



# CITY OF HOUSTON

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December 10, 2008

**SUBJECT:** Letter of Clarification No.2  
Sap Basic Support and System Monitoring RFP for Information Technology Department

**REFERENCE:** Invitation to Bid No.: S46-T23111

**TO:** All Prospective Bidders

**This Letter of Clarification is issued for the following reasons:**

- **The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:**

- Supplier question** Do you have more information in regard to the SAP environment, how many transactions will be monitored, and how many locations you will be monitoring from?

**COH Response:** Approximately 2.2 million a day.
- Supplier question** In section II: Scope of Work... you have Exhibit II mentioned twice for two different things. Also there is no Exhibit IV. Could you please confirm for me.

**COH Response:** The requirement for Exhibit II - is to provide a List of Previous Customers and List of Proposed Subcontractors. Exhibit IV is a sample certificate of insurance that will be required for this RFP. A response to this Exhibit is not required until notification of award.
- Supplier question** Kindly let me know if the Pre-proposal conference on 5<sup>th</sup> Dec is a mandatory requirement for bidders to submit the proposal. Will it be possible to attend the conference on phone

**COH Response:** The pre-proposal is not mandatory and a phone conference will not be available.
- Supplier question** The above mentioned RFP requests audited financial statements for the past two years. Would the City accept a Compilation Review Statement signed by a CPA in lieu of an audited financial statement?

**COH Response:** Yes.

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**SAP BASIC SUPPORT AND SYSTEM MONITORING RFP**  
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- 5 **Supplier question** It is unclear in the requirement the agency's role expectation of the proposed onsite consultant to be provided by the offeror. The onsite person is required to be present at agency premises during the normal business hours, and use a monitoring system. It is unclear to us, what level of support is expected during the off-business hours? Should there be an issue during the off-business hours, do we understand it as the monitoring tool pages/alerts the 'onsite' support personnel? Does the agency envisage a remote site team monitoring the system, and appropriately raise an alert to onsite personnel? What is the specific service level quality the agency wishes to retain on the minimum, and improve through this RFP?
- COH Response:** Proposer is expected to use their monitoring tool to send alerts to the responsible teams (i.e. COH server team, COH network team, etc.) based on specific issues. However if this is Basis related, the Proposer's team is expected to resolve the issue. Additionally, the COH expects that immediate action be taken on any ERP related issues accompanied by follow-up actions as required.
- 6 **Supplier question** Sections 3.1 and Section 6.1 of the RFP document seems to indicate a conflict in the onsite consultant's requirements: the former states an "onsite" consultant from 8am-5pm whereas the latter mentions "onsite" support from 7am-7pm which is 12hrs. Which one is correct?
- COH Response:** The consultant will be onsite 8 AM to 5 PM however the COH expects the consultant to provide the necessary coverage and respond to alerts from 7 AM to 7 PM.
- 7 **Supplier question** Sec 4.1 and 4.8 when read in combination we understand the agency expects the vendor to set up their own monitoring tool and respond to the alerts generated. We understand that the agency is already using the SAP Solution Manager to achieve this. Could you please confirm this assumption with the information on the support pack and release? Should the agency not be using the Solution Manager, could you please clarify use of any other similar tools or applications?
- COH Response:** We are not using Solution Manager for monitoring purposes. We are currently using CCMS monitoring tool.
- 8 **Supplier question** Is security administration also part of the scope? We have included questions in Section 2.0 of this document to include the security area. Should this not be a required part of the RFP, please ignore the questions.
- COH Response:** This is of value to the City however this is not a requirement in the SOW of this RFP.
- 9 **Supplier question** Sec. 7.2 requirement is unclear to us if the agency is proposing the offeror to operate the helpdesk? Or is it that the offerer just needs to respond to the SAP specific problems?
- COH Response:** SAP specific problems only.
- 10 **Supplier question** Please specify your SAP landscape? Network topology diagram, numbers of servers, Development environment, Test/QA environment and Production environment?
- COH Response:** See attached. The network diagram is not available for publication due to security reasons. The current number of servers is approximately 43 however this is expected to increase.

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| 11 | <b>Supplier question</b> | Please provide planning information for any projects landscape expected to become productive in the next year.  |
|    | <b>COH Response:</b>     | Datamart – SAN with 5 or 6 servers but this will be outside of the SAP landscape.   |
| 12 | <b>Supplier question</b> | Is the current production system clustered or standalone?   |
|    | <b>COH Response:</b>     | Clustered.  |
| 13 | <b>Supplier question</b> | Please provide details of the database sizes of the existing SAP systems.   |
|    | <b>COH Response:</b>     | The Production environment is approximately 530 Gig.  |
| 14 | <b>Supplier question</b> | Is it a 32-bit or 64-bit environment?   |
|    | <b>COH Response:</b>     | 32-bit environment.   |
| 15 | <b>Supplier question</b> | Are there any architecture or infrastructure projects anticipated (hardware or data center migration, system consolidation or divestiture, etc.)? Please describe each. |
|    | <b>COH Response:</b>     | No architecture or infrastructure are anticipated at this time.   |
| 16 | <b>Supplier question</b> | Do you have SAP Solution Manager in Place?  |
|    | <b>COH Response:</b>     | Yes, 3.1.   |
| 17 | <b>Supplier question</b> | What functionalities of Solution Manager are implemented?   |
|    | <b>COH Response:</b>     | The Solution Manager is acting as a File Server.  |
| 18 | <b>Supplier question</b> | Do you have a single system landscape directory in place for productive instances?  |
|    | <b>COH Response:</b>     | The City has a single production environment.   |
| 19 | <b>Supplier question</b> | Is solution manager used for Systems monitoring?  |
|    | <b>COH Response:</b>     | No.   |
| 20 | <b>Supplier question</b> | Are there any other monitoring systems in place and if so are they integrated with Solution Manager?  |
|    | <b>COH Response:</b>     | CCMS and it is not integrated with Solution Manager.  |
| 21 | <b>Supplier question</b> | Please provide a list of current projects underway and (as much as possible) likely projects for the next 2 years.  |
|    | <b>COH Response:</b>     | The 64bit/Sequel 2005 upgrade is currently funded and approved.   |
| 22 | <b>Supplier question</b> | Please provide the planned and unplanned system outages (historical averages), per production system.   |
|    | <b>COH Response:</b>     | System outages are per planned system maintenance activities.   |
| 23 | <b>Supplier question</b> | What is the current SLA for response and resolution times?  |
|    | <b>COH Response:</b>     | There is no SLA in place at the moment.   |
| 24 | <b>Supplier question</b> | If possible, please provide historical data along with task descriptions of the problems/tickets handled in the past 6-24 months.                                       |
|    | <b>COH Response:</b>     | This information is not available at this time.   |

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| 25 | <b>Supplier question</b> | Please provide a list of critical batch processes to be monitored and the times at which they run, if any.  |
|    | <b>COH Response:</b>     | Payroll, Financial and Interface jobs.  |
| 26 | <b>Supplier question</b> | Please provide a list of significant end-user locations, with number of users and production systems accessed from each.                                  |
|    | <b>COH Response:</b>     | All City Departments.   |
| 27 | <b>Supplier question</b> | What is the user base - named and concurrent - for productive Instances?  |
|    | <b>COH Response:</b>     | All City Departments.   |
| 28 | <b>Supplier question</b> | Provide us with recent Early watch reports for productive instances.  |
|    | <b>COH Response:</b>     | This information is not available at this time.   |
| 29 | <b>Supplier question</b> | What is the current SAPS value ( <b>SAP R/3 Application Benchmark Performance Standard</b> ) of the production server?                                    |
|    | <b>COH Response:</b>     | This information is not available at this time.   |
| 30 | <b>Supplier question</b> | Please provide the number of High, Medium and Low usage users?  |
|    | <b>COH Response:</b>     | There are 2,343 total users. Specific breakdown is not currently available.   |
| 31 | <b>Supplier question</b> | What is the size of the current support team in place and their skill levels L1/L2/L3 etc   |
|    | <b>COH Response:</b>     | We currently have 2 Basis Administrators (L1 and L2).   |
| 32 | <b>Supplier question</b> | What is the expected support coverage (24x7, 16x5, 24x5 etc.)? What is the critical period for support?   |
|    | <b>COH Response:</b>     | 24 X 7 and it is all critical.  |
| 33 | <b>Supplier question</b> | What is the acceptable downtime for Production Instance Migration?  |
|    | <b>COH Response:</b>     | 4 Hours.  |
| 34 | <b>Supplier question</b> | Would access to OS level for executing kernel/database upgrades be provided?  |
|    | <b>COH Response:</b>     | Yes as required.  |
| 35 | <b>Supplier question</b> | Is Security and Authorization maintenance also a part of the scope? If yes, pls. <b>provide additional details</b> as per the Security AMS questionnaire. |
|    | <b>COH Response:</b>     | This is of value to the City however this is not a requirement in the SOW of this RFP.  |
| 36 | <b>Supplier question</b> | Please provide us a list of Add-on products currently in use.   |
|    | <b>COH Response:</b>     | Infopak, PGP encryption software, BSI and BISCOP FAX server.  |
| 37 | <b>Supplier question</b> | Please provide a diagram of EDI and ALE landscape.  |
|    | <b>COH Response:</b>     | Not applicable.   |
| 38 | <b>Supplier question</b> | How many external EDI partners will be supported initially? How many will be added during the contract?   |
|    | <b>COH Response:</b>     | Not applicable.   |

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- 39 **Supplier question** Please define the level and type of EDI support required. In particular, is any application document-level analysis or management in scope?  
**COH Response:** Not applicable.
- 40 **Supplier question** Please provide a list of 3<sup>rd</sup> party interfaces currently in use.  
**COH Response:** Currently there are no 3<sup>rd</sup> party interface software, only custom developed interfaces.
- 41 **Supplier question** What is the level of Documentation/Training to be provided for 3<sup>rd</sup> party interfaces?  
**COH Response:** Not applicable.
- 42 **Supplier question** What level of expertise is expected for each of the 3<sup>rd</sup>-party interfaces?  
**COH Response:** Not applicable.
- 43 **Supplier question** Please provide details of the archiving solution in place and the Basis effort involved in on-going support.  
**COH Response:** Archiving solution is not in place but will be developed in the future.
- 44 **Supplier question** What would be the volume of periodic background archiving jobs scheduled?  
**COH Response:** Not applicable.
- 45 **Supplier question** Is there a content server in place for scanned invoices or other documents?  
**COH Response:** There is no content servers in place at the moment however we are researching this option.
- 46 **Supplier question** Is there any 3<sup>rd</sup> party archiving solution like IXOS in place?  
**COH Response:** No.
- 47 **Supplier question** Please provide us with total number of printers in the productive environment?  
**COH Response:** 206.
- 48 **Supplier question** Are there any special printing solutions in place, such as bar coding or label printers? Etc  
**COH Response:** Yes both bar coding and labels.
- 49 **Supplier question** Are there any Unix printers or dedicated printer servers which is in Support Scope?  
**COH Response:** No.
- 50 **Supplier question** What is the expected role of the existing personnel once this support through the supplier goes live?  
**COH Response:** Existing Basis personnel will be mentored by the consultant and will work hand-and-hand during normal business hours.
- 51 **Supplier question** What is the expected level of interactions and role mix estimated of current support teams and the proposed team through this RFP?  
**COH Response:** High. Will work as a cohesive team.

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- 52 **Supplier question** What is the current Change management process in Place?  
**COH Response:** Change Management team approves all requested changes prior to being moved to production.
- 53 **Supplier question** Kindly provide us with lead times for different levels of changes  
**COH Response:** Not available at this time.
- 54 **Supplier question** How many calls are currently received by the support desk each month over the last 3- 6 months? If possible break down into functional FI/CO, MM, SD, BASIS, and admin?  
**COH Response:** Approximately 600.
- 55 **Supplier question** What is the peak period on a 24 hr day?  
**COH Response:** 8 AM to 4 PM.
- 56 **Supplier question** What is the period of month and year end activities?  
**COH Response:** June-July (Financial) August-Sep (Benefit Year End) December- January (W-2, Payroll, Tax Reports).
- 57 **Supplier question** Do you have geographic break up of tickets?  
**COH Response:** Not available.
- 58 **Supplier question** Can we get an extension to the RFP to Tuesday, December 23<sup>rd</sup>?  
**COH Response:** No.
- 59 **Supplier question** Can we get a Word Version of the RFP Document?  
**COH Response:** City of Houston does not provide Microsoft Word files for our RFP solicitations.
- 60 **Supplier question** What is the budgeted amount for this procurement?  
**COH Response:** This information is not disclosed.
- 61 **Supplier question** What tool(s) does the City of Houston currently use to monitor the SAP system health and status?  
**COH Response:** CCMS, Net IQ and Whatsup Gold.
- 62 **Supplier question** Does the City of Houston use Solution Manager? What version? Which components are configured (e.g. Service Desk, CCMS)?  
**COH Response:** 3.1 however we are in the process of migrating to 7.0. No components have been configured.
- 63 **Supplier question** How many named users are there? End users? Active users? What are the peak times?  
**COH Response:** There are 2,343 total users. Specific breakdown is not currently available.
- 64 **Supplier question** What is your SAP server topology (DEV, QAS, TRN, PRD)? How many total servers are in each environment?  
**COH Response:** See attached.

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- 65 **Supplier question** Are there any legacy systems that are connected to the SAP system that need to be monitored? To what extent will Basis/extended support be responsible for those applications to be monitored?  
**COH Response:** No.
- 66 **Supplier question** Describe the current volume of issues per day? Is there a specific time when the majority of issues are logged (regular 8-5) or after hours? This question is to help with allocating resources for after hour support.  
**COH Response:** Approximately 40 issues per day (8 AM to 5 PM).
- 67 **Supplier question** Does the City of Houston have any planned upgrades, additional application deployments (BI, CRM, non-SAP), other roll-outs that will directly affect the scope of Basis support and monitoring over the next three years?  
**COH Response:** Upgrade of Solution Manager. Move to ECC 6 or 7 in 2010.
- 68 **Supplier question** 1. What are the strengths of the current Basis team at the City of Houston?  
**COH Response:** Server Infrastructure.
- 69 **Supplier question** 2. In what areas would the current Basis team like to see the most mentoring and knowledge development?  
**COH Response:** SAP, Sequel performance, Database Administration and Advanced Troubleshooting techniques.
- 70 **Supplier question** What traits do you most desire from the on-site Basis consultant?  
**COH Response:** Highly experienced Basis person that is able to recommend efficiencies to system performance and reduce cost of ownership.
- 71 **Supplier question** Does the City of Houston have a backup process for the SAP database? What is it?  
**COH Response:** Yes, NetBackup.
- 72 **Supplier question** What type of database support activities would be expected from Basis and extended support team?  
**COH Response:** Monitoring file sizes, verifying full and log backups, performing database maintenance and administering database to optimize performance.
- 73 **Supplier question** Does the City of Houston have a hardware support team? O/S support team? Network support team? To what extent will Basis/extended support be responsible for related issues in these areas?  
**COH Response:** Yes. Basis/extended support will need to escalate issues to the different groups as needed for resolution and follow-up accordingly. Additionally will work directly with these groups as needed to perform daily and scheduled activities (backups, server builds, Snaps, etc.)
- 74 **Supplier question** Does the City of Houston have a ticketing system (i.e. Peregrine)? Will the Basis and extended support staff be required to use the ticketing system when forwarding non-SAP related issues?  
**COH Response:** The City's helpdesk ticketing application is called "Heat". We request that the Proposer describe in their response the routing procedure that you recommend be followed in order to achieve the City's goals and objectives.
- 75 **Supplier question** Will the City of Houston provide a monthly/weekly report template?  
**COH Response:** No.

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- 76 **Supplier question** Do the resumes of our consultants need to include full names? Since the proposals may be made public record we would prefer not to divulge to other competitors.  
**COH Response:** No. However this information may be required for further evaluation.
- 77 **Supplier question** Could the city provide a detailed SAP hardware list including application servers and storage/backup solution?  
**COH Response:** See attachments.
- 78 **Supplier question** Could the city provide the most recent SAP early watch report?  
**COH Response:** Not available.
- 79 **Supplier question** Is email acceptable for this request or are we required to fax these questions?  
**COH Response:** Email or fax is acceptable.
- 80 **Supplier question** What are the SAP modules in use?  
**COH Response:** FI/MM and HR.
- 81 **Supplier question** Do you have detailed business process procedures, training manuals and ABAP programs specs for quality testing or is that to be developed as a part of support?  
**COH Response:** Needs to be developed as part of the support.
- 82 **Supplier question** What is your team composition currently (by SAP module / programming/ basis etc.) supporting your SAP?  
**COH Response:** Developers – HR, Developers – FI/MM, Functional – HR, Functional – FI/MM, Basis – HR and FI/MM, Security - HR and FI/MM
- 83 **Supplier question** Do you have any constraints regarding having the services designed as onsite + offsite + offshore (As mentioned in RFP we will do the review and other required activities with the team onsite only)  
**COH Response:** No.
- 84 **Supplier question** Does City of Houston have internal ticketing system for support or uses a third party tool?  
**COH Response:** Heat
- 85 **Supplier question** Can we get a copy of sample service level agreement?  
**COH Response:** There is no sample of an SLA at this time.
- 86 **Supplier question** What types of financial records would be adequate in lieu of the two year history?  
**COH Response:** If the company has been in business less than two years and cannot account for the financial records requested they need to provide a statement explaining their circumstances on why they cannot account for this info. This info. will be reviewed and evaluated on, this could count against them if you all are evaluating Qualifications/Experience/Expertise. We also, they need to provide a Dunn and Bradstreet Report or Taxes filed with the IRS as this should be indicated in the standard RFP template.

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- 87 **Supplier question** In section - 3.1 the RFP says that on-site support should be 8:00 A.M. to 5:00 P.M. In section 6, subheading 6.1 the RFP says that on-site support should be 7:00 A.M. to 7:00 P.M. Could you please confirm for me?  
**COH Response:** The consultant will be onsite 8 AM to 5 PM however the COH expects the consultant to provide the necessary coverage and respond to alerts from 7 AM to 7 PM.
- 88 **Supplier question** Please confirm the number of SAP related environments to be supported.  
**COH Response:** Sandbox/DEV/Test/Education/QA/Production
- 89 **Supplier question** Please confirm the number of servers (with O/S), network devices (with Types and Model), databases (with type) within each SAP-related environment.  
**COH Response:** Approx. 43 servers (expected to grow), HP Blade servers, Windows Server 2003 Enterprise Addition, SQL Server 2000.
- 90 **Supplier question** Will on-call / after hours / weekend SAP support personnel have appropriate logical and physical access to the SAP environment / facilities?  
**COH Response:** Yes, as needed.
- 91 **Supplier question** Will monitoring activities be limited to the Production SAP Environment or will other full-time or ad-hoc monitoring be necessary?  
**COH Response:** All environments will need to be monitored.
- 92 **Supplier question** What is the historic work-load for SAP support? (How many changes / transports, user requests / terminations, and break-fix tickets per day / week?)  
**COH Response:** Not available at this time.
- 93 **Supplier question** What is the historic work-load for SAP monitoring / alerting? (How many incidents occur per day/week?)  
**COH Response:** Not available at this time.
- 94 **Supplier question** Will the 2009 upgrade from 16 bit to 32 bit be considered a separate project, outside the scope of this RFP?  
**COH Response:** Yes. However we will be upgrading from 32 to 64.
- 95 **Supplier question** Does the City expect / require the monitoring be done with their tools (WUG, NetIQ, etc)?  
**COH Response:** No. Proposer will needs to provide their own monitoring tools.
- 96 **Supplier question** Will the monitoring service be required to perform any resolution to identified issues, or just notification and escalation?  
**COH Response:** Yes, resolution of SAP Basis related issues. All other issues will require notification and escalation.
- 97 **Supplier question** Will monitoring personnel have access to the City's ticket tracking system?  
**COH Response:** Yes, if required by the Proposer's recommendation.
- 98 **Supplier question** Will monitoring personnel be responsible for receiving help desk / trouble related phone calls?  
**COH Response:** Yes

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- 99 **Supplier question** What specifics are required of the monitoring services? Health, Capacity, Security, Patches/Updates, etc?  
**COH Response:** Health, Capacity, Availability, Backups, Failed SAP jobs. The City's goal is to be proactive rather than reactive to SAP related activities.
- 100 **Supplier question** What is the expected Service Level Agreement (SLA) for response to monitored events?  
**COH Response:** SLA is currently being developed, but Production related issues require immediate response. Please indicate in your response your suggested SLA.
- 101 **Supplier question** How will SLA's be measured and reported, and on what frequency?  
**COH Response:** This will be determined during contract negotiations.
- 102 **Supplier question** Is this RFP an all or nothing approach, or will the City consider support and monitoring aspects separately?  
**COH Response:** The City will award this contract to a single Proposer. Any subcontracting opportunities should be addressed directly by the respondents.
- 103 **Supplier question** Will the City of Houston accept two types of pricing, a fixed bid for the remote support and a time + expenses for the on-site resource?  
**COH Response:** No.
- 104 **Supplier question** Does the City of Houston require that both the on-site resource as well as the off-site monitoring be handled by one vendor or will the city consider using multiple vendors?  
**COH Response:** The City will award this contract to a single Proposer.
- 105 **Supplier question** Approved bidder need to provide one basis consultant 8 AM to 5 PM (Normal Business Hours) at City Premises. Only One Basis Consultant or more then one?  
**COH Response:** One.
- 106 **Supplier question** Is it necessary that approved bidder need to have level 1 or level 2 Basis support (include monitoring) on phone for 24\*7 - 365 days? Can we have offshore partner or it needs to be onshore (means in US only)? If it is offshore, how many consultant you need at one particular time (City need 2 Basis Consultant each shift or one consultant at one 8 hrs shift)?  
**COH Response:** City requires 1 Level 1 onsite person. After-hours is the responsibility of the vendor to determine the number and level of the staff.
- 107 **Supplier question** Can we submit the support onshore and offshore together?  
**COH Response:** No. Please submit separate responses so they are evaluated accordingly.
- 108 **Supplier question** Is it acceptable to partner with another solution provider in responding to this RFP?  
**COH Response:** Yes.
- 109 **Supplier question** Could the city provide a detailed SAP hardware list including application servers and storage/backup solution?  
**COH Response:** See attachment.
- 110 **Supplier question** Could the city provide the most recent SAP early watch report?  
**COH Response:** Not available.

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| 111 | <b>Supplier question</b> | Is email acceptable for this request or are we required to fax these questions?  |
|     | <b>COH Response:</b>     | Email or fax is acceptable.  |
| 112 | <b>Supplier question</b> | Are there any restrictions on where the remote aspects of this service can be delivered from?  |
|     | <b>COH Response:</b>     | No.  |
| 113 | <b>Supplier question</b> | Do you have a network diagram that can be published?   |
|     | <b>COH Response:</b>     | No.  |
| 114 | <b>Supplier question</b> | How does the City of Houston currently monitor their system? Manually or using any monitoring tool?  |
|     | <b>COH Response:</b>     | CCMS, NetIQ, WhatsUP Gold.   |
| 115 | <b>Supplier question</b> | Does the City have a disaster recovery plan in place? If yes, would they like their disaster recovery system monitored in the future?  |
|     | <b>COH Response:</b>     | No.  |
| 116 | <b>Supplier question</b> | Would City like your Dev system been monitored or just monitor the production and QAS system?  |
|     | <b>COH Response:</b>     | All systems in the City's ERP landscape shall be monitored.  |
| 117 | <b>Supplier question</b> | Does City of Houston will consider if we proposal to provide the SAP Basis Support during office hours from Off Site also?   |
|     | <b>COH Response:</b>     | No.  |
| 118 | <b>Supplier question</b> | How is the system performance on Test and Production systems?  |
|     | <b>COH Response:</b>     | System performance is adequate at the current time.  |
| 119 | <b>Supplier question</b> | Does City of Houston has SAP Solution Manager installed? If "yes" please let us know the current Solution Manager version and the possibility to upgrade it, If "no" does the City has the hardware to install it. |
|     | <b>COH Response:</b>     | Yes. 3.1. The City plans to upgrade to 7.0   |
| 120 | <b>Supplier question</b> | Does City has any plan to upgrade Hardware from 32 bit to 64 bit in near future?   |
|     | <b>COH Response:</b>     | Yes  |
| 121 | <b>Supplier question</b> | Is the on-site consultant require to have a certain number of years experience in SAP Basis?   |
|     | <b>COH Response:</b>     | Yes, the City prefers 7 years minimum experience of Basis support.   |
| 122 | <b>Supplier question</b> | How many basis tickets have been raised in last three months?  |
|     | <b>COH Response:</b>     | Not available.   |
| 123 | <b>Supplier question</b> | What ticketing tool is currently being used?   |
|     | <b>COH Response:</b>     | Heat   |
| 124 | <b>Supplier question</b> | What monitoring software is currently being used?  |
|     | <b>COH Response:</b>     | CCMS, NetIQ, WhatsUP Gold.   |

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- 125    **Supplier question**    Will the City of Houston accept types of pricing, a fixed bid for remote support and a time + expense for the on-site resource?  
         **COH Response:**            No.
- 126    **Supplier question**    Does the City of Houston require that both the on-site resource as well as the off-site monitoring be handled by one vendor or will the city consider using multiple vendors?  
         **COH Response:**            One vendor.

**This will be the final Letter of Clarification issued for T23111 – SAP Basic Support and System Monitoring RFP.**

When issued, Letter(s) of Clarification shall automatically become a part of the bid documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the bidders to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this bid.

If you have any questions or if further clarification is needed regarding this Invitation for Bid, please contact me.

Sincerely,

DM 

Eric S. Alexander  
Sr. Procurement Specialist  
City of Houston, Strategic Purchasing Division  
832-393-8704

cc. Frank Rodriguez  
File

*Partnering to better serve the City of Houston*

Council Members: Toni Lawrence Jarvis Johnson Anne Clutterbuck Wanda Adams Mike Sullivan M.J. Khan, P.E. Pam Holm Adrian Garcia  
James Rodriguez Peter Brown Sue Lovell Melissa Noriega Ronald C. Green Jolanda "Jo" Jones Controller: Annise D. Parker

**LETTER OF CLARIFICATION 2  
SAP BASIC SUPPORT AND SYSTEM MONITORING RFP  
SOLICITATION NO. T23111**

**END OF LETTER OF CLARIFICATION NO. 2**