Invitation to Negotiate
ITN-22-045-MF
Mainframe Managed Services

ADDENDUM NO. 2

The following changes, additions, clarifications, and/or deletions amend the ITN document of the above captioned solicitation and shall become an integral part of the Contract Documents. Language that is struck through has been removed in its entirety while language that is **bold** has been added to the Contract Documents.

CHANGES:

REVISION #1:

SECTION 4.2.1 - EXISTING MAINFRAME ENVIRONMENT AND OVERVIEW

Below is a summary of our current mainframe environment. It is expected that the chosen provider will perform a complete discovery with MDCPS, and pricing will be adjusted in the discovery phase. This information is provided to allow responding providers to price accordingly and understand the size and scope of the MDCPS mainframe environment. The following are key mainframe counts:

Current	Additional Data
CPU Make and Model	**8562 E02 model T02**
OS Release	Z/OS **2.5**
Required MIPS	**326**
# LPARS	2
Memory per LPAR	**48** GB PROD / **16** GB TEST
Average CPU Utilization (%)	30
Peak CPU Utilization (%)	100
Trending Up/Down (%/year)	Down
CPU Lease Obligation/Maintenance ($), Renewal Date	N/A
JES2 or JES3 or VSE Power	JES2
Usage Projected over Next 3-5 Years (Increase or Decrease)	Decrease
# Parallel Channels	0
# FICON Channels	**12**
# of OSA cards	4
# CICS Regions	19

Storage	Quantity
Make and Model (IBM, EMC, HDS, StorageTek)	IBM **8910**
Is data replication required?	FLASHCOPY
Is data encryption at rest required?	No
~~# 3390-x3 volumes~~	~~525~~
# 3390-x9 volumes	**512**
#3390-x27 volumes	**16**
#3390-x54 volumes	**16**
Growth per year (%)	0

Tape Drives	Quantity
IBM VTS	TS7700 Model VED 64 Virtual 3490 drives, 100K Virtual Volumes

Peripheral Devices	Quantity
3745 Front End Processor – Required (Yes/No)	No
# PCs using emulation	32K
# Terminals	32K
# Concurrent Users	3K

Printers			
Printer(s) Make and Model	Printer attached via (Channel, IP, SNA, etc)?	Quantity	Estimated Monthly Print Volume (lines or pages)
~~IBM 4100~~	~~Channel, FICON thru OPTICA PRISM device~~	~~2~~	~~122.78 miles~~
Ricoh 8300s	**IPDS**	**1**	

Mainframe Software

Job/Scan
TSO Superset
UltraOpt/CICS
Mainview SRM Allocation
Mainview SRM StopX37
Mainview SRM EasyPool
Control - D

Control - D/Page on Demand
Control - M
Control - M/Analyzer (formerly B)
Control - M/Restart (formerly R)
Control - M/Tape (formerly T)
Control - O
TIVOLI OMEGAMON XE VTAM
TIVOLI OMEGAMON XE for CICS
TIVOLI OMEGAMON XE Z/OS
MVS/Quick-Ref
EASYTRIEVE
PANVALET
PANVALET ISPF
AFP Font Collection
PSF for Z/OS
Enterprise Cobol for Z/OS
File Manager Z/OS & OS/390
Fault Analyzer Z/OS & OS/390
CICS Transaction Server for Z/OS
Print Management Facility
OGL/370
z/OS Base
z/OS DFSORT (5740-SM1)
z/OS DFSMS DSS HSM (5695-DF1)
z/OS EREP (5658-260)
z/OS GDDM V2 (5695-167)
z/OS HL Assembler (5696-234)
z/OS ISPF (5698-A81)
z/OS JES2 (5655-068)
z/OS Lang Environ (5688-198)
z/OS LE Data Encryption
z/OS OE DCE
z/OS 3270 PC File Transfer
z/OS RMF (5655-084)
z/OS SDSF (5665-488)
z/OS Security Server
z/OS SMP/E (5668-949)
z/OS TCP/IP KERBEROS
z/OS TSO/E (5685-025)

z/OS VTAM (5695-117)
DLF V0
DCF V0
DCF DLF Feature Subset JSR1411
AFP FONT COLLECTION (5648-113)
FDR-FLASH
FDR
CPK
ABR
FATS
FATAR
IAM
VPS/PCL
VPS
CICS/Hotprint
CICS/Message
CICS/Morning News
CICS/Spy
Show & Tell
Track
X-Ray
HourGlass 5655-U59
SAS
Vanguard Administrator
Vanguard Advisor
P-Synch
InfoPrint Manager for Windows
ADABAS
ADABAS ONLINE SERVICES
ADABAS NATIVE SQL
ADABAS SQL GATEWAY
NATURAL
NATURAL SECURITY
NATURAL FOR VSAM
NATURAL ISPF
NATURAL CONSTRUCT
PREDICT

REVISION #2:

SECTION 8 – PROPOSAL PRICING

REVISED SECTION 8 – PROPOSAL PRICING

(Signature required at the end of this Section)

Proposer must complete this Section and the attached Excel workbook in its entirety and may supplement this section with additional pages as to provide the District with a more detailed breakdown, backup and/or options of related cost associated with the services being solicited in this ITN.

Please complete the attached **Revised Price Proposal Form Excel workbook** with your pricing proposal.

The information in this ITN is to be utilized solely for preparing the proposal response to this ITN and does not constitute a commitment by the District to procure any product in any volume.

The Proposer shall offer all elements of this ITN and meet all service requirements and specifications listed within Section 4 - Scope of Services, including but not limited to all costs associated with the performance of these services, including labor, materials, transportation, training, maintenance, fees, etc.

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF THE PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS PRICE PROPOSAL WHERE INDICATED BELOW BY AN AUTHORIZED REPRESENTATIVE OR PROVIDE THE FORM AS PRESENTED MAY RENDER THE PROPOSER NON-RESPONSIVE.

_____ _____

Signature of Proposer's Authorized Representative *Title*

_____ _____

Printed Name: *Date:*

QUESTIONS AND ANSWERS:

Q1: Could you provide a link where I may find the recording of today's Pre-Proposal meeting?

A1: You may view recording using the following link: ITN-22-045-MF Pre-Proposal

Q2: Will there be any post- production support requirement?

A2: This proposal is seeking on-going production support to the mainframe environment.

Q3: Can I submit proposal as a sub?

A3: The District will contract with primary vendors. You may contact the Office of Economic Opportunity (OEO) for a list of primary vendors you may partner with. For additional assistance, please contact Eric Bryant at (305) 995-1307 or via email: ebryant@dadeschools.net .

Q4: General Question: Must the services be delivered from on shore USA?

A4: Yes, support services must be delivered from on shore in the United States.

Q5: In Section 4.2.3. Minimum Requirements #2. Providers should be forthright about the size of their existing production customer base and the number of actual declarations that the provider has supported over the past year. Please clarify "declarations".

A5: Proposer should provide evidence of mainframe support customers of comparable size, and that the vendor actually provides support for systems similar to those listed in this proposal.

Q6: In Section 4.2.3. Mainframe Support Services, 2. The proposed team must encompass team members with the following skills: a. Experience with legacy mainframe z/OS 2.5 systems and the ability to examine and translate code into new system requirements. Please clarify, "examine and translate code into new system requirements."

A6: Please disregard the statement to "translate code into new system requirements". Code development is no longer in the scope for this initiative.

Q7: Under Technical Support Services, it states "Must perform routine ADABAS administration." Please provide additional detailed functions for this support.

A7: Apply hot fixes, update product licenses and ability to restore ADABAS data bases.

Q8: Under Technical Support Services, it states "Must provide system and database software maintenance, including management and Technical Support Services. Must provide system and database software maintenance, including management and administration of third-party help desk support function for calls transferred to the data center for problem resolution." Please provide clarification.

A8: Proposer will work with 3rd party vendors to resolve problems. Request for help may come from IT support staff at the District. There is no expectation to manage a third party help desk.

Q9: Under Operational Support Services, #10 Must provide Infrastructure Monitoring. Please clarify what is included in 'Infrastructure'. What is currently used for monitoring the infrastructure now i.e., SolarWinds, Appsworx (Opmantek), etc.?

A9: The infrastructure in this case will be the mainframe CPU, disk array, and VTS. IT personnel currently uses Omegamon for monitoring.

Q10: Under Operational Support Services, #14 Must provide support as needed for State audits of the system, which routinely occur. Support is typically limited to responding to requests for

information regarding the security and general configuration of the system. Please provide the quantity of annual State audits.

A10: Audits occur, but are not limited to, once a year. Mainframe information is often asked as part of the audits, and the District will be seeking assistance in providing this information.

Q11: Can we perform some, or all, the managed services tasks (related to RFP) outside the USA via remote support resources?

A11: No, support must be conducted within the United States.

Q12: What are the current business drivers (pain points) motivating the client to engage in this process and look for a new vendor?

A12: Staffing shortages requires the District to seek 3rd party technical support.

Q13: What are the specific skillsets needed to augment the existing Mainframe staff?

A13: We seek mainframe technical support that covers the hardware and software listed in this proposal.

Q14: What skillsets are higher priority need?

A14: The most critical skill would be in the role of a mainframe systems programmer.

Q15: What is the Peak MIPS/MSU rating vary throughout the year, or do you have extra provisioning for capacity on demand during peak usage periods?

A15: No capacity on demand, no extra capacity is needed.

Q16: How many staff make up the MF Operations / Engineering Team: Retirement / Resignation estimates? • Titles? • What percentage of the Mainframe Storage Engineers' time is devoted to daily operations/actual work? • Any critical employees that would remain and/or potentially rebadge to respondents?

A16: There is currently one staff member that supports the mainframe, and there are other staff members in the programming area that support the applications. There is an operations desk that runs the scheduling jobs and printing functions. The District has no current estimates of when the current staff will be unavailable, but want to begin the process of shadowing these functions.

Q17: Is software on the mainframe current?

A17: All mainframe software is up to date except for CICS, ADABAS, NATURAL.

Q18: Are there any plans to upgrade hardware?

A18: New hardware was purchased in July of 2023, CPU, Disk Array, Tape Library and VTS.

Q19: What are the various subsystems running on Mainframe?

A19: Subsystems - SMS, RACF, JES2, OAM, PANVALET, CONTROL Products, ADABAS

Q20: Are you expecting the workload to remain at the same level in the foreseeable future or increase? We would appreciate workload projections for the next three or five years.

A20: The workload level is expected to decrease.

Q21: If not offshore, can services be delivered via remote support?

A21: Yes.

Q22: Please provide specifications for the printer(s) or any other peripherals connected to the Mainframe.

A22: 2 IBM 4100 printers will be retired at the end of March 2024, replaced with IP based Ricoh printer.

Q23: Please provide Mainframe Networking Diagram.

A23: Mainframe has one IP address for each LPAR, one IP address for each of the 2 OSA cards running the ICC consoles.

Q24: Are there any other systems that are connected to the Mainframe?

A24: The mainframe provides information to other open data systems via FTP. It also interfaces with Control products for scheduling and reporting needs.

Q25: Please provide a list of all applications that are running on the Mainframe and dependencies on OS.

A25: All software is listed in this proposal. Detailed application information will be shared upon award.

Q26: What Monitoring Tools are currently being used?

A26: Omegamon and Omegamon/CICS.

Q27: Would managing security be part of the scope?

A27: Yes, RACF security is currently handled by ITS staff, but this could be a function that needs support.

Q28: Due to the sensitivity of data on mainframe, must the data reside in the US only.

A28: Yes. Please refer to Response for Question 11.

Q29: Due to the sensitivity of data on mainframe, are offshore operations allowed?

A29: No. Please refer to Response for Question 11.

Q30: Due to the sensitivity of data on mainframe, must the offshore personnel need to have any US Government clearance or certifications?

A30: All support functions must be conducted within the United States.

Q31: Due to the sensitivity of data on mainframe, is the vendor required to produce documentation to ensure no data will be offshore.?

A31: No, vendor must agree to the terms and conditions of the contract stating that data will remain within the United States.

Q32: Can the local business points be awarded if the sub-contractor is a local business?

A32: Local business preference only applies to the prime firm submitting a response.

Q33: Can the Minority points be awarded if the sub-contractor is an African American Business or Non-Minority Women?

A33: Yes, please refer to Section 7.2 Criteria for Evaluation for the specific point breakdown of certified firm participation.

Q34: Please provide the update Mainframe specification referenced on the call.

A34: Updated specifications have been included with this addendum.

Q35: Are digital signatures acceptable?

A35: Yes.

Q36: Item 10 in section 6 of the ITN states: "As part of the Proposal, the Proposer must complete, sign and submit Exhibits 1 through 15, Exhibit 19, and if applicable, Exhibit 18, all of which can be found in Section 10. By submitting a proposal, the Proposer agrees to be bound by and to execute the Sample Agreement, Exhibit 15 of this ITN." – Given language in ITN section 7.1.c, Step 4, It is the bidder's position the Sample Agreement in Exhibit 15 should not be signed and returned with the response due to the likelihood of changes during negotiations. Please advise if Miami-Dade County Public Schools concurs and wishes Bidders to provide proposed redlines to the Sample Agreement as a starting point for contractual negotiations.

A36: Yes. Please submit exceptions to the sample agreement for consideration.

Q37: Should Exhibit 14 – Statement of No Response be included with bidder's submitted proposal, or can this Exhibit be omitted?

A37: Exhibit 14 – Statement of No Response is only to be completed if the vendor decides not to submit a proposal. The form allows the vendor to also provide feedback.

Q38: Section 4.2.3, Core Requirements for Evaluation includes five separate subsets of services: Mainframe Support Services, Network Services, Operational Support Services, Technical Support Services, and Information Security Management Services. Will a response that addresses some but not all these subsets receive consideration?

A38: The District is seeking mainframe support in all areas above. Please specify what roles your company can provide.

Q39: Section 4.2.3, Information Security Management Services lists very specific certificate compliance requirements. Do these requirements extend only to responses that are proposing Information Security Management Services solutions? Or do they broadly pertain to any of the other service subsets within this section?

A39: Please provide information on your company's position on the listed security standards.

Q40: Section 4.2.3, Technical Support Services: How are the responsibilities identified in this subset currently being addressed?

A40: All responsibilities are currently handled in-house.

Q41: Section 4.2.3, Technical Support Services: For each individual addressing these responsibilities, please identify job title and proportion of an FTE they spend on these responsibilities.

A41: There is one mainframe systems programmer on staff. FTE information is not available.

Q42: Section 4.2.3, Technical Support Services: Please elaborate on the potential risk and business impact evaluation that would require on-site support. Interested in who performs that evaluation and the criteria associated with a need for on-site support.

A42: If something is physically required to support the mainframe, and this work cannot be done remotely, personnel would have to be on site to resolve the issue. This may be a rare occurrence, considering the District has active hardware support contracts.

Q43: Section 4.2 states: "The scope of this project is to provide z/OS Mainframe Managed Services (MMS) utilized by Information Technology Services. The plan and services shall include all equipment, software, labor and materials, technical manuals, training, and technical services to perform the maintenance services specified. M-DCPS requires a complete mainframe support solution that includes but is not limited to (i.e., complete support of IBM mainframe workload) mainframe processors, storage, virtual tape, data center infrastructure, ADABAS support, operations management, and technical support services to on-prem site." Section 4.3.1 asks for a pricing model that contains hosting. Hosting is again referenced in sections 4.4 and 8. Please confirm whether hosting services are part of the required solution or if this is a purely remote managed services support to an on-prem mainframe.

A43: Hosting options were once in scope for this proposal in previous drafts, but it is no longer an option. Please disregard any reference to managed hosting at a remote site.

Q44: With the assumption that managed hosting is not part of the RFP scope, is ISO 27001, SOCII, and CSA required?

A44: See Response for Question #43

Q45: With regard to the Certified Firm Participation in SECTION 7.2 - EVALUATION CRITERIA, is there a required percentage goal for subcontractors in this solicitation? If so, what is the required percentage goal?

A45: There is no required goal. The School Board has a strong commitment to participation by businesses certified by the M-DCPS Office of Economic Opportunity, as part of all District contracting.

Q46: Would a proposal for an alternate approach with moving the workload off-prem be acceptable?

A46: No.

Q47: Please confirm that offshore resources can be used as long as data does not leave the US.

A47: No, offshore resources cannot be used for this initiative.

Q48: Please provide the most up to date details on the current hardware and software environment.

A48: See Response for Question #34.

Q49: Does the person currently on staff that knows the mainframe perform the entire scope of what is being asked of from the service provider?

A49: Yes.

Q50: Please specify existing production and DR locations.

A50: Production is at the central computer center for the school district. There is no DR location at this time.

Q51: Please provide the current production CPU model number.

A51: 8562-E02 Type T02

Q52: Please provide DASD model and allocated capacity (GB).

A52: 8910 Capacity 18TB

Q53: Please provide VTS model and allocated capacity (GB).

A53: VED Capacity 60TB

Q54: Are the IBM 4100 printers in scope? If so, please define the scope of work.

A54: See Response for Question #22.

Q55: What ITSM tools are currently in use?

A55: An Ivanti product is used for the service desk.

Q56: Please provide estimated total number of ITSM tickets per month.

A56: There are relatively few ITSM tickets related to mainframe, averaging less than a dozen per month.

Q57: Please provide the number of Incidents per month on average with breakdown by severity, if available.

A57: This information is not available.

Q58: Please provide the number of Requests and Change Management tickets per month on average.

A58: There are no future plans for modifications or changes to the current mainframe environment. Any changes would be of a break/fix nature.

Q59: Please provide the number of security tickets per month on average.

A59: Security provisioning is on-going, but handled by in-house staff. Security support issues are not common.

Q60: For any current IBM software agreements, please provide list of titles and software version numbers.

A60:

z/OS Base
z/OS DFSORT
z/OS DFSMS DSS HSM
z/OS EREP
z/OS GDDM V2
z/OS HL Assembler
z/OS ISPF
z/OS JES2
z/OS Lang Environment
z/OS LE Data Encryption
z/OS OE DCE
z/OS RMF
z/OS SDSF
z/OS Security Server
z/OS SMP/E
z/OS TCP/IP KERBEROS
z/OS TSO/E
z/OS VTAM

DLF V0
DCF V0
DCF DLF Feature Subset JSR1411
IBM OMEGAMON for CICS
IBM OMEGAMON for z/OS
AFP Font Collection
PSF for Z/OS
IBM Enterprise COBOL for z/OS
Enterprise Cobol for Z/OS
File Manager for z/OS
Fault Analyzer for z/OS
CICS Transaction Server for Z/OS
Print Management Facility
OGL/370
AFP FONT COLLECTION
HourGlass 5655-U59

Q61: For any current in-scope ISV software agreements, please provide a list of titles and software version numbers and describe support agreements.

A61:

Job/Scan	8.1.0
TSO Superset	6.3.0
UltraOpt/CICS	4.2.00
Mainview SRM Allocation	8.1.00
Mainview SRM StopX37	8.1.00
Mainview SRM EasyPool	8.1.00
Control - D	9.0.21
Control - D/Page on Demand	9.0.21
Control - M	9.0.21
Control - M/Restart (formerly R)	9.0.21
Control - M/Tape (formerly T)	9.0.21
Control - O	9.0.21
MVS/Quick-Ref	8.7.0
EASYTRIEVE	11.6
PANVALET	14.6
PANVALET ISPF	14.6
PANVALET TSO	14.6
FDR-FLASH	6.1
FDR	6.1
CPK	6.1
FATS	6.1
FATAR	6.1
IAM	11.0
VPS/PCL	2.1.2

VPS	2.1.2
CICS/Hotprint	1.6
CICS/Message	5.1
CICS/Morning News	3.1
CICS/Spy	2.5
Show & Tell	2.3
Track	7.2
X-Ray	7.2
SAS	9.4
Vanguard Administrator	2.5.1
Vanguard Advisor	2.5.1
P-Synch	8.2.5
InfoPrint Manager for Windows	2.3.0.250
ADABAS	8.2.7.7
ADABAS ONLINE SERVICES	8.2.7.7
ADABAS NATIVE SQL	2.3.1
ADABAS SQL GATEWAY	10.5
NATURAL	8.2.7.7
NATURAL SECURITY	8.2.7.6
NATURAL FOR VSAM	8.2.7.0
NATURAL ISPF	8.2.7.0
NATURAL CONSTRUCT	4.5.2.14
PREDICT	4.3.2.9

Q62: Are any programs developed in-house in scope? If yes, please describe.

A63: All currently running programs are in scope. There are no plans for future development on these programs.

Q64: Is M-DCPS replicating both DASD and VTS for DR?

A64: This question is not applicable to these services.

Q65: When do DR tests normally occur and what is their frequency and duration?

A65: This question is not applicable to these services.

Q66: What are the RTO / RPO requirements?

A66: This question is not applicable to these services.

Q67: Is the current Disaster Recovery plan/solution meeting your business continuity requirements? If not, please elaborate.

A67: This question is not applicable to these services.

Q68: Does M-DCPS have a current Disaster Recovery script to recover your environment?

A68: This question is not applicable to these services.

Q69: Are there any active or planned projects which are in pipeline/ongoing? If yes, please describe.

A69: No future development is planned for the mainframe environment.

Q70: Please classify 19 CICS regions by PROD/Dev/Test.

A70: CICS Production 6 regions, Training 4 regions, Testing/Dev 10 regions.

Q71: What is the CICS installed version?

A71: CICS TS 5.2.0

Q72: Please provide the number of ADABAS regions (prod/dev/test).

A72: ADABAS Production 3, Training 1, Test/Dev 3

Q73: What is the ADABAS/ Natural version number?

A73: Nature 8.2.7.7, ADABAS 8.2.7.7

Q74: How frequently are internal and external audits performed?

A74: See Response for Question #10.

Q75: Does M-DCPS require mainframe security administration support?

A75: Yes.

Q76: Please provide the number of end user system IDs to be managed.

A76: There are currently about 3,000 mainframe users.

Q77: Please provide the number of security databases in use.

A77: One.

Q78: Please provide the number of batch abend tickets generated per month.

A78: None.

Q79: Please provide the total number of jobs defined in the batch scheduler.

A79: Approximately 500.

Q80: Please provide the number of schedule change requests processed per month.

A80: Schedule changes are managed by the programming staff and are not in scope for this support.

Q81: Please provide the number of monthly estimated ad hoc jobs requested.

A81: Please refer to Response for Question #80.

Q82: Please provide the number of code promotion requests per month.

A82: Code promotion is automated on the programming side.

Q83: Are there any manual code promotions required? If so, please provide the estimated number per month.

A83: No.

Q84: Please provide Sub-Capacity Reporting Tool (SCRT) reports.

A84: SCRT reports will be provided to the awarded vendor.

Q85: Please provide Tivoli Asset Discovery for z (TADz) reports.

A85: This question is not applicable to these services.

Q86: Is ADABAS and Natural Application support in scope? Or just the mainframe administration support?

A86: Yes.

Q87: Which documents will constitute the final, definitive agreement between the parties?

A87: Upon selection committee recommendation specific details will be negotiated with the recommended firm(s).

Q88: Is the "Proposed Contract Agreement" under Exhibit 15 the sole agreement intended to govern the service relationship?

A88: No. Please refer to Response for Question #87.

Q89: Will other parts of the ITN (such as Instructions to Proposers, Special Conditions, Scope of Services, or other Exhibits) be incorporated into the final, definitive agreement? Please identify all documents for final agreement.

A89: All documents within the ITN are part of the final executed agreement.

Q90: If multiple ITN components are incorporated into final contract, how to deal with conflict? (Example; Instructions to Proposer contains different indemnity terms from those in the Exhibit 15 Proposed Agreement)

A90: The order of precedent shall be incorporated into Exhibit 15 Proposed Agreement. The Proposed Agreement Form will control should a conflict arise.

Q91: What is the preferred format to request exceptions to the terms and conditions? Is it possible to receive Word versions and provide edits with track change feature?

A91: Please submit exceptions in a separate document, a Word version of the document cannot be provided at this time.