined printers.

73. Mainframe Current State: Page 14, Do all of the software products listed in the RFP run on all three LPARs?

Response:
No

74. Mainframe Current State: Page 14, Are all software installation and maintenance tasks under SMP/E control?

Response:
No

QUESTIONS AND RESPONSES

75. Mainframe Current State: Page 14, Please provide an inventory of all software exits that are being exploited and all user modifications.

Response:

**Please reference attachment named
2016-203 Addendum 1 Exhibit C Question 75 - UserMods.**

76. Mainframe Current State: Page 14, Are any client developed utilities required to execute the workload on all LPARs?

Response:

Yes

**AMESSAGE – Issues console message or commands, SVC 254
OPERATOR – Console command script processor, SVC 254
RGNCHECK – Scans ASCB chain to look for specified regions
PDSSCAN – Look for all occurrences of given string in PDS
PACKLOCK – Scans UCB chain to list defined DASD**

77. Mainframe Current State: Page 14, Is there a firm target date for the Operating System upgrade to version 2.1 that the RFP states is in progress? Can we assume it will be completed prior to any outsource?

Response:

Mid December. No

78. Mainframe Current State: Page 14, Please specify the type of sysplex data sharing features that have been implemented if applicable.

Response:

GRS to manage DASD and other access.

79. Mainframe Current State: Page 14, Please specify any Parallel Sysplex features that have been enabled.

Response:

Sysplex but not parallel.

80. Mainframe Current State: Page 14, Please provide the number of CICS regions.

Response:

There are 13 CICS regions.

QUESTIONS AND RESPONSES

81. Mainframe Current State: Page 14, Please provide the number of DB2 sub-systems.

Response:

4 – DB2P, DB2T, DB2Z, FWHT

82. Mainframe Current State: Page 14, Please provide the number of IMS sub-systems.

Response:

3 – Prod, Test, Intr

83. Mainframe Current State: Page 14, Please specify if any Client Developed products are used in support of production (homegrown automation etc.).

Response:

Please reference question number 76.

84. Mainframe Current State: Page 14, Please provide SCRT (Sub-Capacity Report Tool) reports created for the month typically showing highest machine utilization.

Response:

**Please reference attachment named
2016-203 Addendum 1 Exhibit D Question 84 - SGJ0210P_201607.**

85. Mainframe Current State: Page 14, Please provide matrix of current support personnel, and identify which resources would be available for rebadging (for example if there are two CICS support personnel, one who will transfer to another role within the County and one who would be available for rebadging, we would like to know that). Please include breakdown by shift for appropriate areas (Operations, Print, Production Control etc.).

Response:

Please see response to Question 7.

86. Mainframe Current State: Page 14, Please provide number of automated batch jobs processed on daily, weekly, monthly, quarterly, and annual batch schedules.

Response:

Daily = 450, Weekly = 50, Monthly = 30, Quarterly = 10, Annual = 15

87. Mainframe Current State: Page 14, Please provide batch Abend ratio.

Response:

There is a 6.9% batch abend ratio.

QUESTIONS AND RESPONSES

88. Mainframe Current State, Page 14, Please provide number of special batch/monitoring requests per month.

Response:

410 monthly

89. Mainframe Current State, Page 14, Please provide number of scheduling requests per month (new, changes, deletions).

Response:

There are approximately 12 scheduling requests per month.

90. Mainframe Current State, Page 14, Please provide number of file transfers to be monitored.

Response:

457

91. Mainframe Current State, Page 14, What are the daily status reports that are produced?

Response:

Please reference Appendix B of the RFP.

92. Mainframe Current State, Page 14, What tools or products are used for system automation and alert management?

Response:

CA7 is used for job scheduling.

93. Page 21, Please share the Network inventory list and the connectivity details.

Response:

The mainframe is connected to a 1Gbps network port on a Cisco Nexus 93120TX switch.

94. Page 21, Please provide information on Internet bandwidth and Network monitoring tools.

Response:

There are two 500Mbps data links. One is connected through AT&T and the other through CenturyLink. SolarWinds is used for network monitoring.

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QUESTIONS AND RESPONSES

95. Page 21, Can you please share details on the Data Center location and the address.

Response:

Tarrant County Plaza Building, 200 Taylor Street, Fort Worth, TX 76196.

96. Page 16, Item b. – Please provide a specification and configuration or feature list for the current Tarrant County z/114 server. The RFP states that Tarrant County will own the server at the conclusion of the lease. Will any additional monies be due at the end of lease? Is there a \$1 buyout or is it Fair Market Value?

Response:

No money is due at the end of the lease. The County will own the mainframe.

97. Page 18, Item No 4. – The RFP states that Tarrant County will coordinate updates between EMC and the outsourcing vendor. Can the County please elaborate? Is this during the migration or post migration? Does the County envision the continued use of the DLm/Data Domain system?

Response:

During the migration and post migration. The DLm and Data Domain VTL is not required if an alternative is provided.

98. Current County Staffing – Please provide a breakdown of the number of staff members by job category that support Tarrant County's mainframe systems and applications. Job categories should include items such as the number of systems programmer, database administrators, application programmers, subsystems programmers, operators, and production control managers.

Response:

Please see response to Question 7.

99. Page 17, Software List – Will the County entertain substitute software products, where cost savings can be obtained, assuming the new product provides equivalent features and capabilities?

Response:

Yes, please provide recommendations.

QUESTIONS AND RESPONSES

100. Page 62, Section 4, Advanced Services, Print Services – Please provide print quantities and specifications. In order to develop a cost proposal for Print Services, some minimum requirements are needed - Total monthly or daily page counts, simplex/duplex, sheet size, and service level (i.e must be produced daily or within a set number of hours).

Response:

Please reference Appendix B of the RFP.

101. Pages 60 and 61, Sections 2 & 3 – The County has requested that vendors supply an all-inclusive Firm Fixed Price for Section 2 – Professional Services and a Minimum and Maximum for Section 3 – Mainframe Modernization/Retirement Services. Any additional guidance would be helpful. The County is essentially asking vendors for an unlimited ticket for Development Services. Some sizing guidelines are necessary. For example, the RFP states that the vendor shall modify the existing application programs when required by mandate. Does this happen often? How many programs are affected? What has the level of effort been at Tarrant County over the last five years associated with these types of changes? What should the specification be for Section 3? Will the contract be responsible for moving application off of the mainframe? If so, how many systems are there? What are the functions of the software? What is the target platform?

Response:

Application updates are based on legislative and customer requirements. Please reference questions 36-40 for program sizing information. Function Code Analysis and available source code can be used to determine size and scope of the existing applications. The Open Systems environment is predominately based on .Net and SQL Server platform. We will evaluate and consider other target platforms based on the respondent recommendations.