
REQUEST FOR PROPOSALS

December 17, 2008

RFP #2009-3463-2205

**City of Newport News
OFFICE OF THE PURCHASING DIRECTOR
2400 Washington Avenue
Newport News, VA 23607**



Phone: (757) 926-8721/ Fax: (757) 926-8038

Computer Hosting & Application Support Services

ADDENDUM 3

PROPOSAL DUE: January 2, 2009 at Close of Business (COB)

Contract Officer:

Bill Lindsey, CPPO, C.P.M., Purchasing Administrator

Attached, please find questions and responses associated with the solicitation.

Company Name: _____

Address: _____

City/State/Zip: _____

Telephone: _____ Fax No.: _____ E-Mail: _____

Fed. Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

This form must be signed. All signatures must be original and not photocopies

Who is the current hosting vendor?

Response: Deloitte

Who is the likely bill print vendor?

Response: The City has not entered into a contract with this vendor at this time.

Has the EAMs project started? If so, who is the implementation vendor?

Response: This project is in a planning and strategy phase at the present time. There has not been a solicitation for an implementation vendor yet.

What level of SAP certification is required for this award?

Response: Offeror is to indicate the level of certification they possess, if any.

May we get a copy of the Newport News selection code Section 2-570-2? Sec 2-570.2

Response: Contracting for other than professional services. Selection shall be made of two (2) or more offerors deemed to be full qualified and best suited among those submitting proposals, on the basis of the factors involved in the request for proposal, including price if so stated in the request for proposal. Negotiations shall then be conducted with each or the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the director of purchasing shall select the offeror which, in his opinion, has made the best proposal, and shall award the contract to that offeror. Should the director of purchasing determine in writing and in his sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

Is the Dept of Public Utilities or Dept of Purchase planning a pre-bid meeting for this RFP? If so when?

Response: NO

Does the Dept of Public Utilities currently engage suppliers to provide support of its existing CIS? If yes, would it be possible for you to supply information regarding the supplier (name and current role)

Response: Deloitte is currently providing support and their role is similar to that described in the RFP.

As a responsible corporate citizen XXXX makes all efforts to build, nurture and support an eco-system of MBE partners. To this effect we have an ongoing teaming agreement with a 100% Native American owned, HUBZone, soon to be 8(a) company with operations in the reservations of Newton, ND. XXXX also partners with a Texas HUBzone, certified minority business enterprise specializing in SAP hosting, and training. I read from the RFP document that Dept of Public Utilities encourages MBE/small business participation either as sub-contractors, JV, partnership, etc. The question here:

Is it mandatory to identify and retain a State of VA MBE entity? Or would it suffice using our existing partners?

Response: A State of Va MBE certification is not required.

The RFP on page 8 describes an existing contract: “Waterworks went live with its CIS in July 2007 and the CIS is currently hosted and supported under an existing contract which expires May 31, 2009.” In this context: Could you please clarify the current solution is a hosted solution—and that the Public Utilities do not host this application but managed by a third party supplier?

Response: The current solution is hosted.

If it is a hosted solution, could you please clarify who the current solution provider is?

Response: Deloitte

Are there any other reasons why the Utilities Dept wants to consider alternate supplier to the existing supplier—other than that the contract period ends by Mar’2009?

Response: This RFP has been put out for proposals because the current contract is ending. As a public entity, the City of Newport News seeks competition in purchasing all goods and services.

Can we see the SAN disk configuration? The requirement stated in the RFP is 3TB of SAN space should be included in the configuration. We need to assume that this should be for high performing disk so we would use 300 GB 15K disk configured in a RAID 10 to achieve 3TB of space. We also would assume that that accounts for current growth.

Response: The City does not have this document.

Does the configuration depend on a specific SAN technology, EMC for example?

Response: No, each Offeror should propose their best solution for Waterworks.

Is there specific replication requirements around the SAN?

Response: No, each Offeror should propose their best solution for Waterworks.

The RFP lists 18 SAN attached servers, each with a relatively small amount of space. Each requirement could be serviced by storage internal to the server. Is there a technical reason for each server to be SAN attached? **Response:** Yes, for SAP data access. Is each server connected via fibre channel connection? **Response:** Yes. Or are some servers attached via a network file share? **Response:** No. Can we get a physical layout of the server to SAN connectivity? **Response:** The City does not have this document.

Can we get a logical diagram of the total site? This would show the network layout and data flow requirements.

Response: The City does not have this information.

Is any IVR capability required for the new site?

Response: Yes.

Is there any technical reason to stay on the 385 platform? Would the 380 platform with current technology be an acceptable technology refresh platform?

Response: Offeror should propose their best solution to meet the needs of Waterworks'.

Should we use 32 bit or 64 bit operating software and what current version of SQL should we use? SQL 2000 is an older version of SQL, we would recommend upgrading to SQL 2005 if possible, and this could be 32 or 64 bit.

Response: Waterworks uses 32 bit OS. SQL comes with SAP, it cannot be upgraded independently. Waterworks has no desire to undertake an upgrade project at this time.

Can the City of Newport News provide a logical design of the current hosting environment?

Response: The City does not have this document.

Since, XXXX is a Qualified Hosting Partner, would we then be considered as a Prime Contractor to provide services listed in the RFP? XXXX is currently in the process of becoming SAP certified however we currently use a certified SAP subcontractor for RFP purposes.

Response: It is up to bidder to decide their role as either a Prime Contractor or subcontractor in this offering. The City will hold the Prime Contractor responsible for the contracted services and will not have a contractual relationship to any of the subcontractors that may perform services for the prime.

XXXX would like to request a two week extension, XXXX would like to submit a proposal but due to our strict internal security policies concerning Hosting/Collocation access within XXXX buildings we would need more time to get these approvals to submit our response .

Response: The City finds that ample time has been allowed for the receipt of competitive offers from the advertisement of the RFP. The proposal due date will remain as listed in the RFP.

Who is the Systems Integration Partner currently working with Newport News Waterworks on the current and future initiatives?

Response: Waterworks SAP system is being supported by Deloitte currently. There are no system implementations currently underway at Waterworks. The City has not put out a solicitation for any system integration partner for any future initiatives at Waterworks. Waterworks is in a strategy and planning phase for replacement of its work order system at the present time.

The RFP states that the environment is currently being hosted. Who is the current hosting partner and from what location is the environment being serviced?

Response: Deloitte provides hosting and the physical location is Tampa, FL.

On page 11 and 12 of the RFP lists the systems configuration. I understand the environments on page 11 but on page 12 is a list of system names of the additional SAN allocation. I am trying to match the first table with table 2 and 3. Table 2 shows one set of system names but does not correspond to the first table of the system names. Can you show me how they correspond to each other? **Response:**

- DCNT011/DCNT022 (D)- NNWQAR3/NNWQAR31
- DCNT011/DCNT022 (E)- NNWQAR3/NNWQAR31
- DCNT025 (D) - NNWDEV3
- DCNT025 (H) - NNWDEV3
- DCNT014 (D) - NNWSBR3

- DCNT013 (D) - NNWQABW
- DCNT012 (D) - NNWQACRM
- DCNT017 (D) - NNWDEVCRM
- DCNT024 (D) - NNWSOLMGR
- DCNT023 (D) - NNWQAXI
- DCNT031/DCNT032 (D) - NNWPRDR3CI/NNWPRDR3DB

The 3rd table with the cluster Info does not have the system name from Table 1. Can you tell me the system names to go with the clustering info? **Response:**

- SAPQAR3 - NNWSAPQAR3
- DBQAR3 - NNWDBQAR3
- QAR3CLS - NNWQAR3CLS
- PRDR3CLS - NNWPRDR3CLS
- SAPPRDCRM - NNWSAPPRDR3
- DBPRDR3 - NNWDBPRDR3
- PRDCRMCLS - NNWCRMCLS
- SAPPRDR3 - NNWSAPPRDR3
- PRDCRM - NNWSAPPRDCRM
- PRDCRMCLS - NNWSAPPRDCRM - INADVERTEDLY OMITTED FROM THE CLUSTER CHART ON PAGE 12
- DBPRDCRM - NNWDBPRDCRM - INADVERTEDLY OMITTED FROM THE CLUSTER CHART ON PAGE 12
- PRDXICLS - NNWPRDXICLS
- SAPPRDXI - NNWSAPPRDXI
- DBPRDXI - NNWDBPRDXI

The statement on page 12 “Offeror is to propose a total of 3.0 TB for the SAN.” Can you tell me how this is to be allocated in the SAP systems?

Response: Offeror is to propose this. This allows for some future growth and Waterworks does not know how it will be allocated.

I see you have InfoPak in your TRN environment. Do you have it in your other SAP environments and is it in a separate database?

Response: InfoPak is only with the current environment we have which is CCS. This is a separate database.

Your operating system is Windows 2003 – Is it 32 or 64 Bit Length

Response: The operating system is 32 Bit length

Just a note – We do not support SQL Server 2000 as is it no longer supported. We will need to upgrade to SQL Server 2005.

Response: We do run SQL that is part of SAP. There is not a SQL Server 2000 installation on any of the systems. We will not be able to upgrade to SQL Server 2005 unless we upgrade SAP.

Additional note – Solution Manager 3.2 is out of maintenance and will require upgrading to 7.0

Response: We are in the process now on getting Solution Manager upgrade to 7.0; however, we do not know if this will be done before new contract is award.

Is your DB Bit Length 32 or 64 Bit Length?

Response: The DB Bit length is 32

Can you provide sizing for your database for each system – R/3, CRM, BW and XI along with the number of databases for each environment?

Response: There is one database for each environment non - cluster(SB, BW,QA, TRN, DEV, XI, Sol Mgr., and PRD. In the cluster environment there is a database for the following environments(QA - R3, PRD- R/3, PRD - CRM, and XI)

Below is the current size of the database

- NNWPRDR3CI/NNWPRDR3DB - (D) - 126
- NNWPRDR3CI/NNWPRDR3DB - (G) - 37.5
- NNWPRDCRMCI/NNWPRDCRMDB - (D) - 20.9
- NNWPRDCRMCI/NNWPRDCRMDB - (L) - 3.9
- NNWPRDCRMCI/NNWPRDCRMDB - (K) - 6.3
- NNWPRDXI1/NNWPRDXI2 (D) - 22.5
- NNWPRDBW - (D) - 41.2
- NNWPRDBW - (E) - 40.85
- NNWSOLMGR - (D) - 41.1
- NNWQAR3/NNWQAR31 - (D) - 68.2
- NNWQAR3/NNWQAR31 - (G) - 70.8
- NNWQABW - (D) - 31
- NNWQABW - (G) - 38.2
- NNWQACRM - (D) - 17.6
- NNWQACRM - (L) - 8.4
- NNWQACRM - (E) - 5.73
- NNWQAXI - (D) - 20.5
- NNWQAXI - (L) - 2.89
- NNWQAXI - (E) - 6.18
- NNWSBR3 - (D) - 18
- NNWSBR3 - (E) - 10.36
- NNWSBR3 - (F) - 17.6
- NNWDEVXI - (D) - 22.7
- NNWDEVXI - (E) - 7.61
- NNWDEV3 - (D) - 43.3
- NNWDEV3 - (E) - 4.62
- NNWDEV3 - (F) - 19.4
- NNWDEV3 - (H) - 33.6
- NNWDEVXI - (D) - 27.7
- NNWDEVXI - (E) - 6.67
- NNWDEVXI - (F) - 24.5
-

What version of eServices are you running?

Response: We are running Netweave for our eServices. We are currently have a 6.40 kernel.

On the cover sheet (1st page) the validity asked is 120 days, whereas in Section 6.1 it is 180 days. Which do you prefer?

Response: 120 days is our preference.

At the end of the proposal is a request for additional monthly fee for 350GB. Do you also want an additional quote of the 3.0 TB?

Response: The City desires a quote of the 3.0 TB at the start of the contract and also the cost if an additional 350 GB is added anytime during years one or two of the contract.

May Newport News provide another 2-week extension given the timing (holidays) and importance of this response (hardware sizing, system performance, transition costs, etc)?

Response: No, The due date was moved from 12/15/08 to 1/2/09 to accommodate holidays. The 1/2/09 due date is firm.

On page 22 of the RFP, what alternatives does Newport News offer to the liquated damage terms listed? What are the current hosting terms and what issues are you currently experiencing?

Axon's goal is to exceed our client's expectations and manage our business expenses and revenues in a predictable manner which will allow us to continue to successfully serve our clients.

Response: Offeror may propose alternative offers related to the liquidated damages terms and the City will evaluate it. The Offeror is encouraged to offer their best proposal which will be evaluated based on the criteria in the RFP.

Please see updated information below.

NNWDEVXI - (D) - 22.7 should be NNWDEVCRM
NNWDEVXI - (E) - 7.61 should be NNWDEVCRM
NNWDEV3 - (D) - 43.3
NNWDEV3 - (E) - 4.62
NNWDEV3 - (F) - 19.4
NNWDEV3 - (H) - 33.6
NNWDEVXI - (D) - 27.7
NNWDEVXI - (E) - 6.67
NNWDEVXI - (F) - 24.5
NNWDEV BW - (D) - 28.0
NNWDEVBW - (E) - 28.0
NNWSBCRM - (D) - 28.0
NNWSBR3 - (D) - 18.0
NNWSBR3 - (E) - 34.0
NNWTRR3 - (D) - 28.0
NNWTRR3 - (E) - 28.0
NNWTRCRM - (E) - 28.0
NNWTRCRM - (D) - 28.0
NNWTRNINFOPAK(D) - NO SAN SPACE

The training materials created in InfoPak are stored on Waterworks servers that are located at Waterworks facilities and not hosted.

Will the City share all the vendors Q&A with all other vendors via addendum?

Response: Yes

Will answers to vendor's questions be provide as they are answered or will the City hold answers until the Question Period has concluded?

Response: This will be provided once the question period has concluded.

Has the City maintained it's Software Maintenance Coverage with SAP and does the City intend to maintain said coverage throughout the duration of the Application Support Services contract?

Response: Yes to both questions.

SAP dropped support of SQL2000 in Q1 of 2008. Does the City intend to perform an upgrade of SQL Data Base and if so when?

Response: This upgrade has not been scheduled.

Under the Cost Proposal section of the RFP bullet #3 speaks to the addition of storage. There is another reference to storage with in section 4.3 Current System Landscape. Could the City please provide the exact amount of SAN storage they would like vendors to propose as part of their base bid? Could the City also please provide and clarification on how they would like to see Storage increased and priced?

Response: The City would like vendors to propose 3.0 TB of SAN which would be in use at the start of the contract and to state the cost of additional SAN in 350 GB increments above and beyond the 3.0 TB so the City knows what the cost would be if this additional storage is needed during years one and/or two.

Can the City provide a brief description of the responsibilities associated with the Customer Support Center?

Response: This center or facility would be the point of contact for Waterworks to call or email with questions or problems. This would typically be some type of help desk or support desk. Offeror should describe how they will provide management and support for Waterworks application and how they feel responsibilities should be delineated.

Can the City provide a description of the "Customer" using the Customer Support Center?

Response: Waterworks is the customer.

Can the City quantify the average number of calls received on a monthly basis?

Response: Waterworks does not track the total number of calls. Calls can be for general information and do not always result in a support ticket being opened. An average of 27 support tickets is opened each month.

Can the City please identify the tracking tools the City is using today?

Response: Waterworks is using a tool provided by the current support vendor.

Does the City have a technical help desk? What if any trouble ticket system do they have?

Response: Waterworks has a technical help desk which is in the process of implementing IssueTrak.

Within this section Waterworks' references a MPLS connection that is operated and maintained by Verizon that connects Waterworks to their current hosting provider. Is it accurate to assume that Waterworks will continue to manage their relationship with Verizon and have the circuit re-provisioned to connect Waterworks to the new hosting provider's facility?

Response: Yes

In your RFP, you make reference to the HP DL 385's owned by the City, please indicate whether these are G4 or G5 series servers?

Response: They are G4 series servers.

In your RFP, you reference supplying the SAP and OS (operating system) licenses. Are you also going to supply the MS SQL licensing?

Response: We are using SQL that is within SAP. We are not using SQL as a standalone application.

Is Waterworks currently running on dedicated server hardware? What is the server (CPU) and RAM utilization rates on the servers you are currently utilizing?

Response: We run dedicated server hardware owned by Waterworks. We do not have the statistics to provide information on RAM utilization.

Are you open to using VMware virtual servers?

Response: No.

Is the City using a dedicated or leveraged SAN at the current time? If you are using a dedicated SAN, are you open to using a leveraged SAN?

Response: We are using a leveraged SAN that is provided by the hosting provider. We have dedicated disk space for each server.

What is the current ratio of reads to writes in the DB queries?

Response: Waterworks does not have the statistics to provide this information.

The RFP references a DR plan being critical. Is a separate (scaled down) DR/COOP facility in the plans? If so, what are the replication requirements between facilities?

Response: Offeror should propose what they consider to be the best option for Waterworks. Waterworks does not have a separate disaster recovery facility at the present time.

Are you encrypting your database or server to server communications at this time? If so, what are you using for this? If not, can you please expand on the acceptable methods to perform this function?

Response: We do not encrypt our database; however, our network does have encryption.

Waterworks is currently running SQL server 200 (enterprise or standard edition?) are you open to or looking to upgrade to the new version of MS SQL server?

Response: Waterworks is of the understanding that the version of SQL Server cannot be upgraded without upgrading SAP because we do not have separate installations of SQL Server on our machines. If this understanding is incorrect, Waterworks would be interested in having Offerors propose options of what can be done. This should be bid as an option with separate costing.

Are there any other applications running that need to be supported? For example, Active directory, BEA Weblogic?

Response: Not at the present time.

For the data migration piece of this project, is Waterworks open to have a SAN device placed on site at your current location to acquire the needed data? Or have a network connection from Verizon connected to your current environment and a VPN tunnel established to migrate the data?

Response: Waterworks is open to these alternatives.

How big is the current internet connection? What is the average hit rate during peak and non-peak hours?

Response: Waterworks has MPLS that is run from Waterworks offices to the hosting site. The circuit data speed from Waterworks to the current location is 3 MEG. Waterworks uses the current internet connection which is at 4.5 MEG for failover. Waterworks is using this connection for our internet. The internet connection is only used if the MPLS circuit is down.

The RFP references IDS in your security requirements, is IPS and log aggregation something you would like to see pricing on?

Response: We do not need a pricing for IPS and log aggregation.

What are the Bandwith Requirements back to the Hosting facility? (Both Public IP and MPLS)

Response: Waterworks has MPLS that is run from Waterworks offices to the hosting site. The circuit data speed from Waterworks to the current location is 3 MEG. Waterworks uses the current internet connection which is at 4.5 MEG for failover. Waterworks is using this connection for our internet. The internet connection is only used if the MPLS circuit is down.

Is there a geographical preference to the location of the Hosting site? **Response:** No, as long as communications can occur in English and between the hours designated in the RFP. Waterworks would not want support to be degraded because of time zone differences.

Under Minimum Requirements in Section 4.1 of the RFP, there is the following statement. “Prospective Offerors must be SAP certified as a Qualified Hosting Partner and Application Management Provider.”

If a vendor were to propose the following approach, would the City of Newport News/NN Waterworks consider it?

Hosting Services – Vendor provides all underlying infrastructure and management of the infrastructure to include SAS 70 type II reporting

Application Management – NN Waterworks provides Application Management project management, and vendor provides contractors, both SAP Certified and others, on a supplemental staffing basis, to perform various projects, tasks, and support assignments as designated by the NN Waterworks project managers.

Response: Waterworks may consider this alternative and asks that Offeror elaborate to include who would manage the hosting vendor, would management of the application support team include task management AND personnel management (handling vacancies, leave, evaluations, disciplinary actions, etc) and where would the application support team reside.

What is the Solution Manager used for in your environment? Monitoring, transports, reporting, etc?

Response: Yes, Solution Manager is used for these purposes.

May we get a current copy of the Early Watch report from all satellite systems?

Response: Waterworks does not have this information.

What is the version of ITS and E-Services you are using, and what is ITS currently being used for?

Response: For eServices we are using Netweaver 7.0 with Kernel version 6.40 and we are using ITS for our Wgate and Agate to access the web browser for R3 URL.

Is there a plan to replace ITS with Enterprise Portal? Response: No.

May we get the current patch level for each system? Response: Current minus one.

CUA in mentioned the Appendix of the RFP. On what server is CUA running?

Response: This was an error. Waterworks did not activate CUA.

Where is the SLD located? Is it on the Solution Manager System?

Response: This is on all systems except ABAP.

What systems does the XI system connect to?

Response: XI connects to SAP and is used for interfaces to include GIS, WICM (work order system), PWCI (Public Works trash cart inventory system), HRSD (wastewater), and other interfaces.

What third party software are you using in conjunction with SAP?

Response: We are using Microsoft Office and the systems listed as interfaces.

Is Faxing setup?

Response: No. If so, which software is being used?

What is the size of the individual databases? Response below:

NNWPRDR3CI/NNWPRDR3DB - (D) - 126

NNWPRDR3CI/NNWPRDR3DB - (G) - 37.5

NNWPRDCRMCI/NNWPRDCRMDB - (D) - 20.9

NNWPRDCRMCI/NNWPRDCRMDB - (L) - 3.9

NNWPRDCRMCI/NNWPRDCRMDB - (K) - 6.3

NNWPRDXI1/NNWPRDXI2 (D) - 22.5

NNWPRDBW - (D) - 41.2

NNWPRDBW - (E) - 40.85

NNWSOLMGR - (D) - 41.1

NNWQAR3/NNWQAR31 - (D) - 68.2

NNWQAR3/NNWQAR31 - (G) - 70.8

NNWQABW - (D) - 31

NNWQABW - (G) - 38.2

NNWQACRM - (D) - 17.6

NNWQACRM - (L) - 8.4

NNWQACRM - (E) - 5.73

NNWQAXI - (D) - 20.5

NNWQAXI - (L) - 2.89

NNWQAXI - (E) - 6.18

NNWSBR3 - (D) - 18

NNWSBR3 - (E) - 10.36

NNWSBR3 - (F) - 17.6

NNWDEVXI - (D) - 22.7

NNWDEVXI - (E) - 7.61

NNWDEV3 - (D) - 43.3

NNWDEV3 - (E) - 4.62

NNWDEV3 - (F) - 19.4

NNWDEV3 - (H) - 33.6

NNWDEVXI - (D) - 27.7

NNWDEVXI - (E) - 6.67

NNWDEVXI - (F) - 24.5

Is there a printer landscape and printer information available?

Response: There is no printer landscape document available. All of the printers are at Waterworks offices and SAP is configured to print to them.

Is there a dedicated print server? If so, what server are you using?

Response: Yes. The print server is at Waterworks, it is not hosted.

Are there any remote locations that have printers and other peripheral (such as RF devices, special type of printers) equipment that is being supported?

Response: All Waterworks locations have printers and other peripherals. Waterworks supports this hardware.

Will Verizon continue to Maintain and Manage the MPLS service to the XXXX if chosen?

Response: Yes

Who currently manages the VPN failover for the MPLS network? Verizon and the router is configured for failover. Will they continue to do so, if XXXX is chosen? Response: Yes

Is there a report of current bandwidth utilization from internet and wan connection?

Response: No

How many help desk tickets relating to SAP (vs. PC/Laptop, network etc.) and transport tickets are expected/currently are logged each day?

Response: An average of 27 support tickets related to SAP are opened each month. We do not open transport tickets; our transports are done in conjunction with a support ticket.

Pg 24 – Waterworks' application is supported by four FTE's.... what are the skills/responsibilities of these resources? Basis, configuration, functional, ABAP?

Response: The four FTE's includes Basis, configuration, functional and ABAP.

There are a significant number of interfaces listed in the appendix. Where do you experience the most issues? The interface with WICM (work order system) experiences the most issues. Are these operations stable or do you find some need constant attention? For the most part, the interfaces are stable, however they do require attention if varying amounts. None require constant attention, however the amount varies. Similarly, are the abap reports stable and working well? Or do they require continuous attention? The abap reports are stable for the most part. In the timeframe since implementation, the majority of attention has gone to stabilizing the system and resolving defects rather than spending a lot of time on reports.

Response: Waterworks does want to review its reporting needs and this could uncover some new requirements or corrections to existing reports.

Also in the appendix defining the scope, I assume that everything listed (workflow, reports, interfaces, etc) has been implemented except the enhancement list? Please confirm.

Response: Everything has been implemented including the enhancements.

What areas of functionality have the most issues?

Response: FICA, billing and work management

Is the system configuration and business processes documented? Yes Are there end user procedures available?

Response: Yes Test scenarios and scripts available for use in testing? Yes

Do you have a formalized approval process for system enhancements in functionality?

Response: Yes

What is the current backup utility and drive capacity?

Response: Symantec Backup Exec. Waterworks does not have drive capacity information.

What is the current scheduled maintenance window in hours?

Response: There is no set maintenance window. When maintenance is needed, dates and times are discussed and set in a cooperative manner. Maintenance occurs after 5pm eastern or on weekends.

What is the current RTO (Recovery Time Objective) and RPO (Recovery Point Objective)?

Response: Offeror should propose what they think is best.

Do you have any security and background clearance requirements? **Response:** No

Will we have access to Credit Card Information, and are there any requirements to secure this information? **Response:** This information should be secured

List of strategy for system refreshes.

Response: Offeror should propose the strategy they think is best. Waterworks is open to alternatives.

For the line listing future environments – are there any updates or project plans available?

Response: No, these projects have not been scheduled yet.

Are there any current plans for upgrading SAP and/or Database and/or Operating Systems?

Response: No.

The RFP indicates we need to note exceptions to terms and conditions but we don't see an attached contract/terms. Is there another document? A few terms are included that we will comment on termination, IP infringement, insurance, Liquidated Damages, anything else?

Response: This is the only document.

Is Newport News open to a blend of resources from onshore / offshore, or all onshore resources?

Response: We are open to these options.

If onshore, do you have requirements regarding US Citizens, or are green card holders also acceptable?

Response: Because the people doing the work will be employees of the service provider and not the City of Newport News, potential employees must meet your requirements, not the City's. However the City assumes that all employees are hired based on US law regarding non-US citizens.

Is your current service provider US based or offshore?

Response: They have offices both in the US and offshore.

We are assuming that Newport News will be providing the SAP and Database licenses. Is this correct? Response: Yes

What can Waterworks personnel share with ACS about what they have learned while being hosted by their current SAP hosting partner?

- o What do you like about being hosted?
- o What do you not like and would change about be hosted?
- o Same for the application support – what do you like and not like about relying on a third party for this support?

Response: The answer is the same for both questions. It is good to get the support needed without having to deal with hiring, training, staff retention, and other personnel issues that surround technical expertise especially in the municipal government environment where we might not be able to attract and retain the staff needed. As to the downside - we have a culture of being very self-sufficient and it can be hard to not have as much expertise in our system as we did in the past.

The RFP states that the Waterworks current hosting agreement ends on May 31, 2009 and that the 2-year term includes the transition timeframe. Are we to assume that the agreement associated with this RFP is to start on June 1, 2009 with the transition starting on June 1?

Response: No, the transition period needs to begin earlier while the current firm is still under contract.

Are there any specific business reasons why the Waterworks has issued an RFP other than the expiration of the current agreement?

Response: The City has an obligation to competitively procure goods and services and Waterworks wants to know what options are available to them. The current contracts were negotiated in 2005 and there could be changes in how things are done and new offerings that bring an advantage to Waterworks. Waterworks would not know about its full options without issuing an RFP.

What does the Waterworks hope to gain by evaluating potentially new partners?

Response: Same answer as above.

When will it be possible for XXXX to meet and/or discuss with the appropriate City of Newport News Department of Public Utilities SAP personnel their expectations of their hosting partner as well as the business drivers for switching from their current hosting provider?

Response: Once the proposals have been reviewed, the City may elect to schedule oral presentations and discussions with a short list of vendors.

The following is the first sentence from Section 13 in the proposal:

“The City of Newport News may cancel any resulting contract with the contractor at any time by giving thirty (30) days written notice. The contract may be canceled without notice for vendor non-performance. Cancellation shall not release the vendor from legal remedies available to the City.”

It appears this sentence should be appended by the phrase “except for the notice period as defined below with Termination for Convenience.”

Response: The City may consider this text change during negotiations.

Under what circumstances would the City expect to exercise the Termination for Convenience as provided in Section 13?

Response: The City does not envision any circumstances at this time.

The RFP discusses the potential of an upgrade during a five year period of time. Upgrades can vary in the amount of additional capacity required. How would the City like this addressed in the RFP response?

Response: At the present time, Waterworks does not know what the size and scope of an upgrade would be or if it will occur within the five year time frame. Waterworks is looking for an Offeror that has sufficient experience, size, and depth at assembling a team of the required size. Waterworks would hope to be working in a partnership mode such that Offeror had sufficient notice for proper mobilization.

What are the RTO/RPO requirements in the event of a disaster?

Response: Offeror should propose the strategy they think is best.

Could a recent Early Watch report be made available to ACS?

Response: Waterworks does not have this.

Could historical ticket information be made available?

Response: An average of 27 support tickets are opened each month. During the period from March 2008 through November 2008 an average of 1% of tickets were priority 1 (most urgent), 11% were priority 2, 77% were priority 3, 11% were priority 4 (least urgent). We do not have the tickets broken out by functional area. The average number of tickets open in backlog is 87. At the present time, 106 tickets are open. This high number is due to a temporary freeze while doing a recent SAP support pack upgrade.

How often have refreshes been requested to non-prod environments?

Response: This has been done twice since go live, however we are interested in Offeror proposing what they consider to optimal.

How many client copies have been requested in the past year? **Response: None**

Can we have statistics of the type of help desk tickets for these Modules/end to end business processes?

Response: Waterworks does not have tickets broken out like this.

Are there any other FRICE objects other than what is listed? **Response: No**

Do you have any plans for any development objects at the moment, or in next six months? If so, please describe as best as possible. What is the estimated work effort?

Response: At some point in the future, Waterworks wants to review its reporting requirements and this could lead to some development efforts.

How many functional consultants are supporting the current SAP Solutions? Can we have the break-up of their hour utilized in the past year by each module?

Response: Currently four FTE consultants are supporting SAP in addition to the support that Waterworks provides (BW and security). Waterworks does not have the break-up of their hours.

Is the upgrade proposed going to be solely a Technical upgrade or is there going to be any additional business processes be impacted?

Response: Waterworks has not made this decision yet as it is somewhat dependant on what system is chosen for the asset management system.

Can you provide a scope of support activities for SAP in the following area with expected FTE requirement:

- Helpdesk support
- Functional
- Technical
- Interface/Integration
- Application enhancements

Response: Support activities would include keeping the system running and operational, batch processing, break/fix work, enhancements as requested, and all items listed in the RFP. Offeror should propose the FTE breakout in the areas shown above