



DATE: August 8, 2022

TO: RFP #2223-808 Bidders

FROM: Nicole Kahle, Solicitation Coordinator
DSHS Central Contracts and Legal Services

SUBJECT: RFP #2223-808 Amendment No. 2

Regarding the ACES M&O solicitation, the purpose of this Amendment is to:

1. correct language within the RFP document,
2. replace Attachment 9 – Bidder Response Form and Attachment 10 – Pricing Workbook,
3. provide the July 25, 2022 Bidder Conference summary/presentation; and
4. provide DSHS’ official responses to all Bidders’ clarifying questions (both submitted via email and those from the Bidder Conference).

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- 1. Bidder Conference Summary/Presentation.** DSHS hosted Bidders for a July 25, 2022 Bidder Conference. The Conference Presentation slides follow this Amendment document. Questions asked at the Conference were responded to with all other questions. Responses are below, as is a copy of the presentation from the bidder conference. As mentioned at the Conference, Bidders should carefully review all posted RFP documents for proposal and contract requirements.
 - 2. Updated Attachment 9 – Bidder Response Form and Attachment 10 – Pricing Workbook.** Attachments 9 and 10 have been updated. Please refer to the new versions of both documents.
 - 3. Revision to the RFP Solicitation Document.** In response to several questions received, DSHS has decided to amend portions of the solicitation document. Please review the new AMEND2 solicitation document. New additions include:
 - a. Section A – Contract Requirements, Subsection 4 is amended to read:

“The ACES M&O scope falls under two categories. Base M&O work which includes all work described in section 5 and Enhancement work consisting of work above and beyond the typical M&O performed by the vendor as described in section 5. Enhancement requests will consist of work above the normal M&O support. Enhancements are specific projects with negotiated deliverables and prices beyond M&O, requiring a change order. This may include enhancement work necessary to complete legacy transition work described below. DSHS expects M&O code enhancements to be as minimal as possible as the priority focus shifts to IE&E support.”
 - b. Section A – Contract Requirements, Subsection 5.1 is amended to read:

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- “The bidder will be responsible for maintaining and operating all of these applications. The expectation is that the bidder, to align with the business goal of efficiently supporting the applications portfolio, will identify opportunities to streamline the maintenance and operations processes. In addition to the activities outlined in the rest of Section 5, the ACES M&O vendor is expected to provide timely development, testing and implementation of changes and modifications requested by stakeholders or required by state or federal mandate”
- c. Section A – Contract Requirements, Subsection 5.4 is amended to read:
“The ACES complex currently runs on an IBM mainframe. The mainframe serviceable support ends at the end of December 2024. The M&O vendor will be expected to plan and execute, in collaboration with DSHS, the transition of the ACES complex to a new technology stack before the serviceable support ends. The M&O vendor should include an evaluation of activities relating to the ACES re-platforming along with a separate itemized list of any assumptions and costs associated with such activities in their proposal. The M&O vendor will partner with DSHS during an initial twelve-month discovery period to outline the proposed plan and associated costs relating to the ACES re-platforming. These ACES re-platforming activities will not be a part of the evaluation scoring for this RFP.”
- d. Section A – Contract Requirements, Subsection 5.6 is amended to read:
“In addition to providing M&O for the legacy applications, the Successful Bidder will make functional enhancements to the existing application portfolio or develop new functionality (Above Baseline – ABL Activities). The exact scope of these projects will be identified during the engagement as needs arise through a specific request from DSHS. These projects will include activities which are not covered by the Applications M&O Scope (Sections 5.1 to 5.5). Enhancement requests will consist of work above the normal M&O support. Enhancements are specific projects with negotiated deliverables and prices beyond M&O, requiring a change order. This may include enhancements associated with legacy transition work and decommissioning of modules over time. DSHS expects the priority focus to shift over time to IE&E support”
- e. Section A – Contract Requirements, Subsection 7.2 is amended to read:
“The Bidder shall include names and resumes for Key Personnel as part of its Proposal, to clearly demonstrate the Key Personnel’s ability to perform the role as described. The Bidder should ensure Key Personnel have, and maintain, relevant current license(s) and/or certification(s). The Bidder can provide alternative solutions though any changes must be approved by DSHS. Changes to the proposed positions and responsibilities will only be allowed with prior written permission from DSHS. In their proposal, bidder may provide representative resumes if they provide the actual resource resume to DSHS and receive approval of each resource prior to the start of the Contract”
- 4. Bidder Questions and DSHS’ official responses.** DSHS received several questions from interested parties regarding this Solicitation, both via email and at the Bidder Conference. These questions are stated beginning on the next page exactly as written by the potential Bidders; DSHS’ official response follows.

- 5. Bidders Questions Attachments.** Some questions asked by bidders required more information than was feasible to include in a grid format. This information has been provided via a series of Q&A attachments, which are referenced within DSHS' responses and which are attached to this document or posted with this document. These attachments include:
- a. Attachment Q1: Answer**
 - b. Attachment Q2: CR/PR**
 - c. Attachment Q3: Roles and FTE Quantities**
 - d. Attachment Q4: Data Fixes**
 - e. Attachment Q5: Emergent Issues**
 - f. Attachment Q6: Incidents**
 - g. Attachment Q7: Service Requests**
 - h. Attachment Q8: System Defects**

All other terms and conditions in this Solicitation remain the same.

Thank you for your interest in DSHS' RFP for ACES M&O Services.

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ANSWERS:

Document and Section	Question	Answer
Questions from Pre-bid conference		
General- Process	Will this presentation be provided to the attendees?	Yes, it is posted along with the answers.
	Will there be a need to integrate ITSM workflow tools with existing operations, or is there an expectation for awarded supplier to use existing ITSM workflow tools?	Utilization of existing ITSM processes and tooling is highly desirable, although how the vendor's solution will co-exist in the environment is negotiable.
RFP Attachment 9	Does the 12 pt font size apply to graphics and tables?	Yes, as much as is practical. However, if your graphics/tables cannot be feasibly altered, they will be accepted as long as they are legible and the rest of the answer conforms to the required font size.
RFP Attachment 9	Are we able to respond below the questions (as rows) in the Attachment 9 template, instead of to the right (as columns)?	No, to allow for the evaluators to uniformly and easily evaluate responses, and as per RFP 2223-808 Section D- Submission of Written Responses, the bidder response form should not be altered.
General	Is this a new M&O contract, or is there a vendor currently providing M&O support?	ACES is currently supported through an M&O contract; this RFP will result in a new contract.
General	The period of performance under the Contract shall be 7/1/23 through 5/30/28; however, in Section 5.4, you indicate that the mainframe serviceable support ends for ACES ends in early 2025. The M&O vendor will be expected to plan and execute, in collaboration with DSHS, the transition of the ACES complex to a new technology stack before the serviceable support ends. Please confirm that you expect ACES to be fully retired by 2025. Please elaborate on the M&O service required between 2025 and 2028	ACES will not be retired by 2025. The 2025 date is a hard infrastructure deadline that will force ACES to replatform off of the current main frame. The vendor will be asked to provide a plan and execute that replatform.
RFP Attachment 9	Do Bidders have the latitude to propose an alternative delivery structure (different quantities and roles for Key Staff, for example) in LIEU of the prescribed structure, or would doing so be deemed as being non-responsive?	Yes, bidders may propose an alternative delivery structure.
	What is motivating the State to procure M&O support for a retiring system?	Federal procurement regulations require the State to conduct a competitive procurement for ACES M&O. ACES is a mission-critical system providing benefits to millions of Washingtonians so continued support for the system is necessary for as long as the system is in use.
	Is it possible to get an extract of last 6-12 months of ticket volumes/data to understand Incidents, Changes, Requests, Problems associated to the in-scope environment?	See Attachment Q2: CR/PR, Attachment Q3: Roles and FTE Quantities, and Attachment Q4: for details.
	Would the State be willing to give more detail on the sizing of the ACES system....lines of code, DBs, volume of data, etc.	This information should be contained within the RFP. If you need additional information, please provide the specific information you are requesting.
	Is the current system entirely COBOL based? DB2 vs IMS, etc.	The ACES main frame system and corresponding eligibility code is COBOL based. The ACES ecosystem also contains Java code as well as a rules engine (IBM Operational Decision Manager). There is currently a project underway to convert IMS data to DB2 but that does not impact the underlying COBOL code.
	What is the security system - ACF2/RACF?	RACF
	What timeframe does the state envision for the takeover phase (from the incumbent to the new vendor)?	The transition period can be negotiated in the contract.
	Will the state provide access to all source code	The state may choose to provide access to the successful bidder
	What is the backlog--if any--of defects or change requests at any given time	See line 127 below for details.
Written questions submitted		
RFP Attachment 9	Please confirm if bidders may replace the "Attachment 09 Bidder Response" header with their company name to properly identify the vendor on each page of their response? A sample of the header on the top right may look like - "Attachment 09 <Vendor Name> Response".	Yes, you may add your entity name to the bidder response document, but it is not required.
RFP Solicitation Document, (p. 13, 19, Sections 5.5.1 and 5.6)	Please provide the average number of incidents by month, for the last 12 months, categorized by type assigned to the incumbent team for resolution including emergency issues, data-fix requests, system defects, and enhancements (both major and minor, based on 80 hour threshold) for the systems identified as in scope for the RFP.	RFP Section A- CONTRACT REQUIREMENTS subsections 4. and 5. have been amended for clarity; any references to 80 hours have been removed. See Attachment Q2: CR/PR for numbers for the 2020 through present.
RFP Attachment 10	In the summary tab of the attachment '2223-808_Attach_10_Pricing_Workbook', under the total pricing summary table, in cell D 12, we noticed that the formula for enhancements Year 1 is actually incorrectly referencing to M&O year 1. Can the State please correct and reissue the workbook?	Cell D 12's formula has been updated and corrected in the amended Attachment 10.
RFP Attachment 10	In the ACES M&O tab of the attachment '2223-808_Attach_10_Pricing_Workbook', under Table 1. M&O Services, Report Status and Assure Quality Pricing, in cells P8 and V8, there is a formula present for Monthly Pricing for Year 5 and 7. P8 and V8 are fields to capture the monthly O&M amount from the vendor. Can the State please correct and reissue the workbook?	Cells P8 and V8 have been cleared in the amended Attachment 10.
RFP Attachment 10	In the ACES M&O tab of the attachment '2223-808_Attach_10_Pricing_Workbook', under Table 1. M&O Services, Report Status and Assure Quality Pricing, in cell AA8, a formula is missing for the "Total". Can the State please correct and reissue the workbook?	A formula to calculate the total cost has been added to cell AA8 in the amended Attachment 10.
RFP Attachment 9	"Discuss the Bidder's plans to avoid and minimize the impact of staff changes." This question is repeated twice. Can the State please remove the duplicate incidents to improve readability?	Please see the amended Attachment 9
RFP Attachment 9	"Provide a proposed organizational structure." This question is repeated twice. Can the State please remove the duplicate incidents to improve readability?	Please see the amended Attachment 9
RFP Solicitation Document (Section A)	Please provide a copy of the DSHS Administrative Policies.	DSHS Administrative Policies can be found here: https://www.dshs.wa.gov/office-of-the-secretary/dshs-administrative-policies
RFP Solicitation Document (Section 5.4.1.3, 5.5.3)	Requirement references "Section 5.4.3 - ACES System Software". The RFP does not have a section 5.4.3; please advise where this list can be found.	This list can be found in Attachment 11: ACES Environment. The RFP has been amended to refer to Attachment 11: ACES Environment instead of 5.4.3.
RFP Solicitation Document (Section 7.2)	The RFP notes that beyond the currently assigned core team of 89 personnel, there are additional resources supporting enhancement work. Please clarify how many more are currently supporting enhancements.	Additional state resources that support enhancements include the BA team (15), QA team (16), Network and Infrastructure team (10), and Application Support team (13), the enterprise Data Warehouse (4 state staff), Service Desk (7), Change Management team (2 state staff), Release Management (1), and Project Management (4).
RFP Solicitation Document (Section 7.2)	Please provide examples and a brief description of the enhancement work currently in process for the applications and infrastructure.	Examples: ODM Upgrade = Upgrading the IBM ODM rules engine to a vendor-supported version in compliance with DSHS IT policy. Upgrading the rules engine from v8.9.0.2 to at least v8.10.5. Foster Care Alumni Medical: The Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities Act of 2018 (the SUPPORT Act) provides Medicaid coverage for former foster care youth who age out of foster care in any state. States must provide Medicaid to all youth that age out of foster care regardless of what state that occurred in. This is effective 1/1/2023. The changes will introduce new medical coverage groups, impacting interfaces with HBE, Barcode, and ProviderOne, ESERV rules, this will require database changes, as well as letter changes. OneWashington AFRS Replacement Project: OneWashington is the AFRS replacement project. OneWashington will modernize the enterprise administrative functions for finance, procurement, budget, human resources and payroll. The vision is to move these functions to a cloud-based tool, what the tech industry calls an "enterprise resource planning" (ERP) system. We are waiting for further details from OneWashington on the changes that will be required for ACES.
RFP Attachment 11- Network	Mainframe & Windows, non-mainframe Linux, and cloud servers - Please provide expectations, limitations, or any restrictions around bidder remote management access to ACES environments.	There are no restrictions around remote access to ACES environments at this time, as long as DSHS security policies are followed.
RFP Attachment 11- Network	Mainframe & Windows, non-mainframe Linux, and cloud servers - Please provide overall network configuration and design for ACES Environment.	Configuration and design in Technical Information document here: https://www.google.com/url?sa=t&trct=&q=&escr=s&source=web&cd=&ved=2ahUKEwj5PLn_qj5AHWYjzQIHfBhDv4QFnoEACAYQ_AQ&url=https%3A%2F%2Fwww.bidnet.com%2FBneattachments%3F%2F512624665.pdf&usq=AOvVaw0EvTQ_wTgIAh1kCg5fMq

RFP Attachment 11- Network	Will the mainframe require internet access, or will internet access backhaul back to the State?	Bidder is not required to provide internet access for mainframe connectivity
RFP Attachment 11- Network	If bidder-provided Internet service is required, will the State provide the Public IP addresses, or expect the bidder to provide?	Not required
RFP Attachment 11- Network	Will traffic in/out of the mainframe need to traverse a firewall on the vendor side as part of the MFAas?	We do not currently have mainframe as a service. The mainframe is on premises.
RFP Attachment 11- Network	What is the bandwidth utilization of all traffic in/out of the mainframe?	This is currently not measured. There are four 1GB connections which allows for all current and future capacity.
RFP Attachment 11- Network	Are there any restrictions on the use of IPSEC VPNs for transport?	No restrictions as long as it abides by DSHS security policy.
RFP Attachment 11- Hardware	Is the VTS dedicated for each location?	Yes, there is one VTS on premises and one at the DR recovery site in Boulder.
RFP Attachment 11- Hardware	Is the DASD dedicated for each location?	DASD is dedicated in Olympia and shared in Boulder, CO (DR)
RFP Attachment 11- Hardware	Where are the current Prod and DR data centers located? Please share the full address.	Production is in Olympia, WA and DR is in Boulder, CO. Specific address information will be shared with the successful bidder
RFP Attachment 11- Hardware	Please confirm the capacity of Production DASD (48 TB usable) and VTS (120 TB Compressed and ??? Uncompressed).	Yes that is the correct and it is compressed.
RFP Attachment 11- Hardware	Please verify that DASD is replicated from Production to DR. Please confirm the recovery method (DASD or VTS).	DASD is not replicated. Only the virtual tapes are replicated.
RFP Attachment 11- Hardware	Please provide the capacity of DASD for Disaster Recovery.	Capacity in Olympia is equal (or mirrored) with Boulder
RFP Attachment 11- Hardware	How many DR Tests are performed per year, for how many hours? How many functional DR tests?	We generally do one major DR test per year that takes place Friday through Sunday, along with one desktop exercise.
RFP Attachment 11- Hardware	Is DR testing completed during normal working hours, or is after-hours support required?	Full scale DR testing takes place after hours over a weekend, generally Friday through Sunday.
RFP Attachment 11- Hardware	What month of the year do DR tests take place?	This varies depending on other activities. This year's DR exercise is taking place in November.
RFP Attachment 11- Hardware	Please share daily change rate (DASD and VTS)	This is not captured because DASD is not replicated. Current capacity and throughput has always been more than adequate.
RFP Attachment 11- Hardware	Windows, non-mainframe Linux, and cloud servers - Please provide specifications for Hypervisor Systems, for each host: counts, make and model, OS version, configuration data, performance data	There are less than 50 Intel servers supporting the ACES environment. Details are provided in the attached technical document: https://www.google.com/url?sa=t&rtct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj5PLn_qj5AHWylzQIHfBhDv4QFnoECAYQ_AQ&url=https%3A%2F%2Fwww.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usg=AOvVaw0EvTQ_wlTgIAh1kCgSfMq
RFP Attachment 11- Hardware	Windows, non-mainframe Linux, and cloud servers - Please provide specifications for VM Instances, for each VM: OS version, configuration data, performance data, environment, role, any replication or DR support required	Details are provided in the attached technical document: https://www.google.com/url?sa=t&rtct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj5PLn_qj5AHWylzQIHfBhDv4QFnoECAYQ_AQ&url=https%3A%2F%2Fwww.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usg=AOvVaw0EvTQ_wlTgIAh1kCgSfMq
RFP Attachment 11- Hardware	Windows, non-mainframe Linux, and cloud servers - Please provide specifications for Storage Design, for each storage frame: make & model, capacity, utilization, environment, role, replication capabilities or requirements	Details are provided in the attached technical document: https://www.google.com/url?sa=t&rtct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj5PLn_qj5AHWylzQIHfBhDv4QFnoECAYQ_AQ&url=https%3A%2F%2Fwww.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usg=AOvVaw0EvTQ_wlTgIAh1kCgSfMq
RFP Attachment 11- Hardware	Windows, non-mainframe Linux, and cloud servers - Please provide specifications for Backup Design: Backup Management Software, Backup Technologies, Backup capacity, Backup utilization, Offsite replication, Backup Storage Technologies utilized	This must match Production specifications
RFP Attachment 11- Hardware	Windows, non-mainframe Linux, and cloud servers - Please provide specifications for DR Design: DR Replication Technologies utilized, RTO and RPO. Number of DR Tests conducted and scope of these tests.	This must match Production specifications. The scope of a full DR test is whether the system can be recovered from the Boulder site within specified time frame. Please refer to Attachment 11: ACES Environment for RTO and RPO.
RFP Attachment 11- Hardware	Windows, non-mainframe Linux, and cloud servers - Please provide specifications for High Availability (HA) Design: If applicable, HA configurations, RTO and RPO, and technologies used to support HA.	Not applicable
RFP Attachment 11- IBM Mainframe Software	Please provide a recent Sub-Capacity Reporting Tool (SCRT) report showing all the product features. (within last 3-12 months)	This is not available
RFP Attachment 11- IBM Mainframe Software	Per N-1 requirement, please provide a list of Mainframe Software by vendor, product, version and owner.	Please refer to Attachment 11: ACES Environment
RFP Attachment 11- IBM Mainframe Software	Please provide all features/components for all IBM products, i.e., Omegamon, DB2, CICS etc., or DFSMS products.	Please refer to Attachment 11: ACES Environment
RFP Attachment 11- IBM Mainframe Software	Can bidders disclose DSHS ACES as the client, while discussing software configuration and pricing with Independent Software Vendors (ISVs)?	Yes, the DSHS ACES contract is a public record.
RFP Attachment 11- IBM Mainframe Software	Please provide the legal entity that licenses each software product.	The state provides software licenses. Please refer to Attachment 11: ACES Environment for the list of software.
RFP Attachment 11- IBM Mainframe Software	Do all vendors have sub capacity licensing?	We will follow the software licensing agreements that are in place and are open to negotiate new agreements as necessary.
RFP Attachment 11- IBM Mainframe Software	Do all software contracts have Third Party Access Rights? Or Transfer Rights?	We will follow the software licensing agreements that are in place and are open to negotiate new agreements as necessary.
RFP Attachment 11- IBM Mainframe Software	Are any large software or hardware renewals coming due? If yes, which vendor and when?	Software renewals are generally done annually. Our full software list is contained in Attachment 11: ACES Environment. As noted in the RFP, the end of life for the current mainframe is 12/31/24.
RFP Attachment 11- IBM Mainframe Software	Please provide a complete inventory of all Windows and Linux software by vendor, product, version and owner	Please refer to Attachment 11: ACES Environment
RFP Attachment 11- Scheduling/ITSM	Please provide the average estimated number of ITSM tickets for infrastructure (mainframe and servers) per month.	2017 to current Tech support had a total of 2505 Action records for changes to either MF or Servers: Hardware - 16 Software - 738 Facilities - 334 (this will contain JCL, SYSIN changes and archival of components) Security - 316 DB2 - 408 IMS - 121 Files - 79 Data Warehouse - 7 Schedule - 6 MQ Queue - 1 Parameter - 1
RFP Attachment 11- Scheduling/ITSM	What is the current ITSM product / Software in use?	We are currently transitioning out of Rational ClearQuest and onto ServiceNow
RFP Attachment 11- Scheduling/ITSM	Is batch scheduling management and monitoring in scope? If yes, please provide: Number of batch jobs in schedule, average number of batch jobs run per month, average number of abends per month, average number of schedule changes per month, average number of ad hoc jobs run per month	1. Total Number of Batch Jobs in OPCE - 35,904 2. Average Number of Batch Jobs Run per Month - 56,610 3. Average Number of ABENDS per Month - 1,596 4. Average Number of Changes to the Long Term Plan per Month - 2,030 5. Average Number of AdHoc Jobs Added to the Current Plan per Month - 53,771 (Skewed due to IMS2DB2 new Regions)

RFP Attachment 11- Scheduling/ITSM	Please provide the IPL Schedule (Weekly/Monthly/Quarterly)	There is no fixed schedule. IPL only when necessary (infrequent).
RFP Attachment 11- Online Viewing and Code Promotions	Is Online Viewing in scope? If yes, please provide: Average Online Viewing or Printing changes per month	We are unaware of what Online Viewing means
RFP Attachment 11- Online Viewing and Code Promotions	Are Code Promotions in scope? If yes, please provide: Average number of Code Promotions per month	Code promotes are managed by 2 state state and 1 vendor staff. Promotes completed since 2017: 2017 – 111 2018 – 75 2019 – 104 2020 – 125 2021 – 90 2022 - 33
RFP Attachment 11- Security	Please confirm that the bidder will be responsible for managing all mainframe user IDs.	Successful bidder is responsible to maintain, at the direction of DSHS, the following: • Creation and maintenance of accounts used by bidder staff and service accounts for z/OS services. • Creation and maintenance of all accounts used on z/VM. • Creation and maintenance of all groups used to secure resources on z/OS. • Permissions granting access to dataset and database resources for DSHS ACES HQ staff and bidder staff. The state Application Support team manages user IDs for state staff.
RFP Attachment 11- Security	Please provide the number of security tickets generated per month in the current environment (Userid Add / Delete/ Change)	ID creation and maintenance volumes that the successful bidders is responsible to maintain are driven by bidder staff turnover.
RFP Attachment 11- Security	Please provide the number of security rules to maintain.	As it relates to the RACF database, there are approximately 15,000 security rules maintained.
RFP Attachment 11- Security	Please provide the number of security databases to maintain. Are they unique or the same?	5 unique; 3 z/OS and 2 z/VM
RFP Attachment 11- Security	Please describe any requirements for key management service (how many keys to be administered)	There are keys that are managed at each layer of the infrastructure (database, application programs, server instances, application server, authentication keys (security), more); this equates to several thousand that are managed
RFP Attachment 11- Security	Are mainframe digital certificate management services in scope? If yes please provide: number of certificates managed, number of certificates renewed, how often certificates are renewed, certificate owners and a description of how/where certificates are used and managed, and any secure transactions with third party partners with certificate needs	Managed in standard key-ring model; on mainframe, approximately 200 certificates are stored in digital certificates within RACF; approximately 1,000 certificates (majority) of certificates are within Linux
RFP Attachment 11- Security	Please provide copies or links for the OCIO Security Standards and DSHS Security Manual, and note which requirements are applicable to mainframe and Windows, Linux and cloud servers.	OCIO standards are posted here: https://ocio.wa.gov/policy/securing-information-technology-assets-standards DSHS Security Manual: http://ishare.dshs.wa.lcl/Security/Manuals/Pages/default.aspx
RFP Attachment 11- WAS	Please provide the number of Websphere Application Servers (WAS) Servers	There are 12 production and 37 non-production WAS servers
RFP Attachment 11- WAS	Please provide the number of WAS Servants	We don't have Servants.
RFP Attachment 11- zLinux	Please provide the number of z/VM zLinux guests	Approximately 185
RFP Attachment 11- Capacity Planning	Is System Management Facility (SMF) processing currently in place?	Yes
RFP Attachment 11- Database and Online	Is CICS customized? If so, please elaborate - for example, GUI or screen scrapers.	This question is too broad. The short answer is yes. The application servers are customized accordingly to appropriately support the desired work load.
RFP Attachment 11- Database and Online	Please provide the number of mainframe MQ Queue Managers and non-mainframe MQ Queue Managers	There are 5 mainframe MQ managers; there are 20 total Linux-based MQ managers
RFP Attachment 11- Database and Online	Please provide the number of Non-mainframe DB2 instances (UDB or LUW)	6 Windows instances for enterprise data warehouse; all other instances of DB2 are part of products (Websphere, ODM, LDAP instances, misc specialized tool sets like Rationale ClearQuest, Jira, others)
RFP Attachment 11- Database and Online	For Mainframe, does database administration include both physical DBA and Logical DBA support?	Yes
RFP Solicitation Document (p. 6)	The RFP document says "Create integrations between the ACES ecosystem and the modern platforms to ensure data can be exchanged between modern and legacy components". Please confirm the number of integrations and type (1-way or 2-way)	TBD
RFP Solicitation Document (p. 6)	What are the communication protocols the existing systems support?	Common Client (SNA TCP/IP), CICS Sockets, Quick 3270 Emulator is used to access the mainframe and CICS
RFP Solicitation Document (p. 6)	Are these systems modifiable for data integration purposes to connect to the new data warehouse?	The successful bidder will support the existing data warehouse
RFP Solicitation Document (p. 6)	Do you have test systems for each of these for use during the development and testing phases of the project?	The ACES ecosystem has a test environment.
RFP Solicitation Document (p. 6)	Per RFP document "Complete system changes and customizations, data extracts, conversions and testing..." Also please confirm data quality and integrity for extraction (i.e. simple w/ minor cleaning & modification for extraction, complex w/ major cleaning & modification for extraction)	Data is production quality
RFP Solicitation Document (p. 22, Help Desk and Incident Management)	Do you have an L1 support as well as an ITSM tool that we may need to integrate with?	Yes. L1 support is provided by our Service Desk and our ITSM tool is ServiceNow.
RFP Solicitation Document (p. 22, Help Desk and Incident Management)	Do we need to provide an ITSM with access to Washington staff, or can we leverage an existing Washington ITSM, or do we integrate with Washington's ITSM?	It would be preferable to utilize our existing ITSM tool
RFP Solicitation Document (p. 22, Help Desk and Incident Management)	Also can you please provide number of tickets of annual support tickets needed for current ACES system per application and interface?	Application Support currently records all calls (incidents) as "Call Records". Incidents may require Tier 3 level support from the vendor. We do not have data on the number of call records requiring Tier 3 Support. ANNUAL SUPPORT TICKETS: ACES and WACON related support tickets over last 3 years. • 2020: ACES (8425); WACON (56); TOTAL = 8481 • 2021: ACES (7292); WACON (71); TOTAL = 7363 • 2022: ACES (3413); WACON (33); TOTAL = 3446
RFP Solicitation Document (p. 22, Help Desk and Incident Management)	Please provide annual number of change requests for current ACES system per application	See Attachment Q2: CR/PR for details
RFP Solicitation Document (p. 12)	Approximately how many reports will need to be converted/created?	We currently support 200+ reports in different reporting systems. These reports will likely have to be updated as we transition to cloud platform. New reports will be created as needed.
RFP Solicitation Document (p. 17)	Do you have a requirement or preference on the number of environments such as development, testing, staging, production?	All current environments should be continued
RFP Attachment 9 (Section 6.71)	How many users would need to be trained?	All users employed or contracted by the successful vendor should be trained
RFP Attachment 9 (Section 6.71)	Please confirm if there are any specifications or restrictions to the type of training (i.e. video training and materials, live class sessions, etc)	There are no specifications or restrictions, as long as the training method is effective.
RFP Attachment 9 (p. 10, Security Administration)	Please provide DSHS security standards and policies for reference of compliance needed.	http://ishare.dshs.wa.lcl/Security/Manuals/Pages/default.aspx
RFP Attachment 9 (Section 6.94)	Please provide approximate number of expected dashboards.	We have created and support about 94 workbooks(dashboards). The successful bidder will be required to continue to create dashboards for ACES stakeholders and ITS organization.

RFP Attachment 9 (Section 6.94)	Please clarify type of business intelligence services you are looking for.	Successful bidder is expected to: 1) Architect/build databases and tables for extracting data from our core application databases e.g. ACES, Wacon, BC, Ejas and other data source as needed. 2) Architect/build databases and mart tables for business reporting purposes 3) ETL for loading data to staging and then transforming the data to load to data marts(reporting) 4) Extract and manage organizational metadata 5) Build reporting data sets used for tableau reporting 6) Build and support tableau reports 7) Transition from our on prem relational DB and ETL process to cloud based modern data environment tools and processes.
RFP Attachment 9 (Enterprise Data Warehouse)	Please confirm how many systems and data sets are you expecting to consolidate into the data warehouse?	We support data extract and mart building for the ACES, EJAS, Wacon, AFRS and Barcode systems. We have other systems we capture data from such as HRMS, Avaya phone system and will be expanding the data captures as requested. This could include things like ServiceNow, Jira and other backoffice apps we may want to report from. While ACES DW STAG and CARD will stay static, with our move to cloud technology/tools and our goal to blend our data with eMAPS, we will be creating a new/modified Enterprise Data Warehouse. The successful bidder will be required to participate in this process.
RFP Attachment 9 (Business Rules Maintenance)	Please confirm the number of business rules.	MAGI Medical business rules and WaCon pre-screening rules are stored in the Operational Decision Manager (ODM). There are currently 1082. This number will fluctuate as new rules are added or existing rules are deactivated. We do not have a count of business rules for programs maintained in COBOL, such as cash, food assistance and classic medical programs.
RFP Attachment 10	Please confirm if we are to submit only total cost into the provided row or are we allowed to add rows and adjust formulas as needed for summary to provide correct pricing?	If bidders would like to add rows or adjust formulas to provide more detailed pricing, they may submit two copies of Attachment 10; one unaltered and one with the desired alterations.
RFP Attachment 9	Please provide architecture diagrams (application, infrastructure, network) in order to properly develop a Decomposition Plan.	Architectural diagrams are available here: https://www.google.com/url?sa=t&rc=1&url=https://www.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usq=AOVwaw0EvTQ_wlTgIAh1kCg5FmQ Bidder to work with DSHS to develop decomposition plan
RFP Attachments 9 and 11	Please provide documentation of each application within scope of this RFP in order to properly understand and develop Decomposition Plan.	The successful bidder will work with DSHS to develop the decomposition plan during the first 12 months of the contract, as stated in the RFP. Detailed documentation of applications will be provided during that time.
RFP Attachments 9 and 11	Please provide lines of code per application within scope of this RFP of ACES.	COBOL Batch: 1.25M lines (excluding commented code) COBOL CICS: 1.38M (excluding commented code) Pitney Bowes StreamWeaver Batch: 4639 JCL lines: 300,000 SYSIN lines: 105,000 REXX lines: 35,000 Assembler Program lines: 298 Details provided here: https://www.google.com/url?sa=t&rc=1&url=https://www.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usq=AOVwaw0EvTQ_wlTgIAh1kCg5FmQ
RFP Attachment 9 (Section 6.18)	Please provide infrastructure diagrams and specifications.	Available here: https://www.google.com/url?sa=t&rc=1&url=https://www.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usq=AOVwaw0EvTQ_wlTgIAh1kCg5FmQ
RFP Attachment 9 (Section 6.49)	Please provide compliance standards of audits that will be conducted and how often they will occur.	Regular audits include: IRS HBE and QA, HIPAA Assessment, SAO audits, ERMO ORC and ad-hoc cybersecurity audits. We also have a triannual SSA audit. We are also subject to other audits from various regulatory entities as they come up.
RFP Attachment 9 (Section 6.71)	Please provide list of deliverables. On pg 7 of Solicitation Document in 5. Statement of work it states "DSHS has a detailed set of services and deliverables that it believes to be essential..." however, the list of deliverables is not specified.	RFP has been amended to remove references to essential deliverables list.
RFP Solicitation Document (Section 5.4 (4th paragraph))	For clarification, is SuSE Linux ES is running on the z13 hardware as one or more Linux partitions under iFL with z/VM providing the overall virtualization layer on the z13 hardware?	They are running on z/VM virtualization
RFP Solicitation Document (Section 5.4 (4th paragraph))	For clarification, WebSphere ODM is running on the SuSE Linux partition, and not on z/VM?	Runs on z/VM
RFP Solicitation Document (Section 6.123, 125, 126, 127, 128, 129, 130)	Are the required controls already in place or does the vendor need to develop these controls?	Controls are already in place. Sometimes additional controls are required to be developed in response to an audit or an updated security requirement, in which case the vendor would be required to develop said controls.
RFP Solicitation Document (Security, Section 6.49 and 6.50)	How often would the Audits be conducted and define the expectations on Support required	The frequency of audits depends upon the type. Full support from the vendor is required and includes attending meetings, answering questions, providing documentation, supporting remediation activities, etc.
RFP Solicitation Document (Section 5.5.1 Break Fix/Critical Fault/Corrective Maintenance)	Will you provide current and historical ticket volume and details? Please share last 12 Month ticket dump (including Incident, Change, Problem and SR's) including at-least the following fields: Ticket Id, Short Description, Creation and Resolved date/time, Priority, Ticket Queue, Application mapping, Ticket Category	RFP Section A- CONTRACT REQUIREMENTS subsections 4. and 5. have been amended for clarity; any references to 80 hours have been removed. See Attachment Q2: CR/PR for details.
RFP Solicitation Document (Section 7.2 Key Personnel)	In the current ACES M&O vendor team, which critical roles are required to be located onsite along with the Project Manager?	No critical roles are required to be onsite at this time
RFP Solicitation Document - Scope of ACES Application	Do we have a batch-jobs that is to be supported? Please share details on the same along with the tools used	This information does not fit here, please see Attachment Q1: Answer
RFP Solicitation Document (Section 4.1 Period of Performance)	The period of performance under the Contract shall be 7/1/23 through 5/30/28; however, in Section 5.4, you indicate that the mainframe serviceable support ends for ACES ends in early 2025. The M&O vendor will be expected to plan and execute, in collaboration with DSHS, the transition of the ACES complex to a new technology stack before the serviceable support ends. Does DSHS have a current vision for the platform upon which ACES will be hosted while the ACES complex is modernized through the current modernization plan? Is there a separate RFP planned for that replatforming or rehosting effort?	The 2025 date is a hard infrastructure deadline that will force ACES to replatform off of the current main frame. The vendor is expected to provide a plan and execute that replatform. There will not be a separate RFP for that effort.
RFP Solicitation Document (Section 7.2 Key Personnel)	How many of the current 89 FTEs who support ACES work in Olympia? Prior to COVID was the entire team onsite?	The majority of staff who support ACES work remotely at this time. Prior to COVID nearly all of the team was onsite.
RFP Solicitation Document	What is the current peak MIPS utilization?	The actual usage depends on the daily online, batch and other activities, and varies throughout the month. Peak production prime shift is 1134 MIPS (80%). Peak off prime shift is 1275 MIPS (90%). CICS peak is 11347 MPIS (80%). Batchvhy CO B OL is 567 MPIS (40%). IMS is reported as partof CICS and batch due to how IMS is configured. DB2 varies from 15% to 50% based on adhoc workload. Some DDF DB2 calls from cliets dispatch on the 2 zIIP processors. The zIIPs have MPIS. Prime shift peaks are 1011 MPIS (30%). z/VM Peaks: prime shift: 4893 MPIS, off shift 5460 MPIS
Attachment 11 (Section 1.1.1. Supported Databases)	There are 154 Core databases in Production and another 984 Non-Prod databases listed in the table which are indicated to be DB2 databases. Can you please provide details on IMS databases as well?	The databases listed in the question are IMS databases. DB2 databases total 32 Production and 201 non-production.

Attachment 11	Please clarify if all the software and tools listed in this Attachment 11 are in scope of this RFP?	Yes
Attachment 11 (EDW BI Infrastructure, p.4)	Are all of the components mentioned in this diagram in scope for the new vendor or will portion of these are planned to be retained with existing vendors? Please share details	Everything managed by the current vendor will be expected to be managed by the successful bidder
Attachment 11 (Section 1.1.1. Supported Databases)	Please clarify which of the databases are hosted on z/OS vs Linux vs Windows?	Please refer to the linked technical document: https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj5PLn_qj5AHWylzQIHfBhDv4QFnoECAyQAQ&url=https%3A%2F%2Fwww.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usq=AOvVaw0EvTQ_wlTgIAh1kCg5FmQ
RFP Solicitation Document	Are the 12 Million lines of code, COBOL only or a combination of COBOL and Java? What percent for each?	Lines of code spelled out in this linked technical document: https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj5PLn_qj5AHWylzQIHfBhDv4QFnoECAyQAQ&url=https%3A%2F%2Fwww.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usq=AOvVaw0EvTQ_wlTgIAh1kCg5FmQ
Attachment 2 (Service Level Reqs)	Is Help Desk support part of the RFP scope?	Tier 3 support is part of the RFP scope
RFP Solicitation Document	Please share the CMDB / Inventory Details - # of Servers (Linux/Windows/zOS), databases (Oracle, SQL...), Middleware (WebSphere, Apache,...), devices, storage, Networks, etc., to be supported as part of this RFP	Please refer to the linked technical document: https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj5PLn_qj5AHWylzQIHfBhDv4QFnoECAyQAQ&url=https%3A%2F%2Fwww.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usq=AOvVaw0EvTQ_wlTgIAh1kCg
Attachment 11	Please share details on the Products/Applications hosted in the Mainframe environment similar to the tables provided for Linux and Windows environment. Number of LPARs (Logical Partitions), List of Products running on Mainframe, Scope of Support (Operations, Scheduling and Administration), Technology used for DR and frequency of test	The linked technical document (https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj5PLn_qj5AHWylzQIHfBhDv4QFnoECAyQAQ&url=https%3A%2F%2Fwww.bidnet.com%2Fbneattachments%3F%2F512624665.pdf&usq=AOvVaw0EvTQ_wlTgIAh1kCg) beginning on page 41, shows the LPAR configuration including the number of partitions, logical partitions, OS information and products. You will also find technology used for DR within this document. DR tests are generally conducted once per year, along with one desktop exercise.
RFP Solicitation Document	What is the current backlog of defects and change orders for the ACES system today? May Bidders assume that any backlog will be completed by the incumbent Contractor as part of their Turnover activities? If not, what levels of the backlog should Bidders assume in their proposed solutions?	Current pending Change Requests: 288 ACES CRs = 245 WACON CRs = 43 Current open Problem Reports for ACES: 874 SEV2 = 19 SEV3 & 4 = 855 Current open Problem Reports for WACON: 35 SEV2 = 4 SEV3 & 4 = 31 All leftover backlog will be transferred to the successful bidder
RFP Solicitation Document	The RFP stipulates the Contractor is responsible for maintaining system documentation and supporting documentation efforts as changes are made throughout the engagement. Is current ACES documentation current and complete (e.g., run books, architectural diagrams, network topology, scripts, and knowledge articles/knowledge base), and may Bidders assume that the incumbent or State will provide the awarded Bidder this documentation as part of Turnover?	The expectation is the transition will include current ACES system documentation. That documentation will be provided to the successful bidder. The State is currently reviewing current documentation to facilitate a successful transition.
RFP Solicitation Document	Does the ACES platform follow a waterfall, agile, or hybrid change methodology? If hybrid, would the State provide additional information that describes the methodology	The ACES platform is in a state of migrating from a traditional waterfall method to more of a hybrid, release-when-ready model, utilizing DevOps tools and processes. This model is not yet mature and will still be in a state of maturation at the start of the contract.
RFP Solicitation Document (Section 7.2)	The only entity that can supply non-representative resumes for all key personnel in the Olympia vicinity is the incumbent, especially considering a July 2023 start date. Would the State accept representative resumes from Bidders that demonstrate the ability to field the types of skill sets the State requires with the understanding that prior to contract start, the successful Bidder would provide the actual resources to be assigned to the project?	Representative resumes will be accepted as long as the actual resource is provided and approved by DSHS prior to the start of the contract. The RFP document has been amended to reflect this.
RFP Solicitation Document	The RFP indicated the incumbent has 89 staff supporting the M&O only. Would the State provide a list of roles and FTE quantities that make up the 89 positions?	Yes, see Attachment Q3: Roles and FTE Quantities
RFP Solicitation Document	What roles and FTE quantities are supporting the incumbent's enhancement/modernization activities today?	This depends on the particular enhancement project and corresponding change order. Most activities, including change requests to support stakeholder priorities and legislative requirements, fall underneath M&O.
RFP Solicitation Document	Please provide the timing and duration of scheduled maintenance windows	The Weekly Maintenance Window is scheduled Sunday at 23:59 to Monday morning at 05:00 for a total of a 5 hour window. a. If there is nothing scheduled for that window we will make our Normal SLAs of 03:00am up time with HBE and CICS up by 04:15am. b. If there is maintenance scheduled it can vary from an hour to using all 5 hours, depending what Tech, NIS, WaTech are doing and how long it take them to complete the task.
RFP Solicitation Document	What is the Bidder's role in disaster recovery drills? How frequently are drills conducted? Are Recovery Time and Recovery Point objectives (RTO & RPO) being achieved today?	The successful bidder will need to demonstrate the ability to fully recover the ACES system and will be intimately involved in the planning and execution of DR drills. Full DR drills are generally conducted annually. Our next DR exercise is scheduled for November 2022.
RFP Solicitation Document	Please verify the L1 Help Desk is available to the successful Bidder 24x7 for all IT support issues	L1 support is available during business hours. The successful bidder will be responsible for 24/7 system monitoring and support.
RFP Solicitation Document	How many ACES environments are there (Dev, Test, UAT, Staging, Prod, etc.) for each application?	ACES environments are as follows: RELS: Development and unit testing environment. DEVL: Integration testing environment, also the environment where static code analysis and secure code analysis will be conducted SYTST: System test environment by DSHS Testers for both manual and automated testing. UACPT: User Acceptance Test environment. HBE-U: User Acceptance environment exclusively for coordinated testing of Magi Eligibility Service and the Healthplanfinder. TRAIN: Training environment. PROD: Production environment.
RFP Solicitation Document	Are all systems architected to be HA (high availability, i.e., fully redundant with automated failover)? Do non-HA systems have lesser SLAs?	No and No.
RFP Solicitation Document	Can the State provide Bidders SLA reports for the last 24 months?	Yes. These can be provided to the successful bidder.
RFP Attachment 9	The contract questionnaire asks ""How does your company manage IT Service Level Requirements such as requiring system uptime in excess of 99.999%? What is your approach to managing operations critical SLRs? What other critical SLRs has your organization dealt with in the past and what methods were used?" Can the state please clarify its interest in the "five 9s" experience when the SLAs are stated as "three 9s"?	This is a typo and should read 99.9%; please see the amended Attachment 9 - Bidder Response Form
RFP Attachment 11	We presume that all of the software licenses will be procured by the State and provided to the Vendor. For example, DB2 and Websphere on both Mainframe z/OS and Z/Linux will be procured by the State and provided by the Vendor. This means, this RFP is for Services only. Can the State confirm this?	With the replatform of ACES, the vendor may negotiate to take on the responsibility of software maintenance.

RFP Attachment 11	We acknowledge that various software license types is provided in Attachment 11. What do we not find is the quantity of these licenses. It is not clear who owns these licenses. If the vendor needs to price these licenses, can the State provide the quantity of these licenses? For example, mainframe software will have MIPS used for licensing and the number of regions the software is being used. And for Windows, it may be number of machines and core processors. Can the State provide this information?	The mainframe hardware components, outlined on page 3 in attachment 11, includes information which allows for a bidder to understand what licensing schema, configuration and quantities are appropriate for the environment. We currently use full-capacity licensing. There are no sub-capacity licensing.
RFP Attachment 11	In general, the organization which owns the hardware is the organization which owns the open source software licenses; this is due to multiple security needs as it relates to installation, patches etc etc. With regards to Open Source Software, can the State confirm that State will be responsible for the licensing of the Open Source Software?	The state reviews and makes approval decisions all free and open source software requests
RFP Attachment 10	State's requirement is for vendors to provide pricing for the next seven years. In today's inflationary environments, there is so much uncertainty for future pricing. Can State explain how the price will be adjusted and mutually agreed upon, year over year? Suggestion is for mutually agreed price adjustment with the base assumed inflation of 2%. For example, if the provided price is \$100 for year four and the inflation in year three was 10%, then the vendor's price may need to be adjusted upwards by (10% - 2%) 8%. We understand that this adjustment may be after the fact, but looking for guidance on how State plans to address the uncertainty of inflation. (Note: It reality it is good for State to provide this guidance; otherwise each vendor will assume different inflation factors and bake in inflationary risk in the price; or during delivery will substitute less qualified staff for experienced staff to make ends meet)	Price adjustments may be made using a standard inflation rate of 2%
RFP Attachment 10	On the pricing sheet, there is a tab for Enhancement. Is this aspect expected to managed as Time and Material, meaning, for each of the Legislative Enhancement, vendor and the State will work on roles will be needed and a staffing plan and project schedule will be agreed upon. Can State explain, how the management of "Enhancement Hours" will work?	System changes made as a result of stakeholder requests or legislative mandates are included as part of M&O. RFP Section A- CONTRACT REQUIREMENTS subsections 4. and 5. have been amended for clarity.
RFP Attachment 10	On the pricing sheet, there is a tab for Enhancement. can the State explain what will happen if more hours are needed? For example, if the vendor thinks that they need 20,000 hours and in actuality for Legislative Enhancements, if 40,000 hours is needed, how will it work? Will there be a Change Request for additional 20,000 hours?	System changes made as a result of stakeholder requests or legislative mandates are included as part of M&O. RFP Section A- CONTRACT REQUIREMENTS subsections 4. and 5. have been amended for clarity.
RFP Attachment 10	On ACES M&O Tab on pricing, there is a mention of \$25,000,000. Can the State the price of Enhancements will be in addition to the \$25M ?	Enhancement requests will consist of work above the normal M&O support. Enhancements are specific projects with negotiated deliverables and prices beyond M&O, requiring a change order."
RFP Solicitation Document (Section 5.5)	For vendors to define scope boundary, and for State to compare "apples to apples", vendors would need information such as "number" of tickets, severity of the tickets, number of tickets less than 80 hours etc. Can the State provide these metrics?	RFP Section A- CONTRACT REQUIREMENTS subsections 4. and 5. have been amended for clarity; any references to 80 hours have been removed. See Attachment Q2: CR/PR for details.
RFP Attachment 10	It is typical for any State program to implement to continuously implement changes due to new legislation. Can you provide hours for staff that have been dedicated to legislative enhancement over the last two to three years and the anticipated hours for the next set of legislative enhancements?	Hours spent on legislatively mandated items from January through December of 2021 totaled 5757.5 hours across 33 contract staff. Hours spent on legislatively mandated items for January through June of 2022 totaled 2389.5 across 26 contract staff. We were not able to get hours further back than 2021. Based on our previous level of effort on legislative related items and the legislatively mandated changes requests in-progress, ITS can anticipate between 5800 to 7800 hours dedicated legislative related items with effective dates ranging from 1/1/2023 through 1/1/2024.
RFP Attachment 2 (Service Level Reqs)	As penalties are attached for each of the SLR's, it is important for the vendors to know whether there are tools and processes currently being used to measure the metrics. Can the State share any reports which capture the metrics? For example, in SLR Quality - Item 1 : Software Defect Leakage to Production, is there any current report being produced and can the State share those reports? Same question is relevant for each of the towers : 1. quality 2. Efficiency 3. Availability 4. Security 5. Application Development 6. Computing Services and hence can the State share any reports available for any of these SLRs?	The vendor is responsible for using their own tooling to provide those reports to ITS Management, who validates and approves.
RFP Attachment 2 (Service Level Reqs)	For any of the SLR measurements where there is no current measurement process or report, it will be difficult for the vendors to sign up for the SLRs since each SLR is dependent on many things, including the quality of the current code, adherence to processes by both the vendor and the State, State's processes, availability of State resources etc etc. In many large takeovers, other States have allowed a six month baseline period to arrive at mutually agreeable SLRs. Will State consider a baseline period of six months and after which SLRs will come into place.?	In some instances this would be agreeable, but other SLRs, such as the uptime requirement, are non-negotiable. A potential baseline period for certain SLRs may be negotiated with the successful bidder.
RFP Attachment 2 (Service Level Reqs)	Many SLRs are defined with a "%". for example "Incidence Response - Sev 2 < 8 hours" at 99%. In measurements like this, there will be a need to define a "minimum number" of occurrences before the SLR kicks in. For example, in the given example, if there were only "two Sev 2 incidences" in given month, just a single miss will trigger the penalty, which is probably not the intention. Will the State be able to finalize these metrics after the mutually agreeable baseline period?	Yes

RFP 2223-808 Q&A – Attachment Q1: Answer

Q: Do we have a batch-jobs that is to be supported? Please share details on the same along with the tools used

A: These are examples – ONLY:

N78C1300 – EBT Cash File to FIS

OPCE/TWS to Schedule and Submit the job, resubmit or restart if necessary

FTP – to securely send the file to FIS

FTPALERT – to monitor sending and receiving files

SDSF – to monitor the execution of the job

OMEGAMON – to monitor the entire mainframe and look for looping jobs.

D1110300 – Daily Case Maint

OPCE/TWS to Schedule and Submit the job, resubmit or restart if necessary

SDSF – to monitor the execution of the job

OMEGAMON – to monitor the entire mainframe and look for looping jobs.

N7900300 - FTP Directory List

OPCE/TWS to Schedule and Submit the job, resubmit or restart if necessary

FTP – to check the SFT server directory to see if the Treasury file is ready for pick up.

FTPALERT – to monitor sending and receiving files

SDSF – to monitor the execution of the job

OMEGAMON – to monitor the entire mainframe and look for looping jobs.

D78F1300 – Check for Empty File

OPCE/TWS to Schedule and Submit the job

This job executes if the Federal Food Stamp file from FIS has not been received by 1am and will notify Production Control via Outlook Email

and will fail with a return code 23 for OPCE to pickup.

D1650300 – Letters Formatter

OPCE/TWS to Schedule and Submit the job, resubmit or restart if necessary

SDSF – to monitor the execution of the job

OMEGAMON – to monitor the entire mainframe and look for looping jobs.

Attachment Q2: CR/PR

ACES and WACON Incidents logged by month, over the last 3 years. Not all incidents included in this count were sent to the vendor for resolution/support, only those requiring Tier 3 support.

INCIDENTS: Incidents are recorded as logged events (based on call records received) over last 3 years. Data reflects all ACES/WACON incidents and does not reflect # of instances in which vendor assistance was requested. We cannot capture that info.

- 2020: ACES (8425); WACON (56); TOTAL = 8481
- 2021: ACES (7292); WACON (71); TOTAL = 7363
- 2022: ACES (3413); WACON (33); TOTAL = 3446

EMERGENT ISSUES: ACES and WACON related emergent issues (recorded as SEV1 and SEV2 PRs) over last 3 years.

- 2020: ACES: SEV1 (41); SEV2 (267); WACON: SEV1 (9); SEV2 (13); TOTAL: SEV1s (50) / SEV2s (280) = 330
- 2021: ACES: SEV1 (26); SEV2 (270); WACON: SEV1 (6); SEV2 (9); TOTAL: SEV1s (32) / SEV2s (279) = 311
- 2022: ACES: SEV1 (8); SEV2 (101); WACON: SEV1 (0); SEV2 (8); TOTAL: SEV1s (8) / SEV2s (109) = 117

DATA FIXES: ACES and WACON Data Fix requests over last 3 years.

- 2020: ACES (471); WACON (6); TOTAL = 477
- 2021: ACES (371); WACON (1); TOTAL = 372
- 2022: ACES (261); WACON (0); TOTAL = 261

SYSTEM DEFECTS: ACES and WACON problems records (defects) over the last 3 years.

- 2020: ACES: SEV1 (41); SEV2 (267); SEV3 (134); SEV4 (1); WACON: SEV1 (9); SEV2 (13); SEV3 (22); SEV4 (0)
 - TOTAL: SEV1s (50) / SEV2s (280) / SEV3s (156) / SEV4s (1) = 487
- 2021: ACES: SEV1 (26); SEV2 (270); SEV3 (94); SEV4 (2); WACON: SEV1 (6); SEV2 (9); SEV3 (14); SEV4 (0)
 - TOTAL: SEV1s (32) / SEV2s (279) / SEV3s (108) / SEV4s (2) = 421
- 2022: ACES: SEV1 (8); SEV2 (101); SEV3 (41); SEV4 (1); WACON: SEV1 (0); SEV2 (8); SEV3 (8); SEV4 (0)
 - TOTAL: SEV1s (8) / SEV2s (109) / SEV3s (49) / SEV4s (1) = 167

ANNUAL SUPPORT TICKETS: ACES and WACON related support tickets over last 3 years.

- 2020: ACES (8425); WACON (56); TOTAL = 8481
- 2021: ACES (7292); WACON (71); TOTAL = 7363
- 2022: ACES (3413); WACON (33); TOTAL = 3446

HISTORICAL TICKET DATA: ACES and WACON related metrics for last 3 years and includes incidents logged, change and problem records promoted, plus service requests (password resets, security requests, enhancement requests, and WACON email requests) received.

- 2020: ACES Incidents (8425); WACON Incidents (56); ACES CRs Promoted (58); WACON CRs Promoted (10); ACES PRs Promoted (85); WACON PRs Promoted (5) SRs Received (13,719); ENHs Pending (?); TOTAL: 22,358
- 2021: ACES Incidents (7292); WACON Incidents (71); ACES CRs Promoted (43); WACON CRs Promoted (11); ACES PRs Promoted (39); WACON PRs Promoted (5) SRs Received (12,716); ENHs Pending (?); TOTAL: 20,177
- 2022: ACES Incidents (3413); WACON Incidents (33); ACES CRs Promoted (17); WACON CRs Promoted (1); ACES PRs Promoted (12); WACON PRs Promoted (1) SRs Received (8,369); ENHs Pending (?); TOTAL: 11,846

In regards to the number of Change Requests (CRs) and Problem Reports (PRs) promoted, we are including numbers for 2017 onward as we have been under two separate code freezes in the last 2 years. We were previously on a quarterly release cycle, but are moving to a release-when-ready model.

- 2017 included 4 quarterly releases.
- 2018 included 3 quarterly releases, with a 4th release that was mainly dedicated to a WAS upgrade.
- 2019 included 4 quarterly releases.
- 2020 included a final quarterly release in January, then went into a code freeze for a large project. We promoted code in 2020 to implement legislatively mandated requirements and COVID related work.
- 2021 we again were implementing changes for COVID. We began releasing work when ready. A new code freeze was implemented at the end of the year.
- 2022 Only high priority and legislatively required work has been implemented.

ACES CRs Promoted by Calendar Year since 2017:

- 2017 = 73
- 2018 = 63
- 2019 = 62
- 2020 = 58
- 2021 = 43
- 2022 = 17

WACON CRs Promoted by Calendar Year since 2017:

- 2017 = 20
- 2018 = 8
- 2019 = 15
- 2020 = 10
- 2021 = 11
- 2022 = 1

ACES PRs Promoted by Calendar Year:

2017 – 174

- SEV1 = 2
- SEV2 = 65
- SEV3/4 = 107

2018 = 118

- SEV1 = 1
- SEV2 = 50
- SEV3/4 = 67

2019 = 117

- SEV1 = 6
- SEV2 = 50
- SEV3/4 = 61

2020 = 85

- SEV1 = 1
- SEV2 = 52
- SEV3/4 = 32

2021 = 39

- SEV1 = 1
- SEV2 = 26
- SEV3/4 = 12

2022 (as of 8/1/22) = 12

- SEV1 = 1
- SEV2 = 8
- SEV3/4 = 3

WACON PRs Promoted by Calendar Year:

2017 = 28

- SEV1 = 1
- SEV2 = 4
- SEV3/4 = 23

2018 = 6

- SEV1 = 0
- SEV2 = 0
- SEV3/4 = 6

2019 = 16

- SEV1 = 0
- SEV2 = 8
- SEV3/4 = 8

2020 = 5

- SEV1 = 0
- SEV2 = 4
- SEV3/4 = 1

2021 = 5

- SEV1 = 1
- SEV2 = 2
- SEV3/4 = 2

2022 = 1

- SEV1 = 0
- SEV2 = 1
- SEV3/4 = 0

RFP 2223-808 Q&A Attachment Q3: Roles and FTE Quantities

Q: The RFP indicated the incumbent has 89 staff supporting the M&O only. Would the State provide a list of roles and FTE quantities that make up the 89 positions?

A: Yes;

Leadership and Planning

Account Executive 1

Application Architects 3

COGNOS Resources 3

Deputy Project Executive 1

IT Solutions Architects 2

Project Manager 2

Project Office Administrator 1

Project Office Manager 1

Project Planner 1

ADM & Test

ADM Team Lead 3

COBOL Developer 22

ETL Developer 3

Java Developers 11

Senior Technical Manager (Application Development and Maintenance) 1

Tester 4

Technical Support & Production Control

Database Administrator 4

LAN Administrator 1

Production Control Analysts 4

Senior Technical Manager (Mainframe Technical Support) 1

Senior Technical Manager (Production Control / Batch Processing) 1

Server Administrator 4

Software Configuration Manager 2

System Programmers 5



ACES M & O Procurement Project

Automated Client Eligibility System
(ACES) Maintenance and Operations
support
Pre-bidders Conference

07/25/2022



Introductions

- **ACES M&O Procurement Project attendees**
 - **Executive Champions**
 - DSHS – Rich Pannkuk
 - HBE – Vincent Barrailer
 - HCA – Cathie Ott
 - DOH – Maria Courogen
 - DCYF – Nicole Rose
 - **ACES Program Management Office**
 - Bob Neumiller
 - Stu Olson
 - **Coalition Enterprise Project Management Office**
 - Dan Renfroe
 - **ESA IT Director/Technical Lead**
 - Tom Hornburg
 - **Contracts**
 - Nicole Kahle

Members of the HHS Coalition



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Washington State - Office of the
Chief Information Officer

ACES M&O – Overview

- ACES System is mission critical to the State of Washington
- Requires a high level of effort to ensure continued operations with minimal or zero interruption
- Provides services to nearly 3 million individuals actively receiving benefits
- Benefit programs supported result in the distribution of \$160 - \$170 million monthly benefits or \$1.9 – \$2 billion annually

ACES M&O - Responsibilities

- Maintenance and support for the ACES system to ensure ongoing DSHS services are delivered
- Identify opportunities to streamline the maintenance and operations processes
- Continuously aim for improving the performance and efficiency of the supported applications
- Interface support – more than 80 state and federal
- Categories of maintenance
 - Break Fix/Critical Fault/Corrective Maintenance
 - Preventative Maintenance
 - Adaptive Maintenance
 - Perfective Maintenance

ACES M&O - Enhancements

- M&O code enhancements to implement additional functionality
- M&O code enhancement changes to support emerging requirements
- M&O code enhancements required to meet legislative changes and federal or state mandates
- M&O code enhancements to improve the usability or efficiency of the ACES system

ACES M&O - IE&E Transition Support

- Replace the legacy ACES through a series of modular solutions
- Strategic modules will be implemented over a three-to-five-year period
- Corresponding functionality will be decommissioned
- Make the legacy transition work a high priority
- IE&E roadmap sequencing may change due to changing needs or opportunities
- More support activities defined as IE&E progresses

Contract Awareness

- **Primary vs. Secondary contracts**
 - Primary vendor will have full responsibility for all services
 - Secondary contract(s)
 - will serve as convenience contracts
 - will be given a 30-day advance written notice of activation
 - may supplement the primary vendor and/or state resource needs

DSHS intends to award **one Primary Contract**. The Primary Contract will be awarded to the Bidder with the highest overall ranked position following full evaluation and scoring by DSHS. In addition, DSHS also intends to award **one or more Secondary Contract(s) of convenience. Secondary Contracts will NOT become active contracts unless and until DSHS notifies the Secondary Contractor that it anticipates requiring services**. Secondary Contract(s) will be awarded based on final rankings of all Bidders following evaluation and scoring by DSHS.

Questions and Answers



Received Questions

- 1. We presume that all of the software licenses will be procured by the State and provided to the Vendor. For example, DB2 and WebSphere on both Mainframe z/OS and Z/Linux will be procured by the State and provided by the Vendor. This means, this RFP is for Services only. Can the State confirm? (RFP Attach 11- ACES Env.)**
 - .
- 2. Can the State clarify the evaluation criteria for Personnel Management Experience, 100 Maximum Points and how it differentiates from Key Personnel, 200 Maximum Points? (RFP Section E- Evaluation of Responses)**
 - .

Received Questions (cont.)

- 3. We acknowledge that various software license types is provided in Attachment 11. What we do not find is the quantity of these licenses. It is not clear who owns these licenses. If the vendor needs to price these licenses, can the State provide the quantity of these licenses? For example, mainframe software will have MIPS used for licensing and the number of regions the software is being used. And for Windows, it may be number of machines and core processors. Can the State provide this information? (RFP Attach 11-ACES Env.)**

- .



Open Questions

Contact Information

Contact Info



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