

**Solicitation Addendum**

Solicitation Number: RFP 2020-1499  
 Solicitation Description: PeopleSoft Cloud Hosting Services  
 Solicitation Due Date and Time: 9 July 2020  
 Addendum Number: #4  
 Addendum Date: 01 July 2020  
 Purpose of Addendum: To Respond to Most Questions Submitted (by 12 June 2020)  
 Contract Contact: Michael Daly, Contracts Specialist  
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The Alameda-Contra Costa Transit District herewith issues this Addendum No. #4 to the above-referenced *Request for Proposals*. **This Addendum responds to most questions submitted to the District by 12 June 2020. An additional Addendum will be posted for the purpose of answering the remaining questions submitted by 19 June 2020.** *\*Except as modified below, all other terms and conditions remain in effect. Strikethrough text represents deletions from the original IFB, and **bold/italicized/underlined text** represent additions to original RFP text.*

**INSTRUCTIONS**

1. Return one (1) properly executed copy of this Addendum with proposal submission. Failure to sign and return this Addendum may result in the rejection of Offeror's proposal.
2. Carefully read, review and adhere to all notices, instructions and changes to the RFP in this Addendum.
3. Following are the District's revisions to the RFP.

**A. QUESTIONS AND CLARIFICATIONS**

- Question 1:** Is being a hosting provider a condition of the contract? Can you please clarify?
- ***We can define hosting provider as someone who can migrate our PeopleSoft application from our current hosting provider to their private data center or to any public cloud infrastructure (AWS, Azure, OCI and Google Cloud) and provide Infrastructure and application support.***
- Question 2:** Is ongoing application managed services part of this RFP?
- ***Yes.***
- Question 3:** How often do you upgrade PeopleTools ?
- ***We prefer once every two years.***
- Question 4:** How often do you get current to the latest images?
- ***Once a year.***
- Question 5:** Please describe current server specifications.

<b>Prod</b>				
	<b>AppServer</b>	<b>DB Server</b>	<b>Web</b>	<b>Process Scheduler</b>
FSCM	2	1 primary node for HR as part of a 3 node cluster with FS & Portal	2+2 Shared Gateway servers	2
HCM	2+2Portal	1 primary for HR node as part of a 3 node cluster with FS & Portal  1 primary Portal node as part of a 3 node cluster with HR & FS	2+1 2 Portal + 2 Shared Gateway Servers	2+1Portal

<b>Non Prod</b>				
	<b>AppServer</b>	<b>DB Server</b>	<b>Web</b>	<b>Process Scheduler</b>
FSCM	1	1	1 + 1 Shared Gateway Server	1

HCM	1+1Portal	1+ 1Portal	1+1Portal + 1 Shared Gateway Server	1+1Portal
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- *DR has the same as above.*
- *Terminal Server-Client-2(prod) +2 (Non Prod)*
- *UPK-Server-Client-2(Prod) +@ (Non Prod)*
- *Elastic search Server -1(Prod)+1(Non-Prod)*
- *RAM -20GB*

**Question 6:** Is current system performance acceptable?

- *Yes*

**Question 7:** Do you currently use virtualization?

- *Yes*

**Question 8:** What DR requirements exist? I.e. Distance between facilities? Equivalent Prod performance or degraded?

- *We would prefer DR in a different power grid and is possible time zone, i.e. Primary in California or Nevada and DR in Colorado, Arizona, Texas, etc.*

**Question 9:** Backup data retention policy?

	Retention Period Preferred
Baseline	7 years
Daily /Weekly	4 weeks
Monthly	12 Months
Annual	8 years

**Question 10:** Current maintenance window?

*Major System, DB ,Application Maintenance - Monthly Once*

*Minor System Maintenance -Nightly*

**Question 11:** Please describe your current change migration routine. How many production migrations do you perform on a monthly basis?

- *Changes are migrated by our hosting provider on the scheduled window and sometimes emergency migration (Low-1-2 a month). Typically, 3-5 on Average.*

**Question 12:** Please describe any custom development and state the number of custom programs you have.

- *Approximately 30% are Custom Objects.*

**Question 13:** What is your desired Disaster Recovery Point Objective (RPO) and Recovery Time Objective (RTO)?

- *Disaster Recovery: Production Operations must be restored for each Application Database and Data Recovery, Production Files within 45 hours Non-Production Files must be restored in 72 hours in a calendar month.*

**Question 14:** Database version (one place states SQL Server another states Oracle). Is database license under current maintenance agreement? Do you have software assurance if SQL Server? How is the database licensed (by user, by processor)? How many database licenses are owned?

- *AC Transit maintains 14, 2-Core SQL Server Licenses with Software Assurance*

**Question 15:** Open to public cloud (AWS, Azure, or OCI) or private (VTS) cloud only? Is there a preference?

- *No*

**Question 16:** Please provide server details for the production and all non-production environments including:

- Server usage (DB, APP, Web, etc.)

- *Not Applicable*

- Server models used

- *Not Applicable*
- Age of the Servers (useful remaining life of the servers)
  - *Not Applicable*
- Processor Speeds (if available)
  - *Not Applicable*
- What Virtualization if used (include version) (VMware)
  - *VMWare ESXi 6.5 & 6.7.*
- Operating system version
  - *Windows 2016 Standard.*
- CPUs or vCPUs
  - *Virtual CPUs.*
- Memory
  - *25GB.*
- Storage
  - *500 GB Prod DB Storage,31GB Prod NonDB Storage.*

**Question 17:** Would you consider moving all compute to Cloud Managed Services?

- *Yes.*

**Question 18:** Are any cloud or SaaS services in use today?

- *No.*

**Question 19:** Are other Applications are utilized?

- *Not Applicable.*

**Question 20:** Please provide a list of PeopleSoft interfaces including: Interface Name, Description, Data Source, Data Target, Frequency.

- *We can provide approximate, but not detailed numbers.*

**Question 21:** What is the size in GB of your production Databases?

- *20 GB.*

**Question 22:** What is the size in GB of your Development Databases?

- *10GB*

**Question 23:** How often do you require refreshes to Non-Production environments?

- *Weekly Once and on an ad hoc basis*

**Question 24:** Do all environments require encryption? Of all storage or DB only?

- *For Production, yes. For Non-Production, maybe; depending on the cost.*

**Question 25:** What are the entitlements of your Database license and service agreement?

- *We maintain 14, 2-Core SQL Server Licenses with Software Assurance.*

**Question 26:** Are there third party applications that connect directly to the database?

- *No.*

- Question 27:** Please confirm that all questions and answers provided during the RFI stage are still valid.
- *Confirmed.*
- Question 28:** What is the timeline for this Project and RFP, specifically what is the tentative award date, when will the project start, and what is the anticipated go-live?
- *End of 2020.*
- Question 29:** What are the factors (internal and external) driving the timeline?
- *Budget Considerations.*
- Question 30:** Have there been any scope changes between the RFI and RFP?
- *A professional services section has been added to the scope of the RFP.*
- Question 31:** Are you hosting your VM's using VMWare? If not please provide the details of virtualization.
- *Yes; VMWare ESXi 6.5 & 6.7.*
- Question 32:** Please provide a diagram of your current architecture.
- *Architecture cannot be shared outside AC Transit.*
- Question 33:** Please provide the number of VMs for each tier of the application (production and non-production environments).
- *32 in production environment*
  - *32 in non-production environment*
- Question 34:** Please provide the database configuration for production and non-production.
- *Microsoft SQL Server 2017*
- Question 35:** Are you planning to retain the same number of environments in the new hosting?
- *Yes.*
- Question 36:** Please provide the sizing of your current production and non-production environments:
- Non-Production (HCM, FSCM, IH)*  
*Total No of Application servers*  
  
*Total No of Web servers*  
  
*Total No of process scheduler servers*
  - Production (HCM, FSCM, IH)*  
*Total No of Application servers*  
  
*Total No of Web servers*  
  
*Total No of process scheduler servers*

Production				
	AppServer	DB Server	Web	ProcessScheduler
FSCM	2	1 primary node for HR as part of a 3 node cluster with FS & Portal	2 + 2 Shared Gateway Servers	2
HCM	2+2 Portal	1 primary for HR node as part of a 3 node cluster with FS & Portal	2+ 2 Portal + 2 Shared Gateway Servers	2 + 1 Portal

		1 primary Portal node as part of a 3 node cluster with HR & FS		
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Non Production				
	AppServer	DB Server	Web	ProcessScheduler
FSCM	1	1	1 + 1 Shared Gateway Server	1
HCM	1+1Portal	1 + 1Portal	1+1Portal + 1 Shared Gateway Server	1+1Portal

**Question 37:** What is the number of servers allocated currently to each environment?

- See Table Below.

**Question 38:** Can you provide specs for each server (CPU count, RAM, OS version?)

- See Table Below.

Prod				
	Server (Count)	Processor	RAM	OS
App	6	4	12GB	Windows 2016 Standard
Web	12	2	6GB	Oracle Enterprise Linux 7
DB(SQL Serv)	1	4	16GB	Windows 2016 Standard
Process Scheduler	5	2	6GB	Windows 2016 Standard

Non Prod				
	Server (Count)	Processor	RAM	OS
App	14	4	16GB	Windows 2016 Standard
Web	28	2	6GB	Oracle Enterprise Linux 7
DB(SQL Serv)	1	4	8GB	Windows 2016 Standard
Process Scheduler	14	2	8GB	Windows 2016 Standard

DR				
	Server (Count)	Processor	RAM	OS
App	3	4	12GB	Windows 2016 Standard
Web	3	2	6GB	Oracle Enterprise Linux 7
DB	1	4	16GB	Windows 2016 Standard

Terminal Servers				
	Server (Count)	Processor	RAM	OS
	36	2	6GB	Windows 2016 Standard -R2

**Question 39:** What is the storage currently allocated to each server (Database, Web, App, etc)? Storage type, size allocated, % used, replicated or not?

- Please see the Table below:

Env	Total
Prod	DB 455GB , Non DB 28.55GB
Non-Prod	DB 1984 GB ,Non DB 31.55GB

- Question 40:** Please let us know the daily incremental and total amount of the Backup data and the retention policy required.
- *Not Applicable*
- Question 41:** Please describe what all Database activities have been automated (refresh, patching, user creation etc).
- *Refresh, Security, patching, Tax Updates, Security Scan*
- Question 42:** Can you provide the System utilization reports for the production database and middle tier?
- *Not Applicable*
- Question 43:** Can you provide Elasticsearch implementation details for each environment? The number of clusters? Number of nodes in the cluster? Heap size allocated for each node?
- *We have Elastic Search Server but cannot provide all details.*
- Question 44:** Please provide details of your current DR environment.
- *See Table above for details on DR.*
- Question 45:** Please describe your current DR test strategy.
- *Disaster Recovery: Production Operations must be restored for each Application Database and Data Recovery, Production Files within 45hours and Non-Production Files must be restored in 72 hours in a calendar month.*
- Question 46:** Please describe the current RTO and RPO of your current DR solution.
- *Disaster Recovery: Production Operations must be restored for each Application Database and Data Recovery, Production Files within 45hours and Non-Production Files must be restored in 72 hours in a calendar month.*
- Question 47:** Are the DR and production infrastructure similar? If not does the current DR solution provide scalability during actual DR?
- *Yes, they are similar.*
- Question 48:** Please describe the current non-production and production system availability.
- *99.9%*
- Question 49:** What is the most heavily used module in FSCM?
- *AP, PO, AR, GL, AM, GL, KK, AR, BI, PC*
- Question 50:** What is the most heavily used module in HCM?
- *HR, Talent Acq. Mgt /CG , T/L, NA Payroll(Heavy), Benefits Admin , Training ( Low) Leave Mgmt (in lieu of Absence Mgt)- High*
- Question 51:** Is the district using a 3rd party provider to process payroll?
- *We use NA Payroll*
- Question 52:** What are your processing volumes of each module?
- *Please see Responses to Questions 48 and 48 above.*
- Question 53:** Are you planning to set up a dedicated network between on-prem to new hosting (For example FastConnect)?
- *No.*
- Question 54:** Are you planning to revamp your internal network systems to match the new hosting provider's network requirement?
- *No.*
- Question 55:** What is the current service provider for your VPN?
- *No, we don't have VPN. Firewalls are used for our corporate VPN.*

**Question 56:** What security protocols are in place currently? And are you planning to use the same going forward? Are you open to recommendations by new vendor/s?

- *We prefer secure protocols like SSL, SFTP, SSH, SCP, etc. as any typical application.*

**Question 57:** Will you be interested in using Oracle Integration cloud?

- *Possibly; We would need to see the features first.*

**Question 58:** Can you list out all your integration points (if it is in the architecture diagram you may ignore this question).

- *No; An Architecture Diagram cannot be shared at this stage.*

**Question 59:** What is the integration method used to talk between FSCM and HCM modules?

- *WebServices , DB Link,FileTransfer*

**Question 60:** Are any of your integrations real time?

- *Yes.*

**Question 61:** What is the current SLA and how is it reported?

- *Currently, they are reported via Ticketing system and via Email, according to relative urgency, as set forth below:*

Env	Priority	Response Time	Max ResolutionTime
Prod	High	15minutes	4 Hours
Prod	Medium	15minutes	8 Hours
Prod	Low	15minutes	24 Hours
NonProd	High	15minutes	8 Hours
NonProd	Medium	15minutes	12 Hours
NonProd	Low	15minutes	24 Hours

- *OLTP should not be less than 99%*
- *Monitoring of System Availability should be managed all time Application Hours.*
- *Should adhere to enable Payroll Cycles and other Time-Critical processes to complete within AC Transit's Business Needs.*
- *Required Application Updates to maintain compliance with the Government, regulatory and Tax requirements should be done based on AC Transit's Business Needs.*
- *During Upgrades, prior version of the application must be maintained, files, databases as a risk response in the event of upgrade Failure.*
- *Demo instance should be kept in a pristine state all time.*

**Question 62:** What tools are currently in place for metrics evaluation?

- *Gathered based on parameters like Performance of the Applications and response time.*

**Question 63:** Are you open to different tools for metrics evaluation?

- *Yes*

**Question 64:** What are the various components on which the metrics are being gathered (web serves, pp servers, databases etc.?)

- *OLTP,DB and App*

**Question 65:** Are there any regional limitations of where the cloud hosting is provisioned?

- *We prefer host to be setup in the West Coast Region*

**Question 66:** What is the frequency of metrics reporting (daily, weekly, monthly, quarterly?)

- *Quarterly*

**Question 67:** Please provide your current team size (PS Admins and DBA's) supporting the applications.

- *5 Internal to AC Transit, and Hosting services Team*

**Question 68:** Which modules are the most customized in your FSCM and HCM environments?

- *Travel and Expenses, Program Management (little usage though), Portal, Time & Labor*

**Question 69:** What are your current plans in terms of applying PUM updates, for both selective adoption and get-me-current?

- *Get me current is preferred, once in 18 months.*

**Question 70:** What is the current plan for database upgrades?

- *Any mandatory upgrades should be supported by the Vendor.*

**Question 71:** Please describe how the team plans to address functional support issues?

- *We have internal functional support resources.*

**Question 72:** Please describe your current methodology for providing 24x7x365 support for the system.

- *Currently we have a ticketing system to create tickets and a dedicated PM to handle requests.*

**Question 73:** How do you support and manage 3rd party related issues (example Banks, tax software etc.?)

- *Our team handles them; 2 for HCM and 3 for FSCM.*

**Question 74:** Please describe your integrations with Federal and/or state government systems.

- *No integrations with the mentioned systems.*

**Question 75:** Please describe your audit needs and the frequency of support needed from your vendor.

- *Internal AC Transit Team handles audit needs.*

**Question 76:** Please describe SLA reporting needs and frequency of such reporting.

- *Once every two weeks preferred.*

**Question 77:** Please highlight the current average incident/service request volumes per month.

- *15-20 Requests per month.*

**Question 78:** Can you provide a current deployment architecture?

- *Architecture Diagram cannot be shared; it is similar to any other standard Architecture.*

**Question 79:** Can you provide details of current sizing and OS of your current servers? Include number of cores, speed, peak CPU utilization, RAM, peak memory utilization, etc.

- *Server Details are provided in the table below:*

Prod				
	Server (Count)	Processor	RAM	OS
App	6	4	12GB	Windows 2016 Standard
Web	12	2	6GB	Oracle Enterprise Linux 7
DB(SQL Serv)	1	4	16GB	Windows 2016 Standard
Process Scheduler	5	2	6GB	Windows 2016 Standard

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Non Prod				
	Server (Count)	Processor	RAM	OS
App	14	4	16GB	Windows 2016 Standard
Web	28	2	6GB	Oracle Enterprise Linux 7
DB(SQL Serv)	1	4	8GB	Windows 2016 Standard
Process Scheduler	14	2	8GB	Windows 2016 Standard

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DR				
	Server (Count)	Processor	RAM	OS
App	3	4	12GB	Windows 2016 Standard
Web	3	2	6GB	Oracle Enterprise Linux 7

**Question 80:** Can you describe the frequency and volume of data (throughput) that will be transferred from on-prem to cloud infrastructure? Daily? Hourly? Continuous?



- **Continuous**

**Question 81:** What are your PeopleSoft production database sizes (of the various pillars)?

- **See table above.**

**Question 82:** How many concurrent users per pillar?

- **Range given for concurrent users**
  - **Portal: 80-120**
  - **HCM: 100 – 200**
  - **FSCM: 80-160**

**Question 83:** Can you clarify if you'd like High Availability as an "option" or built- in to your specific solution?

- **99.9%**

**Question 84:** Do you have a current Identity Management solution that you'd like to retain for the cloud infrastructure or are you open to a new Identity Management service? Do you require SSO or MFA?

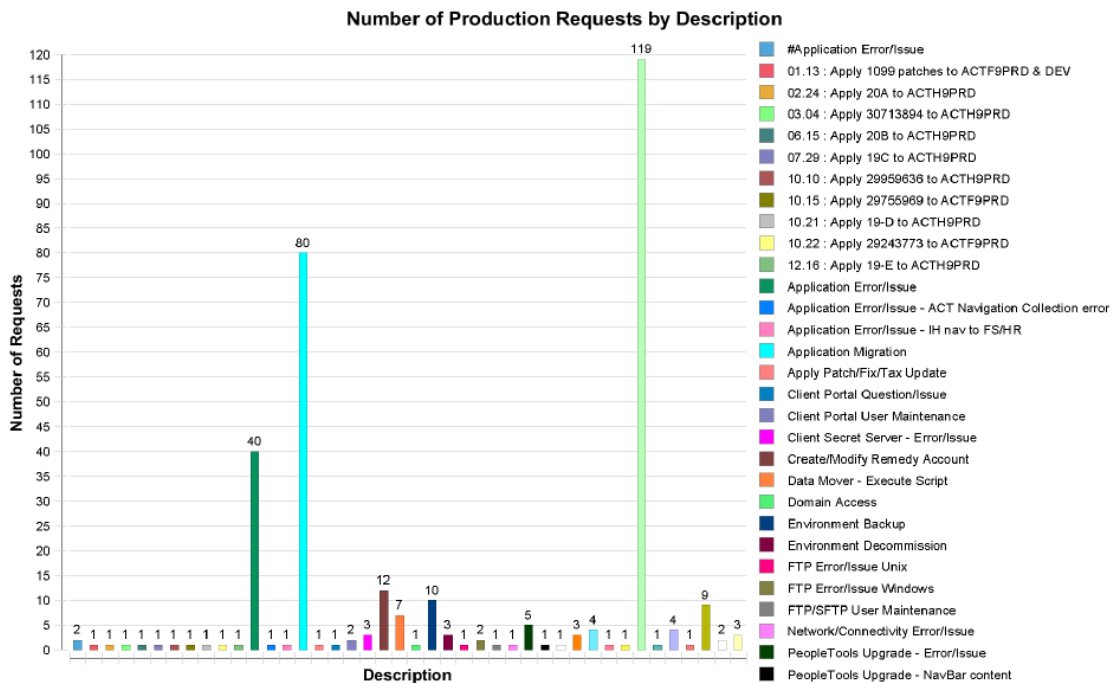
- **SSO**

**Question 85:** Do you have any Monitoring and Log management tool currently?

- **Incumbent contractor provides both.**

**Question 86:** Please provide a ticket dump/ incident, service request for application & infra in scope over the last 12 months.

- **See table below:**



**Question 87:** What is the current team size supporting the In scope Infrastructure & Peoplesoft applications? Please provide roles with count.

- **AC Transit Internal Team (5) and Hosting Provider Services Team.**

**Question 88:** What are the Service Level Agreements (SLA) you are expecting as part of the project? Please share the existing SLA with us

- See table below:

Env	Priority	Response Time	Max ResolutionTime
Prod	High	15minutes	4 Hours
Prod	Medium	15minutes	8 Hours
Prod	Low	15minutes	24 Hours
NonProd	High	15minutes	8 Hours
NonProd	Medium	15minutes	12 Hours
NonProd	Low	15minutes	24 Hours

- *OLTP should not be less than 99%.*
- *Monitoring of System Availability should be managed.*
- *Should adhere to enable payroll cycles and other time critical processes to complete according to business needs.*
- *Required application updates to maintain compliance with government, regulatory and tax requirements.*

**Question 89:** Do you currently use any automation testing tool? If yes, please give the details.

- *No.*

**Question 90:** Does AC Transit expect candidates to propose new security solution for all the In-scope infrastructure or existing security solutions can be leveraged?

- *Yes.*

**Question 91:** If existing security solutions can be leveraged, kindly share the product details for below:

- Endpoint Security
- Security Information and Event Management
- Identify and Access Management
- *We have OKTA as IDM.*

**Question 92:** Kindly clarify on "Behavior Analysis" referred in the section. Is it Network Behavior Analysis or User Behavior Analysis?

- *Network Behavioral.*

**Question 93:** Do AC Transit expect 24x7x365 Security monitoring and Support for the in-scope infrastructure?

- *Yes.*

**Question 94:** Kindly clarify on the "yearly security audit" referred in Section D. 3. U; Is it a third-party audit or internal audit?

- *An answer will be provided in a following Addendum.*

**Question 95:** Please specify the Operating System along with their versions currently being used in the environment?

- See table below:

Prod and Non-Prod	
App	Windows 2016 Standard

Web	Oracle Enterprise Linux 7
DB(SQL Serv)	Windows 2016 Standard
Process Scheduler	Windows 2016 Standard

**Question 96:** Can vendor use the existing Operating System (Windows) and Database (MS SQL) licenses owned by AC Transit? Does AC Transit have Microsoft Software Assurance (Mobility Agreement) for the migration of the licenses?

- *We have existing licenses that can be used for SQL Server. We maintain 14, 2-Core SQL Server Licenses with Software Assurance.*

**Question 97:** How many Client to Site and Site to Site VPN is required?

- *One.*

**Question 98:** Please specify, if hosting is required in any specific region for Production and Disaster Recovery?

- *We would prefer DR in a different power grid and if possible, time zone, i.e. Primary in California or Nevada, DR Colorado, Arizona, Texas, etc.*

**Question 99:** Will AC Transit be responsible for the Service Exchange connectivity via Megaport from Digital Realty?

- *No.*

**Question 100:** Please let us know the amount of the current Backup data and the retention policy required?

- *See the following table for preferred retention periods.*

Baseline	7 years
Daily /Weekly	4 weeks
Monthly	12 Months
Annual	8 years

**Question 101:** What is the current amount of total data for all the applications in the scope?

- *500 GB Production*

**Question 102:** What is the current Internet and MPLS connectivity connecting the Peoplesoft environment?

- *An answer will be provided in a following Addendum.*

**Question 103:** Is the current environment virtualized or hosted on the physical server?

- *Physical Server*

**Question 104:** What is the RTO & RPO expected?

- *Disaster Recovery : All Production Operations must be restored for each.*
- *Application Database, Data Recovery, Production Files within 45hours and Non-Production Files must be restored in 72 hours in a calendar month.*

- Question 105:** Please specify the daily incremental and Current maximum transaction data?
- *Not Applicable.*
- Question 106:** Is provisioning of isolated and virtual router, firewall, switch, load balancers on public cloud will suffice instead of dedicated hardware?
- *Yes.*
- Question 107:** Please confirm, if it is okay to host the environment in the general region of public cloud provider or does vendor have to provide hosting in Government specific regions?
- *Host should be setup using west coast hosting provider.*
- Question 108:** What is the service window for Monitoring and Management services for Cloud Hosting platform?
- *Continuous.*
- Question 109:** Can vendor use the existing ITSM/Ticketing tool of AC Transit for logging the tickets? If not, then please provide the approver and fulfiller details and count?
- *No, AC Transit's Ticketing system should not be used. The hosting provider should have one. Person for contact will be provided later.*
- Question 110:** Are we expecting end users to log a ticket in Vendor's ITSM tool? If yes, is it possible to integrate AC Transit active directory for authentication of the user?
- *Business Users wont log tickets, but Peoplesoft Team should be able to login the Vendor Ticket system to log in Tickets for any system issue.*
- Question 111:** Does the vendor need to share the redlined version of the contract, insurance requirement document along with the proposal; if yes can you share these document in word format?.
- *Yes.*
- Question 112:** Will the District provide a Microsoft Excel (.xls) version of Attachment B, Cost Proposal Form?
- *Yes*
- Question 113:** Will the District confirm proposal submission requirements including number of original and copies for hard copy submission and email submission? The RFP and website information differ in quantity and method
- *Yes; while e-mail submission is optional, it is mandatory that each responsive proposer mail or personally deliver a hardcopy proposal and two thumb drives.*
- Question 114:** Are any modules currently internet facing (i.e. Employee Self-Service, eBill, etc.)? If yes, how is this handled today?
- *Yes; ESS, MSS, Supplier Portal. Our incumbent hosting services provider takes care of these modules.*
- Question 115:** What is the current database size? Does the District anticipate growth over the next few years? If so, please specify.
- *Prod -500 GB. Yes, growth is anticipated.*
- Question 116:** What is the current peak number of active sessions? Peak concurrent usage per pillar? Will the District provide a complete list of interfaces?
- *The following are approximate peak numbers for active sessions:*
    - *Portal- 90*
    - *HCM -100*
    - *FSCM- 80*
  - *The following are approximate peak numbers for concurrent usage per pillar:*
    - *Portal – 80-120*
    - *HCM - 100 – 200*
    - *FSCM - 80 – 160*
  - *The District is willing to provide a list of interfaces in a following Addendum.*
- Question 117:** Does the District expect cross-region DR (west coast and east coast)?

- *Yes, we expect host to be setup on west coast region.*

**Question 118:** Which tools are currently in use today for each security monitoring technology type listed?

- *We prefer secure protocols like SSL, SFTP, SSH, SCP, etc.*

**Question 119:** Are the following items in scope for this contract? If yes, please provide desired frequency:

- PeopleTools upgrade (minor and major)
  - *Major Upgrade – once in two years*
- PUM updates
  - *Preferred once a year and sometimes on need basis.*
- Payroll tax updates
  - *Yes, as per industry standard*
- 1099 updates
  - *Yes, as needed*
- Other regulator updates
  - *Yes, as Oracle mandates*
- Break/fix
  - *Yes, as needed*

Are these being provided by the current vendor today?

- *Major Upgrade – once in two years*
- *PUM-Once per year preferred.*

**Question 120:** Is offshore work allowed as part of this engagement? Will the District provide monthly ticket volume per severity level per pillar

- *Yes, as needed.*
- *We can provide monthly ticket volume per severity level per pillar, but we need to know the reasons for it at this stage.*

**Question 121:** Is the District interested in a bucket of hours for these services?

- *Yes.*

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### Acknowledgment of Addenda

The undersigned acknowledges receipt of the following addenda to the bidding document: *Addendum #4*. The completed acknowledgement of addenda form should be returned with bid response package; not sent to the District separately. **\*\* NOTE: Failure to acknowledge receipt of all addenda may cause the bid to be considered non-responsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the bid.**

\_\_\_\_\_  
Name of Bidder

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Signature of Authorized Official

\_\_\_\_\_  
Date