Q&A Addendum

z/OS and ISV Managed Services
RFP 623181

This document provides question and answer information pertaining to the above captioned RFP.

REMINDER: It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any appendices and addenda to this RFP.

Posted November 9, 2016

Question: Will the service provider be responsible for batch/production control support? If
so,   a.   # batch jobs per month
   b.   # manual interventions per month
   c.   # abend/job failures per month
   d.   # scheduling changes per month

Answer: No, The U of A's Production Control team is responsible for batch/production control support.

Question: Can you provide historical data for # of incidents per month that require call out to systems support staff?

Answer: 2 or 3 tickets / year that require call out to systems support staff.

Question: What is your schedule for installing RSU maintenance? Quarterly? Semi-annually? etc.
   a.   Would RSU maintenance be considered in-scope?

Answer: We only *consider* RSU maintenance if it is 18 months or older and if said maintenance applies to our shop's products. HIPERs usually one year. Red Alerts from IBM, immediately.

Question: Can you provide a software inventory including version/release of your z/OS products?

   a.   What version/release of z/OS are you running?

Answers: U of A is currently running with z/OS 2.1.
   b.   What is your practice for software currency? Always be on currently-supported releases? etc.
      Usually run the version/level/maint that is 1 year after its General Availability announcement.

      c.   Would software upgrades be considered in-scope?
           Yes, the list of software upgrades that was mentioned in RFP Item No.2, will be considered in scope.

Question: Can you provide a hardware inventory of the mainframe processor and peripheral devices?

Answer: Hardware
CEC -zBC12 2828- A07 /88 MIPS/11 MSUs
Storage - IBM 2424-961 DS8870
Tape Library - IBM 3584 - L23/D23
Tape Drives - Four IBM 3592 - E07

Question: Do you have disaster recovery capability today and what requirements would you have for the service provider?

Answer: U of A will handle all aspects of DR.