

**RFO HSR11-42
APPLICATION INFRASTRUCTURE SUPPORT
QUESTION AND ANSWER SET 1
May 2, 2012**

#	Question	Response
1	Will RFO HSR11-42 Application Infrastructure Support be placed on BidSync? We have an MSA contract and want to place an ad on BidSync for a sub.	Yes. Here is a link to the eProcurement portal to Addendum 1: https://www.bidsync.com/DPX/ca/cdqs?ac=view&auc=1917225
2	Should the bidder have an MSA contract in a specific category or any MSA category would be acceptable?	Yes. Reference MSA User Instructions beginning on page 14 of 21, Attachment B, Statement of Work, B. Service Categories, 2. Category II – Project Implementation Activities, Subcategories; II.A – Programming, II.B – System Analysis, Design and Implementation, II.C, Database Designer and Architect. Link to MSA User Instructions referenced above: http://www.documents.dgs.ca.gov/pd/masters/itconsult/userinstructionsITconsulting032012.pdf
3	Are all the servers physically located in the Sacramento area?	Yes
4	Currently how many end users are at HSRA?	Approximately 98 staff.
5	Who are the other vendors the winning bidder would have to work with?	The winning bidder will work with CHSRA staff.
6	Can the incumbent respond to this solicitation?	Only MSA Contractors. Refer to Question 2.
7	Can the incumbent be a sub to another bidder?	Yes. The State will not bar any vendor from participation as a subcontractor for the RFO.
8	Can the State provide the incumbent's activity and invoices for the past 6 months?	Please submit a public records act (PRA) request to CHSRA. Link to CHSRA (PRA) guidelines: http://www.cahighspeedrail.ca.gov/PRA.aspx

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9	<p>Can the State provide the time that the incumbent has spent supporting the following functions in the past 6 months:</p> <ul style="list-style-type: none"> -VPN Appliance Server -Virtual Machine (VM) Server -File and Printer Server -Imaging Desktop services -Trapeze Networks (wireless support) -Network and server securities -Data storage and management 	<p>The State has addressed the level of effort required in Addendum 3. Please submit a public records act (PRA) request to CHSRA.</p> <p>Link to CHSRA (PRA) guidelines: http://www.cahighspeedrail.ca.gov/PRA.aspx</p>
10	<p>Is there a budget or a "not to exceed" amount for this RFO?</p>	<p>Per MSA User Instruction guidelines, contracts may not exceed \$1.5 million Link to MSA User Instructions referenced above: http://www.documents.dgs.ca.gov/pd/masters/itconsult/userinstructionsITconsulting032012.pdf</p>
11	<p>The Cost Worksheet describes Tasks as chargeable hourly and deliverables as charged hourly. I understand how the task has an hourly rate, but don't understand how the deliverable has an hourly rate. In the RFO, what is the difference between the task and it's counterpart deliverable? How is the deliverable to be broken down into an hourly item?</p>	<p>The State has addressed the level of effort required in Addendum 3.</p>

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12	<p>The RFO appears to request a network administrator with experiences in the specific subject matter areas described. However, the cost sheet asks us to provide the estimated hours on each activity during the year. Without working on the network in question, I'm unsure how to estimate how many hours the network will need support on each item. Every network is different. Should we assign the hours however we see fit as long as they don't total more than 2,000 for the year, or do you have any specific knowledge of how much time you use administering these items? What guidance can you provide to tell us how much time your network needs for each task?</p>	<p>The State has addressed the level of effort required in Addendum 3.</p>
13	<p>The deliverables appear to be the performance of the tasks coupled with a stated up time of 97%-99% depending on the deliverable. How is the calculation of the up time performed? What performs the measurement? Are there any described periods when the network can be down for scheduled maintenance that doesn't count against this? If access to the service is affected, but caused by something else, does that count as down time for the deliverable?</p>	<p>The State has addressed the level of effort required in Addendum 3.</p>
14	<p>What Virtual desktop solution is in place that requires support per Task #7, "Virtual Desktop"? Please include session broker, management, and Hyper-Visor level detail of the solution.</p>	<p>The State has addressed the level of effort required in Addendum 3.</p>

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15	The RFO list pricing sheets for both tasks and deliverables. Typically, in providing support for environments, the task or activity of supporting the equipment or software is the deliverable. Is the DGS looking for something other than these support activities, such as actual equipment or specific deliverable items such as a BIA (Business Impact Analysis) for the listed systems?	The State has addressed the level of effort required in Addendum 3.
16	The RFO does not list any specific task level detail or deliverable level detail in the document. Can the DGS provide detail to the expected activities provided (i.e. Patch Server, replace failed Hardware, version upgrades, etc), the expected frequency (Monthly Patching, two version upgrades expected a year, etc), and any boundaries around those activities (patching of OS but not applications, Patch COTS (Commercial off the Shelf) applications but not custom in house developed applications)? Can the DGS provide a list of expected deliverables (Annual DR Plan update, as built documentation, configuration baselines, etc)?	The State has addressed the level of effort required in Addendum 3.
17	Please provide the number of each technology, software, or hardware to be supported via AIS Support services in the RFO.	The State has addressed the level of effort required in Addendum 3.
18	The RFO lists security controls on Attachment 6. Are these security controls intended to communicate requirements for any vendor system or device that touches or interacts with the CHSRA systems, or is it intended to communicate expected configuration and support activities for existing or future deployed CHSRA servers?	Please review Addendum 3 in its entirety; if additional clarification is needed please submit question(s).

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19	Is there a preference for onsite or remote support or a blend?	The State has addressed the level of effort required in Addendum 3.
20	This RFO reads like the State is seeking just technical support and no project work. Can we get that clarified.	Yes, This is to maintain our current services
21	RFO mentions a VDI deployment. We would like to know the number of users that it is being delivered to.	Approximately 98 staff.
22	Is the State looking for daily task work (i.e. want Vsphere supported, but does that include deploying virtual machines, optimizing ESX and Vshpere, implementing Vmotion and HA features, etc.)?	The State has addressed the level of effort required in Addendum 3.
23	Is there a possibility that the due date could be extended?	The State has addressed this question in Addendum 3.