



MORIN BUILDING 8570 EXECUTIVE PARK AVENUE FAIRFAX, VIRGINIA 22031

March 29, 2018

To: All Prospective Offerors

Issued by: Elizabeth B. Dooley, CPPO, CPPB, Procurement Lead Buyer

Subject: Addendum #2, RFP 18-18, SAP Hosting Services

The purpose of this addendum is answer questions submitted by the specified deadline.

QUESTIONS AND ANSWERS

1. Can you share Early Watch Alert reports with us?
Response: Yes, a short form of Early Watch has been enclosed.
2. Are SAP Basis support services in-scope for the migrated SAP systems?
Response: Yes. Please see enclosed sample matrix of responsibilities.
3. Describe the local Basis Team.
Response: Two full time employees and one part time basis trainee.
4. The FW local Basis Team would prefer access at the operating system and database levels for all SAP host systems. What is the rationale behind this request?
Response: FW Basis Team would look to do some analysis and be able to assist in troubleshooting when called upon from time to time. Display access should be adequate.
5. How many users are currently using the ECC instance?
Response: 400
6. Can you provide sizing requirements for the systems in the RFP?
Response: Please refer to Attachment I for sizing requirements.

7. What is your daily change rate?

Response: Please refer to enclosed Early Watch Report.

8. Please provide the estimated data growth rate for the next three years for the production systems, ECC, Gateway, and Solution Manager?

Response: Please refer to enclosed Early Watch Report. Growth for our production ECC system is between 12 – 18 GB/ month Gateway and Solution Manager is negligible.

9. Is the current network architecture (between FW and current provider) as defined in Attachment J and MPLS configuration or multiple point-to-point private lines?

Response: MPLS

10. Does offeror provide the connectivity or who will own the circuit?

Response: Offeror

11. Is this a requirement that the offeror manage both ends of the network connection between FW and DC facilities?

Response: Yes.

12. Does FW anticipate having MPLS connections from both Main Office and remote site to offeror? Any other sites to consider?

Response: Both Main Office and Remote Site and DR sites use MPLS. No other FW sites to consider for MPLS.

13. Who is the current MPLS provider?

Response: Proprietary information

14. Will FW consider extending the due date for the RFP given the complexity of this proposal?

Response: Unfortunately contractual agreements with our current hosting partner precludes us from extending this proposal.

15. Please provide timeline to start the migration and go live date.

Response: As stated in the RFP section 4.6.4 page 18 we need to be live October 1, 2018.

16. What is the longest sustained period of downtime that FW can sustain during a production migration?

Response: Close of business Friday until Start of Business Monday.

17. A sandbox is shown in Attachment H. Is this in-scope for the migration?

Response: We require a sandbox, which is a copy of our development box, but it doesn't have to be 'migrated'.

18. Are you willing to migrate the BOBJ systems? Does it connect to the SAP landscape?

Response: No migration is required. Yes connection is via RFC.

19. Is the offeror required to provide functional support for the migration?

Response: No.

20. Is the offeror required to provide functional assistance for testing?

Response: No.

21. Please provide the list of third party tools and add-ons installed in the system?

Response: Please refer to 1.2.1 for a complete list of third party tools and add-ons.

22. What systems are included in the scope for Migration and for Managed Services? Are all the current third party applications and bolt-on included? If yes, please provide a detailed list of those servers/VMs.

Response: All current third party applications itemized in section 1.2.1 need to be migrated. These systems work directly with ECC and no additional servers/VM are required.

23. Does Process Orchestration need to be considered?

Response: No, there are no specialty Process Orchestration requirements, per se. However, as mentioned in the RFP, FW seeks to simplify and streamline the ongoing maintenance of its landscape through the use of automation during the ongoing operational state.

24. Do other ETL tools like SLT/BODS need to be considered?

Response: No.

25. Are you open to public cloud option?

Response: Yes, provided that it is properly secured.

26. FW has indicated their preference for the data centers being located in the United States. Does FW require all support personnel (i.e. call center) be based in the US or can a follow-the-sun model be deployed.

Response: Support personnel are not required to be in the US although we request that the primary contact for Technical Management be US based to accommodate meetings and coordination of effort.

27. Is FW ECC instance Unicode or Non-Unicode?

Response: Unicode.

28. Will you be willing for a different OS instead of SuSE like RHEL?

Response: Yes, provided the operating system is fully compatible and supported by SAP's software compatibility matrix. Additionally, FW uses Centrify Identity as a Service for SAP SSO, and as such the OS must be compatible with Centrify IDaaS as well. Ideally, the transition to Suite on HANA would not necessitate an operating system change and ought to be selected for compatibility as well.

29. Licensing costs of the operating system shall be the responsibility of the offeror." What about other software and Tools related to infrastructure such as Backup, Monitoring, Anti-Virus, Intrusion Detection, Firewall, Load Balancer Appliance, etc.? Who will bear the cost of these Software (FW or Offeror?)?

Response: Offeror.

30. What are the Enhancement Pack, Support Pack, and Patch etc. levels for SLES, Oracle, ERP 6.0, NetWeaver 7.5.

Response: Please refer to the Early Watch report provided.

31. Will this ERP instance need to integrate with any non-SAP systems?

Response: Yes, the Customer Portal requires communication via the OData API. Additionally, end users must be able to connect and use the SAP application environment.

32. Does FW own any security software?

Response: Yes, such as antivirus software on end user computers and network firewalls. The purpose of this question is not clear.

33. Do we need any Utilities based add-ons for billing, BU, mobile solution etc. included?

Response: All components installed in our current ECC system will need to be migrated. No additional components are required. Multichannel for Utilities (UMCERP01 SP-Level 10) is already installed in our ECC system.

34. Business Objects – What about support landscapes? Dev QAS etc.

Response: Not required for the migration.

35. Web Dispatchers – what zone do these systems sit? DMZ? Behind FW?

Response: FW does not prescribe the design in this case and welcomes an appropriate design from the Offerors.

36. Any external access requirements to SAP systems? (from internet into [Offeror] DC, requirements for DMZ system at [Offeror])

Response: Site to site VPN connectivity for our Customer Portal application requires external access, albeit secured in the VPN tunnel.

37. Regarding FTP would it be possible to use SFTP between FW on premise server and offeror hosted servers?

Response: Yes.

38. How many interfaces are in the existing landscape? What middleware tools do you use if any? Can you provide a logical diagram, context diagram, etc.?

Response: Please refer to the RFP Attachment H.

39. Can you elaborate on how many custom RICEFW (Reports, Interfaces, Enhancements, Forms and Workflow) you currently have? Please specify count, complexity, and type with as much details as can be provided.

Response: Offeror will not be responsible for these objects.

40. Is Encryption required for production and non-production workloads?

Response: Yes, it would be required for any copy of production data such as DR. Additionally, any data which are not "scrambled" or otherwise obfuscated and might present a business risk to FW must be encrypted.

41. Encryption of data at rest – Does this pertain to the database only or all filesystems on the server? Which applications/tiers are required? Please be specific.

Response: The encryption pertains to the database as well as the filesystem. Specifically, the filesystem areas for (S)FTP services must be encrypted, as well as the content server if content objects are not stored in the database as BLOBs.

42. Encryption of data in transit – Please be more specific. What are the boundaries on this? Will data be coming encrypted from the customer portal to Web dispatcher? Is encryption required between Web Dispatcher and Gateway? Between Gateway and ERP? Between ERP and NetWeaver JAVA? Is encryption required from ERP application server to SAP GUI end-user front-end?

Response: The connectivity between the Customer Portal and SAP currently exists as a secure VPN tunnel and therefore is encrypted in transit by virtue of the VPN tunnel. The SAP GUI to ERP connection is encrypted by use of SNC. Other paths such as Gateway to ERP traffic are not currently encrypted and are not required to be encrypted as part of the migration effort but may be revisited. As more specific guidance, any traffic that is within the secure perimeter of FW or Offeror (i.e., its data center) may remain unencrypted; however, any traffic passing outside of the boundary must be encrypted such as by way of secure VPN tunnel or https/TLS.

43. The cost of an upgrade/migration to SOH is typically broken down by the areas/ resource types listed below. What is the preferred expectation/ role for each party (Fairfax Water

Response:

Activity	Response
Project Management	Shared
Basis	Shared – Please refer to sample responsibility matrix below.
Testing	FW & Support from offeror if data discrepancies are found.
Code Remediation	FW – Some custom objects may need to be customized for a HANA database environment.

44. It seems that it says HANA, but we are going to take a different approach being agnostic, is this HANA only bid.

Response: HANA is preferred but not required or offeror may consider a phased approach where we move our existing landscape first and then upgrade to HANA.

45. Does Solution Manager need to be considered?

Response: Yes, it is required.

46. What scenarios are you running in Solution Manager?

Response: Service Desk, Charm, and Early Watch.

47. Are there any function of Solution Manager that are business critical or is it only use for technical support of the SAP landscape?

Response: Technical support of the SAP landscape.

48. Who is the current provider of Solution Manager?

Response: Current provider (incumbent).

49. How about Incident and Problem History? How many incidents per month? How many service requests per month?

Response: About 220 Support Tickets per month and about 28 Change Requests per month.

50. What are the business required RTO/RPO for Disaster Recovery?

Response: RTO for Fairfax Water has been defined as 4 hours. RPO for Fairfax Water has been defined as 4 hours. FW welcomes additional options as well as their pricing implications, particularly if Offeror's proposal may be highly sensitive to the RPO/RTO requirements.

51. Are you looking for a disaster recovery plan developed by a consulting team? If so will there be a separate RFP or will this be awarded to the selected provider.

Response: DR for the SAP application and underlying infrastructure landscape will be the responsibility of the Offeror.

52. Is the DR sized similar to Production and what systems are included?

Response: Yes, currently, the DR environment is sized similarly to Production.

53. What – if any – are the constraints on DR distance?

Response: FW requires geodiversity for its DR environment. Although there is not a firm "distance" based requirement, as general guidance, FW prefers a minimum distance of at least 350 miles.

54. Please define requirements (if any) for customer portal?

Response: The general requirements are sufficient bandwidth (and limited latency), availability and secure VPN connectivity to enable responsive, sustained communication between the customer portal application and SAP.

55. What is the purpose for the IPEC tunnel? Is it supporting a client based VPN connection?

Response: The IPSEC tunnel is for the connectivity between the customer portal application (hosted separately) and the SAP hosting environment.

56. What protocols are required for communication from portal to SAP applications?

Response: The following protocols are used at the present time: between the Customer Portal data center and FW's SAP hosting provider's data center – IPSEC, between FW's SAP hosting provider's IPsec router and the SAP Web Dispatcher – HTTP (unencrypted), between the SAP Web Dispatcher and the SAP Gateway - HTTP, between the SAP Gateway and the SAP ECC application – RFC (unencrypted).

57. What are the expectations on the ownership of the connection between SAP and Customer portal?

Response: FW requires an appropriate network design incorporating adequate levels of bandwidth and availability of internet connectivity to provide highly available service to its customers through the customer portal application. FW strongly prefers the internet bandwidth to be the responsibility of the Offeror.

58. Where is the Customer Portal DC located?

Response: Ashburn, Virginia (primary), Chicago, Illinois (secondary), and Irvine, California (tertiary).

59. Is there an estimate of the bandwidth that will be needed to support the connection to the Customer Portal?

Response: FW does not have a precise figure for the bandwidth requirement but its best rough estimate is approximately 25 Mbps of bandwidth.

60. What is the approximate bandwidth utilization of the IPSEC tunnel to the hosting provider for the Customer Portal? 95th percentile would be great if you have that as well.

Response: Please see the Response to Question 59.

61. The terminating end of the IPSEC tunnel at Customer Portal hosting provider is managed and maintained by FW or by Customer Portal hosting provider?

Response: Their end of the connection is managed, monitored, and provided by the Customer Portal hosting provider.

62. Section 4.3: Who's share point site; respondent FW?

Response: Offeror shall establish a SharePoint site which can be accessed by Fairfax Water. The Offeror shall post all proposal documents on the SharePoint site for Fairfax Water to access. The Offeror shall provide a user ID and Password with their proposal.

63. Please clarify if the instructions for Attachment C is actually meant for Attachment D (See Page 9 section 2.2.2 Solution Planning) ?

Response: Please use Attachment C if the offeror plans to use Third Party Software or Services as part of their solution. Please use Attachment D to identify offeror's references specified in Attachment B.

64. Regarding Certificate of data destruction, please be more descriptive as to when this applies? If backups expire after their natural retention time, do you require certificate of destruction to cover that or would certificate of destruction only apply upon system decommissioning (or when a target of a system copy is removed prior to the system copy)?

Response: A declarative statement of the methodology for destruction of data according to lifecycle// retention policy should suffice for the backup solution or other data lifecycle management solutions, subject to FW's review. The requirement for the certificate of destruction would be in play for decommissioning events.

65. What are your current SLA's? Are there any SLA expectations from FW (Application, Compute. etc?)

Response: A redacted SLA document, from our incumbent, has been included for your review (Attachment 1).

66. Can you expand on 'government compliant' since state and local have different compliance procedures?

Response: We require that our hosting environment resides in the US and that assurances are provided for the protection of sensitive and confidential information, including personally identifiable information.

67. Compliance – you mention the possibility of a Government Cloud solution. Are there specific government or regulatory compliance requirements needed?

Response: Refer to the Response for Question 66.

68. Section 4.6.8: Is a letter from an auditor required with initial response or part of down selection process?

Response: The short-listing/down-selection process would be sufficient; however, FW prefers to have such materials made available at this time or in advance of the short-listing/down-select process if possible.

69. Can SOX audit and other confidential information be submitted after down select and an NDA has been executed?

Response: The short-listing/down-selection process would be sufficient; however, FW prefers to have such materials made available at this time or in advance of the short-listing/down-select process if possible.

70. Does FW require a Government/Fed Ramp compliant hosting solution or will a SOC 2 Type 2 compliant hosting solution meet your regulatory requirements:

Response: Fed Ramp compliance is not a firm requirement, a properly secured SOC 2 Type 2 compliant hosting environment would meet FW's regulatory requirements.

71. Please indicate any compliance requirements that are non-negotiable.

Response: Please see the Response to Question 70.

72. Are there any additional compliance requirements not mentioned in the RFP (Fed RAMP, HIPAA, PCI etc.)?

Response: A specimen contract is also provided for review (Attachment 2).

73. At the conference, FW announced that the number of clients/projects (Attachment B) had been reduced from 10 to 5. Please confirm that for Attachment D, FW still requires 4 references as described in section 4.6.3 Item #3?

Response: Yes

74. Can you clarify the term of the SOW (36/48/60 Month) in yearly renewals?

Response: One year with up to four annual renewal terms for a total of five years within the scope of the award.

75. We assume the pricing requested in the pricing sheet to be total contract costs is this correct?

Response: Yes, the pricing detail sheets are to capture all costs.

76. What is the NPA/NXX (area code and first three digits of phone number) for the primary site data center and for the alternate site? What is the address of each site?

Response:

Primary Site (Headquarters):

8570 Executive Park Ave

Fairfax VA 22031

NPA-NXX: 703-289

Secondary Site (Corbalis Treatment Plant):

1295 Fred Morin Dr

Herndon VA 20170

NPA-NXX: 703-421

Note: For the secondary site's LEC/CO local loop, the address of "12010 Dick Wright St." is often used instead of 1295 Fred Morin Blvd.

In addition to LEC local loop, both campuses have been constructed with fiber provided Cox Virginia Telecom commercial network if alternate last mile access is available via Cox through your preferred provider

Note: Questions received were consolidated into those representative of all questions as captured with their respective responses above.

RFP MODIFICATIONS

The following provision is hereby modified:

Section 4.6.3, Item 1: List client and project name of similar or larger recently completed Hosting of large ERP systems recently completed (minimum of 5).

Section 4.6.4, Item 8: Offerors who are short-listed will be required to provide a SOC 2 Type 2 audit report demonstrating a sufficiency of operation controls over time and their effectiveness. Fairfax Water will provide an NDA to the short-listed Offerors in order to protect the confidentiality of the SOC 2 submittals.

Section 4.6.9: New Section: EXCEPTIONS TO FW'S GENERAL TERMS AND CONDITIONS (Attachment 2)

Identify any exceptions to the FW's General Terms and Conditions, including any proposed revision(s), and an explanation of why any such revision is needed. NOTE: review of exceptions to the FW's General Terms and Conditions will not be performed during the evaluation of written proposal, and is therefore not part of the evaluation criteria for review of written proposals.

RFP 18-18 – ADDENDUM 2 - ATTACHMENTS

RFP 18-18 – Addendum 2 – Attachment 1 – Redacted SLA

RFP 18-18 – Addendum 2 – Attachment 2 – Contract Terms and Conditions

SAMPLE RESPONSIBILITY MATRIX

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Infrastructure and Operations Support Services		
Facilities		
Provide 7x24x365 building security, maintained with 24 hour surveillance.	X	
Provide necessary environmental elements for physical processing environment	X	
Document Policies for Access Control and Physical Security	X	
Perform Periodic Load Tests on Generators	X	
Facilities Problem Management		
Identify problems.	X	
Schedule repair activity.	X	
Provide components for repair / replacement.	X	
Install and test needed replacement parts.	X	
Facilitate resolution of hardware problems.	X	
Provision warranty service and co-ordinate with manufacturer.	X	
Administer, maintain and repair connections and equipment.	X	
Facilitate resolution of system problems.	X	
Data backup and restore		
Identify backup requirements.		X
Acknowledge backup requirements.	X	
Identify backup retention requirements.		X
Acknowledge backup retention requirements.	X	
Identify media archive requirements.		X
Acknowledge media archive requirements.	X	
Develop backup schedule.		X
Approve backup schedule.	X	
Develop media archive schedule.		X
Review and confirm archive schedule.	X	
Approve backup and archive schedule.		X
Back up data as scheduled.	X	
Confirm backup data completion according to schedule.	X	

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Perform tape changes	X	
Store backed up data in a secure environment.	X	
Provide off-site tape storage with third party	X	
Test tape retrieval capabilities from third party offsite storage	X	
Confirm test tape retrieval from third party offsite storage.	X	
Test backup capabilities.	X	
Request backed up data restore as needed.	X	
Perform back up data restore as instructed.	X	
Monitor backups, archives, and restores.	X	
Maintain logs of data backups.	X	
Confirm accuracy of data backup logs	X	
Conduct loading and storage of tapes.	X	
Perform tape changes for ad-hoc backups as requested	X	
Review and confirm tape changes for ad-hoc backups.		X
Perform other tasks related to ad-hoc backups as requested.	X	
Maintain backup tape index.	X	
Confirm accuracy of backup tape index	X	
Maintain offsite storage tape index	X	
Review with Client off-site/on-site tape storage requirements.	X	
Comply with off-site / on-site tape storage requirements	X	
Coordinate tape storage.	X	
Destroy tapes and/or magnetically erase data from and dispose tapes that are defective or have become unusable, or overwrite with non-sensitive material before disposal	X	
SAP service marketplace support connections		
Manage the service connection to SAP service marketplace.	X	
Support Services		
Provide level 1, 2 and 3 support	X	
Maintain accurate Contact Escalation list	X	
Provide Escalation Contact List	X	
Provide ticketing system for issues reporting, tracking and resolution	X	
Infrastructure Responsibility Matrix		
Infrastructure Change Management		
Identify the change.	X	X
Carry out risk assessment.	X	
Acknowledge Client risk assessment.		X
Approve the change.	X	

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Prepare affected Client parties for change.	X	
Approve change schedule	X	
Schedule the change.	X	
Perform approved changes.	X	
Hardware Problem Management		
Identify problems.	X	
Schedule repair activity.	X	
Confirm repair activity schedule.	X	
Approve repair schedule	X	
Request components for repair / replacement.	X	
Provide components for repair / replacement.	X	
Install and test needed replacement parts when user serviceable.	X	
Coordinate repair service and escort time.	X	
Install and test needed replacement parts when manufacturer required.	X	
Resolve hardware problems.	X	
Provision warranty service	X	
Coordinate warranty service with manufacturer.	X	
Escort manufacturer personnel	X	
Administer, maintain and repair hardware connections and equipment.	X	
Telecommunications and Network Support		
Network Administration		
Develop WAN solution for connection to data center	X	
Provision network circuit and related equipment	X	
Install and maintain router if in Equipment list	X	
Monitor circuits, switches, routers, hubs and related equipment in Offeror's Data Center	X	
Monitor network error and performance statistics	X	
Perform problem analysis with network providers and vendors	X	
Resolve problems with network providers and vendors	X	
Analyze network performance and utilization	X	
Propose enhancements based on utilization and capacity requirements	X	
Approve expenditure for additional bandwidth if required		X
Network Maintenance		
Schedule network device repair activity with Client in accordance with Change Management procedures.	X	
Identify problems and communicate to Client Staff	X	
Provide warranty coverage for Offeror provided equipment requiring maintenance	X	

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Obtain and provide necessary replacement parts.	X	
Install and test needed replacement parts for network devices.	X	
Facilitate resolution of problems.	X	
Conduct performance and functional testing on network devices, software/firmware.	X	
Adjust configuration options as needed.	X	
Obtain Client signoff that maintenance has been successfully completed.	X	
Signoff on maintenance on a timely basis		X
Update or coordinate the update of appropriate databases/documentation.	X	
Network Connectivity		
Define logical network.	X	
Provide IP addresses.	X	
Create logical connections and assign IP addresses as necessary.	X	
Verify Client user network access and availability of authorized network resources.	X	
Update or coordinate the update of appropriate databases/documentation.	X	
Review and understand network performance and implications of providing additional connectivity.	X	
Participate in the review and understanding of network performance and implication of providing additional connectivity.	X	
Recommend necessary adjustments.	X	
Approve expenditure for necessary adjustments.		X
Perform approved adjustments.	X	
Network Monitoring		
Provide and implement monitoring processes and/or tools.	X	
Use automated system software tools and/or procedures to proactively monitor, manage and report on network performance.	X	
Measure and analyze network availability and performance.	X	
Provide options to optimize network performance.	X	
Approve expenditures for optimization strategy.		X
Implement optimization strategy.	X	
Perform proactive fault detection and diagnostic procedures.	X	
Network Management/Capacity Planning		
Monitor network use and capacity.	X	
Facilitate resolution of problems and performance degradation.	X	
Forecast capacity and bandwidth requirements.	X	
Make recommendations regarding bandwidth consumption and trends.	X	

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Approve expenditures to provide appropriate bandwidth to meet capacity projections.		X
Make recommendations regarding configuration changes.	X	
Participate in making recommendations regarding configuration changes.		X
Implement approved configuration changes.	X	
Report usage and bandwidth capacity on a mutually agreed upon basis.	X	
Change Management Responsibility Matrix		
Establish Standards		
Establish Change Policies. Do we have such policies?		X
Comply with Client change policies.	X	
Define Change Procedures.	X	
Approve Change Procedures		X
Analyze Finished Changes.	X	
Review and confirm finished changes.		X
Plan Change Deployment		
Initiate functional change request.		X
Acknowledge functional change request.	X	
Initiate technical change request.		X
Acknowledge technical change request.	X	
Evaluate validity and feasibility change requests.	X	
Approve validity and feasibility change requests.		X
Determine deployment activities.	X	
Assess change impact.	X	
Approve change impact.		X
Prepare the Client organization for change.		X
Prepare Offeror personnel for change.	X	
Assign deployment personnel.	X	
Prepare deployment schedules.	X	
Administer the Change		
Build a consolidated change schedule.	X	
Maintain change information.	X	
Communicate change information to Client and Offeror personnel.	X	
Communicate change information to Client personnel.		X
Implement the Change		
Distribute change packages.	X	
Install change.	X	

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Synchronize and activate change.	X	
Verify change.		X
Operating System Administration Responsibility Matrix		
Problem Management		
Identify problems.	X	
Inform others of outages.	X	
Establish bypass until problem is solved	X	
Approve bypass		X
Obtain fixes from vendor.	X	
Facilitate resolution of problems.	X	
Initiate change management if changes are required.	X	
Maintain a record of reported problems.	X	
Update problem ticket with resolution information.	X	
Tuning		
Monitor system use and capacity.	X	
Analyze and forecast resource requirements.	X	
Make recommendations regarding resource consumption and trends.	X	
Facilitate resolution of system problems.	X	
Conduct system performance tuning.	X	
Review and analyze system logs and take corrective action.	X	
Propose enhancements to correct performance problems.	X	
Approve expenditure for additional capacity if required		X
Provide system performance reports monthly.	X	
Maintain connectivity between SAP R/3 and non-SAP R/3 systems.	X	
Operating System Patches (Technical)		
Identify availability of Operating System patches	X	
Develop technical patching and test plans for non-production and production environments	X	
Approve installation of patches		X
Install new patches in landscape starting with non-production environment	X	
Technical testing of patches in landscape	X	X
Review results of test plans.	X	
Approve system test results		X
Database Administration		
Database Problem Management		
Identify problems.	X	

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Inform others of outages.	X	
Establish bypass until problem is solved	X	
Approve bypass		X
Obtain fixes from vendor.	X	
Facilitate resolution of problems.	X	
Initiate change management if changes are required.	X	
Approve changes where change control procedures require it		X
Maintain a record of reported problems.	X	
Update problem ticket with resolution information.	X	
Tuning		
Monitor database usage and capacity.	X	
Analyze and forecast resource requirements.	X	
Make recommendations regarding resource consumption and trends.	X	
Monitor and recommend appropriate capacity to meet resource requirements.	X	
Approve expenditure for additional capacity		X
Facilitate resolution of database problems.	X	
Conduct database performance tuning.	X	
Review and analyze database logs and take corrective action.	X	
Propose enhancements to correct performance problems.	X	
Provide database performance reports monthly	X	
Perform table-space management.	X	
Manage the client copy schedule.	X	
Perform client copies, refreshes, exports/imports and deletions.	X	
Document changes to database configuration and installation.	X	
Release Upgrades (Technical)		
Identify availability of database patches	X	
Perform technical risk analysis of patches	X	
Develop technical patching and test plans for non-production and production environments	X	
Approve installation of patches to landscape		X
Install new patches in landscape starting with non-production environment	X	
Technical testing of patches in landscape		
Review results of test plans.	X	
Approve system test results		X
SAP Basis Technical Support		
Application Administration Responsibility Matrix		

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Identify major contributors to performance along with tracking mechanisms and acceptable thresholds.	X	
Define and review thresholds to support continuous improvement and adjustment of the thresholds.	X	
Determine the expected reaction to alerts.	X	
Provide names of Client personnel to receive defined alerts		X
Monitor system use and capacity.	X	
Provide inputs to forecast resource requirements		X
Analyze and forecast resource requirements.	X	
Make recommendations regarding resource consumption and trends.	X	
Approve additional expenditures to add capacity		X
Monitor appropriate capacity to meet resource requirements.	X	
Facilitate resolution of system problems.	X	
Conduct system performance tuning.	X	
Review and analyze system logs and take corrective action.	X	
Propose enhancements to correct performance problems.	X	
Provide system performance reports monthly.	X	
Manage operation modes.	X	
Maintain connectivity between SAP and non-SAP systems.	X	
SAP Basis Problem Management		
Identify problems.	X	
Inform others of problems and outages.	X	
Establish bypass until problem is solved.	X	
Approve bypass		X
Obtain fixes from vendor.	X	
Facilitate resolution of problems.	X	
Initiate change management if changes are required.	X	
Approve changes as required by change management procedures		X
Maintain a record of reported problems.	X	
Update problem ticket with resolution information.	X	
SAP Application Software Management (Fixes)		
Maintain software maintenance agreements and provide Offeror access to vendor support		X
Identify availability of correction packages and patches.	X	
Perform risk analysis of correction packages and patches.	X	
Approve installation of correction packages and patches.		X
Develop test plans.		X

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Install correction packages and patches in development.	X	
Execute test plans in development.		X
Review results of test plans.		X
Approve development system test results.		X
Install correction packages and patches in test.	X	
Test correction packages and patches in test.		X
Approve test system test results.		X
Approve installation of correction packages and patches in production.		X
Install correction packages and patches in production.	X	
Document the technical changes caused by implementing the correction packages and patches.	X	
SAP Application support packs		
Identify availability of new releases.	X	
Perform risk analysis regarding new releases.	X	
Develop upgrade and test plans.		X
Approve installation of new releases.		X
Install new releases in the development system.	X	
Test new releases in the development system.		X
Review results of test plans.		X
Approve development system test results.		X
Install new releases on the test system.	X	
Test new releases in the test system.		X
Approve test system test results.		X
Approve installation of new releases to the production system.		X
Install new releases in the production system.	X	
Document technical changes caused by implementing the new releases.	X	
Migrating SAP Application Changes and Enhancements to Production (Transport Management)		
Maintain the transport database.		X
Submit transport change requests.		X
Review and analyze impact of change requests.		X
Approve transport.		X
Execute transport.		X
Provide problem resolution related to transport issues.		X
Coordinate with parties necessary for problem resolution.		X
Maintain documentation of transport changes.		X
Maintain documentation of procedures.		X

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Security Management		
Lock and unlock user ids/sessions, if needed.		X
Manage security profiles and user ids.		X
Manage system administrators' security.	X	
Conduct security audit.		X
Implement agreed upon security audit recommendations, subject to change control procedures.	X	
Print Management		
Identify print requirements		X
Set up print queues.	X	
Manage SAP Application Print queue interface.	X	
Manage print spool.	X	
Facilitate resolution of SAP Application print spool problems.	X	
Job Scheduling and Monitoring for SAP Basis		
Prepare job schedule.	X	
Schedule batch jobs.	X	
Execute job schedule.	X	
Monitor for job completion or failure.	X	
Document and report any job execution failures.	X	
Define restart rules.	X	
Perform restarts or notify client of failed jobs	X	
Provide a method for proper escalation of failures.	X	
Maintain a method for proper escalation of failures.	X	
Provide process for change requests in scheduling	X	
Modify changes in schedule.	X	
Solution Manager Specific Responsibilities		
Install/maintain SMD Agents & Wily in managed JAVA systems	X	
Maintain Corrections for SAP to generate Early Watch Reports	X	
System Landscape Directories		
Maintain System Landscape directories and their content	X	
Non-SAP Application Level Support		
Bolt-on Application Software Management (Fixes)		
Identify availability of correction packages and patches.	X	
Perform risk analysis of correction packages and patches.	X	
Approve installation of correction packages and patches.		X
Develop test plans.		X

Responsibility Matrix	Offeror	FW
Key x = denotes party with primary role		
Install correction packages and patches in development, test and production	X	
Execute test plans in development, quality assurance and production		X
Bolt-on Application Upgrade Management		
Identify availability of new releases.	X	
Perform risk analysis regarding new releases.	X	
Develop upgrade and test plans.		X
Approve installation of new releases.		X
Install new releases in the development, test and production system.	X	
Test new releases in the development, test and production system.		X
Migrating Bolt-on Changes and Enhancements to Production		
Review and analyze impact of change requests.		X
Approve Change.		X
Migrate Change.	X	
Maintain vendor maintenance agreements and provide access to vendor support for problems		X
Provide problem resolution related to migration issues.	X	
Coordinate with parties necessary for problem resolution.	X	
Maintain documentation of all changes.	X	
Maintain documentation of procedures.	X	

No other modifications were made to the RFP.

RFP 18-18 – SharePoint – SAP Hosting Services

Acknowledgement

Acknowledge your receipt of, and compliance with, this Addendum by either signing the attached acknowledgement, or referencing its receipt and your compliance, in your proposal.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM # 2

I certify that the information contained in the proposal submitted on behalf of the below named firm incorporates any and all changes to the original specification. I further certify by my signature below, that I am fully authorized to acknowledge receipt of the above addendum and also bind the below named firm to the terms, conditions and specifications of the RFP and any changes thereto made by this addendum.

ACKNOWLEDGED BY:

FOR: _____
Company Name

Date

Signature
of Authorized Agent

Printed/typed name

Title