



Nov. 18, 2019

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY
Database Administration Services
RFP #2455

ADDENDUM #3

The City of Springfield is hereby amending the above mentioned RFP. The original document can be found on the City's website at www.springfield-or.gov <http://www.springfield-or.gov/city/finance/itbrfp/>

1. **Question:** What are the database sizes?

City's Response: The largest database is about 68,000MB. However there are many smaller databases less than 10MB in size. Please refer to the server list for database counts.

2. **Question:** What are the critical SLA times?

City's Response: The IT SLA for critical SQL Servers incidents requires a response within 60 minutes of notification with a resolution plan presented within the next 4 business hours. The SLA covers 8:00am – 5:00pm, Monday – Friday in the Pacific time zone. However, it is also expected that SQL Servers are monitored 24X7, and incidents reported to the City at time of occurrence. This allows City staff to respond immediately at the beginning of the next business day. It is also expected that vendor will respond to certain incidents, i.e. maintenance job failure, without pre-approval by City DBA staff.

3. **Question:** Please confirm, whether the administrative support services from offshore delivery center is allowed for this requirement?

City's Response: Offshore delivery is allowed. However, occasional calls both, scheduled and ad hoc, between City and vendor administrative staff are required. Those communications will take place 8:00am – 5:00pm, Monday – Friday in the Pacific time zone, and City expects communication with vendor support staff with 60 minutes of call being placed.

4. **Question:** How many number of existing database administration staff of city needed?

City's Response: A sufficient number to monitor the City's database environment 24X7 and respond to emergencies. It is also expected that all patching and other administration duties that require database service interruption will take place outside normal, local business hours.

5. **Question:** Other than lead Database Administrator, how many number of additional staff you need?

City's Response: Please see response to question 4.

6. **Question:** Does lead Database Administrator who will be assigned to this engagement will need to work onsite or remotely?

City's Response: All resources may be remote; however please refer to question 3. If vendor proposes having support personnel on site, this can be arranged.

7. **Question:** Does support team will need to work at onsite or remotely?

City's Response: Please refer to question 3.

8. **Question:** Will you take the interview to Lead DBA? If yes, Please let us know the mode of interview (Skype, In person)

City's Response: A conference call is sufficient for the interview requirement.

9. **Question:** What specific back-up/recovery tools are you using?

City's Response: Databases are backed up using the SQL Server Agent. SQL Server backups are then copied to tape with Veritas Backup Exec. The City will entertain alternate backup and recovery proposals.

10. **Question:** Can you please list database monitoring/management tools currently used?

City's Response: All monitoring/management tools are provided by the current vendor. The winning proposer will be expected to replace these tools.

11. **Question:** Can you please provide data guard/standby details, if any?

City's Response: Data guard/standby services are not in use.

12. **Question:** Types of system are only Production and Development. Does the City have any Testing environments?

City's Response: The City mixes Development and Testing into shared environments.

13. **Question:** We count a total of 12 "flavors" of OS/Database/Edition and Service Pack. Is reducing the number of "flavors" part of the work we are bidding on?

City's Response: OS/Database/Edition and Service Pack are frequently driven by the requirements of the host applications. However, the City is interested in reducing the number of "flavors" where possible and will work with the winning vendor to find opportunities to simplify the environment.

14. **Question:** Does the City have a Cloud strategy, and if so is that part of this work?

City's Response: Cloud is not currently within the scope of this project; however it is likely the City will begin cloud migrations within the duration of this contract. The City will work with the winning vendor to plan and execute that migration at the appropriate time.

15. **Question:** Who is responsible for the Hardware maintenance of the current servers?

City's Response: The City's network operations team supports the hardware.

16. **Question:** On the database list, we see 137 Databases. What is the average number of new databases annually over the last 3 years?

City's Response: The City adds approximately 10% per year.

17. Question: Do you have an estimate of the number of Tier 1, 2, and 3 incidents opened last year?

City's Response: No.

18. Question: Considering the City's preference for green options, should vendors submit loose leaf hard copies clipped together?

City's Response: That is acceptable.

19. Question: Are there any Federal security guidelines that the City of Springfield needs to follow, such as NIST or FedRAMP?

City's Response: The City follows NIST Cyber Security Framework, and HIPAA is within the scope of this project.

20. Question: Does the City of Springfield utilize any HA/DR features such as Failover Cluster Instances, Availability Groups, Mirroring, Replication, or Log Shipping with any of their SQL Server database environments?

City's Response: No; however this is a future interest for the City.

21. Question: Does the City of Springfield utilize any Enterprise level features such as Encryption, Partitioning, Data Compression, or similar features with any of their SQL Server database environments?

City's Response: Encryption is in use.

22. Question: Are the majority of City of Springfield Applications COTS (Commerical off-the-shelf) products or in-house developed?

City's Response: The majority are COTS applications; however a fair number of in-house developed applications are still in use.

23. Question: Does the City of Springfield currently utilize SSAS, SSRS, or SSIS with any of their SQL Server database environments? If yes, please provide short description around how the City utilizes each and the type of support desired for these areas.

City's Response: SSRS is deployed for several COTS and in-house applications and support of the SSRS engine is within the scope of this project.

24. Question: Could you also clarify to the below listed question: As per RFP document; Section III. Proposal Submission Requirements on Page 4. Subsection 4. Resumes: Include a resume for the lead Database Administrator who will be assigned to this engagement. Include a description of the database administration team: number of members, rate of turnover, and years of experience with MS SQL Server and any other database platforms supported.

City's Response: The City wishes to understand the team assigned to this project. Therefore, please include the resume of the lead DBA(s) who will be assigned to the City. Please also include general information regarding the average size of the team, the average length of employment with your company and the average years of experience managing MS SQL Server environments as well as other RDBMS platforms.

25. Question: Could you please let us know the size of databases, so that we can estimate the count of database administrators.

City's Response: Please refer to question 1.

26. Question: On your database instances which ones give the biggest issues?

City's Response: Due to frequent application environment changes, the financial and human resources databases have the highest maintenance overhead.

27. Question: What kinds of performance problems do you encounter?

City's Response: Query tuning is the most significant.

28. Question: What kinds of applications do these database service?

City's Response: The City supports applications serving the following lines of business: Financial, Budgeting, Human Resources, Customer Management, Facilities Management, Device Control, GIS, Police, Fire Records and Response and many others that would be associated with a small government enterprise.

29. Question: Are you planning on upgrading to SQL Server 2019 and are upgrades also part of the contract?

City's Response: Yes to both.

30. Question: How often do you have outages of system slowdown that impact production?

City's Response: This is rare.

31. Question: How many of the database instances are production?

City's Response: Please refer to the server list previous distributed to those who have completed and NDA.

32. Question: Do you have a database roadmap to move any workloads to Azure or AWS?

City's Response: Not at this time.

33. Question: What are you backup and recovery plans?

City's Response: Please refer to question 9.

34. Question: Can we perform a database health check review of the database instances?

City's Response: This may be performed after a contract is signed with the winning vendor.

35. Question: What is the total number of incidents broken out by severity level for the last year?

City's Response: This is unknown.

ALL BIDDERS SHOULD ACKNOWLEDGE AND INCLUDE THIS ADDENDA #3 AS PART OF THEIR SUBMITTAL PACKAGE.