STATE OF TENNESSEE
TENNESSEE STATE VETERANS' HOMES BOARD

REQUEST FOR PROPOSALS # 32399-00118-EO AMENDMENT # 2 FOR INFORMATION TECHNOLOGY CONSULTING AND SUPPORT SERVICES

DATE: July 7, 2017

RFP # 32399-00118-EO IS AMENDED AS FOLLOWS:

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates.** Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE	
1. RFP Issued		June 16, 2017	Confirmed
2. Disability Accommodation Request Deadline	2:00 p.m.	June 21, 2017	Confirmed
3. Notice of Intent to Respond Deadline	2:00 p.m.	June 22, 2017	Confirmed
4. Written "Questions & Comments" Deadline	2:00 p.m.	June 27, 2017	Confirmed
5. State Response to Written "Questions & Comments"		July 7, 2017	Confirmed
6. Response Deadline	2:00 p.m.	July 14, 2017	Confirmed
7. State Completion of Technical Response Evaluations		July 26, 2017	Confirmed
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	July 27, 2017	Confirmed
9. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	August 1, 2017	Confirmed
10. End of Open File Period		August 8, 2017	Confirmed
11. State sends contract to Contractor for signature		August 9, 2017	Confirmed
12. Contractor Signature Deadline	2:00 p.m.	August 14, 2017	Confirmed

2. **State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall <u>NOT</u> be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
1 Is there any service provider for similar services currently? If yes, please share the name along with last year's expenditure.	No current vendor.
2. Could you please share the historical level of efforts for this current contract/project?	TSVHB IT staff provided help desk and network services. Kraft CPAs/Dell/Avalon Technologies assisted/installed new servers/equipment and provided related services.
3. Could you please provide us bill rate & pay rate for consultants already working?	No current vendor.
4. What will be the not to exceed budget limit for this contract?	Pro forma contract Section C.1. sets out the maximum liability of $300,000 for the three year term of the contract
5. Is this a new requirement? If not, can you please provide the name of the incumbent?	This is a new RFP.
6. When the contract for the current vendor is expiring? How many vendors would be awarded contract as a part of this opportunity?	No current vendor. One award is anticipated.
7. How many vendors would be awarded contract as a part of this opportunity?	One award is anticipated.
8. Does this opportunity contain Local preference? If yes, please provide the details.	RFP does not include local preference.
9. Currently are you using Accela or Laserfiche product?	No.
10. Will the provider include the licensing/software/hardware for patching and monitoring of the environment? If so, should we include those costs in the Cost Proposal even though it is not specified in the RFP?	TSVHB will purchase any licenses/software/ hardware needed for patching and monitoring at its facilities. RFP Section 3.1.2. mandates that a respondent only record the proposed cost as required by the RFP and not any other rates, amounts or information.
11. A.5. of the contract states "…including penetration testing, 24 hours a day, 7 days a week, 365 days a year, human review of event and security logs…" Clarification of "penetration testing" is required. For example, will it only be external pen testing or internal or both? How frequently should we be testing? This service also requires additional equipment, should those costs be included in the Cost Proposal? Do we need to provide any detail regarding what is included in the pen tests?	Internal and external penetration testing. Frequency of testing at least annual. The expectation is that the respondent would have or have access to whatever equipment is needed and that the hourly rate for that service would include the use of that equipment. RFP Attachment 6.2. Section C requests detail on the services requested in the RFP. However, the State cannot advise a respondent on what to include in a response.
12. Regarding the 24x7x365 service, is TSVHB expecting real time human review and action for security-related events? Or is the expectation that the human review can take place the following day for events that occurred in the previous 24 hours and then take appropriate action?	Security-related events is a general term; response time depends on the event. For example, if our website gets hacked or if there are log entries on the firewalls that indicate possible suspicious activity, the expectation would be that a real time human review and

QUESTION / COMMENT	STATE RESPONSE
	response would occur within 1hour or less. Other less critical events could be addressed the following day.
13. Is this a new RFP or is it up for rebid?	This is a new RFP.
14. Do they have an estimation of how many resources they are looking for?	As many as needed.
15. Will this be won by one firm or are you anticipating several awardees?	One award is anticipated.
16. Is it preferred that we partner with a small business/minority owned business?	The State cannot advise a respondent in how to proceed on this issue.
17. Are there any additional points for local vendors?	No.
18. How long is this contract estimated to run?	Pro forma contract Section B.1. sets out the three year term of the contract
19. Will vendors be able to negotiate higher rates any time of the contract?	No.
20. Will there be any second or third shift work required?	Possibly, there may also be weekend and or holiday work needed as well.
21. Could TSVHB provide a brief description of the skillsets and scope of service for each resource types listed on page 26? e.g. "Network Management and Support"	Skill sets should be industry standard and adequate to perform duties needed for each scope.
22. Several of the evaluation criteria in section C mention a project schedule. Can TSVHB provide details regarding any timelines, deadlines or targets for completion of services? Or should mention of schedule be disregarded due to the staff augmentation nature of the RFP?	No specific timelines or deadlines have been established for completion of services.
23. Several of the evaluation criteria in section C mention a project scope of services and objectives. Can TSVHB provide details regarding specific scope of services or objectives for services? Or should mention of scope and objectives be disregarded due to the staff augmentation nature of the RFP?	Specific details on project scopes and objectives for future projects will be decided by collaborating with the vendor. When the current best approach is determined, with the guidance of the provider, specific scopes and objectives can be detailed. For example, upgrading our email system may involve a newer on premise Exchange server and Office/Outlook clients or it may employ the Office 365 solution. Scope and objectives for completing the migration from an old legacy subnet and vlans to new ones are to be recommended by the provider. A decision has not yet been made on this. There are several ways of addressing the cabling issues in the wiring closets. No decisions have been made on how to ensure that all network lines are properly labeled, color coded, made the proper length and correct wire management employed.
24. Are there specific response SLAs (service level agreements) required for resources associated with this RFP?	Should a serious LAN/WAN incident or security event occur affecting a whole site we would require a response within 2 hours. The majority of tasks can be planned and scheduled.
25. Approximately how many tickets or incidents	The primary nature of the services needed at

QUESTION / COMMENT	STATE RESPONSE
would need to be handled per week by resources associated with this RFP?	this time are project related. For the purposes of possible staff augmentation the number of helpdesk tickets varies from week to week but, on average, there are 60 tickets per week, most of which can be handled during normal business hours. TSVHB IT staff provide after-hours on-call support for critical incidents 24/7/365.
26. Section B.13 refers to "an amount of hours". Should this be disregarded due to the staff augmentation nature of the RFP?	No. Please refer to the Evaluation Factors in RFP Attachment 6.3. which list the estimated number of hours the State anticipates for each cost item.
27. *Section A-11 – '*The State should inspect and accept or reject within 30 days of receiving the goods and/or services. After 30 days, the goods or services shall be deemed to be accepted.*' May we change that to 7 days?	No.
28. Maximum Liability under this contract is 300k – Please provide clarity and any additional information you can for our understanding.	The maximum liability is the maximum amount the State intends to spend on the goods and/or services to be provided under the contract over its term.
29. Can we provide a partial response?	No.
30. No alternate proposal is stated in the RFP. What is defined as an alternative proposal?	An alternate response may be the submission of more than one technical proposal and cost proposal, a response as a prime contractor and another as a subcontractor, alternate contract terms and conditions, and/or alternative services and goods different than those requested by the RFP. See RFP Section 3.3.
31. Would you support an a-la-cart response?	No.
32. Is partner alignment allowed, i.e., would you be able to partner with another partner that is also responding the the RFP?	Only one response per respondent is allowed. A respondent may not submit one response as a prime contractor and another as a subcontractor. See RFP Section 3.3.
33. How many support staff are there currently?	Section 1.1 of the RFP states that the IT Department is overseen by the IT Director and that there is one IT Specialist at each of the four TSVHB facilities for a total of five IT staff.
34. Why hourly rate vs project rate?	To compare market rates for various types of work.
35. Legacy Servers. What application and services are running on each server? Are there any 16-bit applications currently in use? What Server Operating system is running on each legacy server? Is there adequate capacity (virtual compute resources) in the NEW environments to accommodate the OLD servers?	Discovery needs to be completed on 7-10 existing legacy servers to determine what applications and services were running on them. Some systems may need to be preserved for access for a number of years depending on the data. These servers have Server 2003 R2 Standard installed in them. There are VMWare 6.0 hosts that can accommodate additional virtual servers should it be determined that these can be virtualized but additional storage, memory and licenses may need to be purchased determined on what is found during discovery.

QUESTION / COMMENT	STATE RESPONSE
36. Workstations. Who will provide the new windows 10 image? Will the image include all applications? What is the composition of end-user PCs? How many laptop PCs? How many desktop PCs? Will the replacement of existing PC equipment with Windows 10 "ready" equipment be deemed acceptable alternative to an "in-place" upgrade of existing PC equipment? What licensing does TSVHB currently possess on workstation software? Can licensing be migrated for all applications?	The specific scope and objectives for migrating to Windows have not been decided. We may determine that we can upgrade some computers. A fair number of computers will need to be replaced. We do not have any current means to image computers. We have about 250 PC's and 30 laptops. TSVHB will provide licensing.
37. Office 365/Exchange. Do all 850 staff have existing exchange accounts? How many total mailboxes (including shared, system, and resource mailboxes? Are you currently using "Exchange Public Folders"? What is your largest mailbox size? Smallest? Average? Does all production Exchange data reside on "server-side storage"? Are there any .PST files currently in use by users? Briefly describe your current on premise Exchange topology. Number of servers in Exchange Environment, Number of Exchange Database Availability Groups (DAGs). Is any network load-balancing (NLB) used? If so, please describe (e.g. F5, NetScalar, etc.) What DNS domain names are you currently processing mail for?	No 682 No Largest mailbox size 12 GB; average 3.7 GB; smallest .004 GB Yes Yes 1 on premise 2010 Exchange Server No TSVH.ORG
38. How will specific tasking be authorized to be performed?	Tasks will be authorized by the TSVHB IT Director or Executive Director.
39. Section C.3.a of the pro forma contract states "The Contractor's compensation shall be contingent upon the satisfactory provision of goods or services as set forth in Section A." How shall the State communicate satisfaction with goods/service provisioned to the vendor?	Verbally or in writing by the TSVHB IT Director or Executive Director.
40. Has the State considered procuring any of the services in scope from Strategic Technology Solutions (STS) within the Executive Branch? I.e., using the State's data centers managed by STS?	No.
41. What % of total work is estimated for each type of task defined in A.2 – A.9 of the pro forma contract? (I.e., is A.2 estimated to be 50% of the total work, etc.)	The Evaluation Factors in RFP Attachment 6.3. list the estimated number of hours the State anticipates for each cost item.

RFP #32399-01317-EO-Amendment #2

QUESTION / COMMENT	STATE RESPONSE
42. What % of the work is anticipated to be project tasks versus % anticipated to be ongoing operational support?	The Evaluation Factors in RFP Attachment 6.3. list the estimated number of hours the State anticipates for each cost item.
43. What % of support is required to be performed onsite? Is some support allowed to be provided remotely?	To be determined. If feasible.
44. What operational tools does the State use today? MS SCCM, Solarwinds?	None at this time.
45. What type of ticket tracking system does the State use today?	Spiceworks.
46. Might we see a report summarizing the types and numbers of incidents/service requests received over the past 12 months by location?	We have received about 800 tickets per each of our 4 locations in the last 12 months. The types of service requests are general hardware and software installation, configuration, training, support, troubleshooting, upgrading, etc.
47. Who performs this scope of work for TSVHB today…a vendor or internal staff? If a vendor provides these services currently, can the State identify the incumbent, and the duration of their current contract?	TSVHB IT staff.
48. If Level 2+ helpdesk support (as noted in A. 9) requires onsite service, what response time and what resolution times are required of the vendor?	The primary nature of the services needed at this time are project related. These can be planned and scheduled. However, should we develop a need for a Level 2 technician to be on site we would expect them to be onsite within 2 hours. This would be to address a more mission critical site wide infrastructure or system problem.
49. Might we see a breakdown of the numbers of users, desktops, peripherals and network devices by location?	Users, desktops, peripherals and network devices are fairly even at all locations.
50. Would the state consider a one month extension to the response due date?	No.
51. What is the expected method of work release and execution? Will agency release specific work orders which will need to be responded to, Or will agency raise staffing requests, or some other way?	To be determined, vendor's system to be considered.
52. Will the work expected to be performed be needed to be done onsite or is remote working acceptable?	Depends on the work to be completed.
53. Is the award going to be given to a single awardee, or multiple awardees?	One award is anticipated.
54. What is needed to showcase our experience with HIPPA?	The State cannot advise a respondent on what to include in a response.
55. What is needed to showcase our experience with PCI compliance? Are you expecting our facility itself to be PCI Compliant for supporting any associated work?	The State cannot advise a respondent on what to include in a response.
56. Can subcontractors reference be used for the 3 individual client references to be submitted?	No. RFP Attachment 6.2 Section B.17. requires that the references be provided by customers of the respondent.
57. Is there any requirement for respondent to maintain any physical presence in TN for the	No. However, respondent would have to have a sufficient physical presence in Tennessee to

QUESTION / COMMENT	STATE RESPONSE
work delivery?	provide the services required by the RFP.
58. Would we be monitoring existing security solutions that are already in place (SIEM, IDS, EDR, etc.) or would we be expected to put these solutions in place?	The vendor would be expected to put these solutions in place.
59. How frequently would penetration tests be performed?	At least annually.
60. What SLA (service level agreement) response times would be expected during the 24x7x365 support requirement?	The primary nature of the services needed at this time are project related. These can be planned and scheduled. However, should we have an incident that involves a mission critical system we would expect someone to be onsite within 2 hours.
61. Is there any security engineering or architecture support for new or planned systems involved?	No.

3. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.