

Evertec Questions

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Sent: Monday, May 15, 2017 9:53 AM
To: OSIATD Proposal <osiatdproposal@de.pr.gov>
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Subject: EVERTEC Questions RFP No: BMIC-OSIATD-FY2017-001
Importance: High

Hello,

Thanks for the opportunity to submit proposal to the Basic Maintenance of Internal Equipment for the Puerto Rico Department of Education. Please find below our questions regarding the RFP document posted on the Department of Education RFP portal.

1. How do you currently monitor the existing infrastructure?
2. Do you have any monitoring system in place for the related infrastructure? If yes;
 - a. Please provide the name and version of the monitoring systems
3. Do you have a spare parts inventory available? If yes;
 - a. Please provide the inventory applicable for this project including the physical location of the parts.

If no,

- b. How will be responsible to purchase any new equipment required to replace current equipment while troubleshooting a failure?
4. Does the infrastructure have a current maintenance contract?
 - a. What is the valid period for the maintenance contract for each infrastructure element?
5. If an equipment that does not have existing warranty or support contract has a failure that requires immediate replacement, how would the acquisition and replacement of the equipment will be handled? Who is responsible for the acquisition and installation?
6. How do you currently provide preventive and break-fix maintenance to the related infrastructures?
 - a. How many human resources do you have to provide the requested services to the related infrastructures? (Network Technicians, Network Engineers, etc.)
 - b. How the current support personnel is distributed within regions and districts?
 - c. What are the key tasks you want to improve with the requested service?
 - d. Do you currently have on-site support to complete the preventive and break-fix maintenance activities?

- e. How many labor hours are currently used to provide this service during a year?
 - f. Are you expecting to have on-site resources associated to this service?
7. Could you provide the maintenance contract period (start date, end date and level of service) for each equipment?
 8. When the equipment related to this RFP were acquired and installed?
 9. Please provide detail of incidents per regions, districts and associated equipment with any additional historical information related to the incident management. Please provide this information based on year 2016 statistics.
 10. Please provide the details of the equipment inventory with the model, manufacturer, location and any other information available.
 11. Please provide an example of the reports that are currently used by the Department to obtain the information requested in the RFP – Reports Section.
 12. What is the Operating System running on the Servers? Please include version and date of the last time the equipment were patched.
 13. Please provide an updated infrastructure diagram.
 14. Does the infrastructure has a high availability configuration? Please provide infrastructure diagrams to explain.
 15. Please identify, list and diagram the equipment that could be associated to a major failure based on the current architecture. (vulnerability points)
 16. How do you (or you service provided) currently monitor this infrastructure (what monitoring system?) and what elements do you currently monitor? (e.g.: logs, IP ping, etc.)
 17. Who are the current providers of the communication circuits between the interconnected facilities?
 18. Does the SLA associated to this RFP are considering the support SLA of the communication circuits' provider?



PRDE Answers

1. How do you currently monitor the existing infrastructure?
A monitoring program created specifically for the ED infrastructure is currently in use.
2. Do you have any monitoring system in place for the related infrastructure? If yes;
 - a. Please provide the name and version of the monitoring systems
Currently the monitoring system resides in the Data Center and another redundant in the servers of the current supplier.
3. Do you have a spare parts inventory available? If yes;
 - a. Please provide the inventory applicable for this project including the physical location of the parts.

If no,

 - b. How will be responsible to purchase any new equipment required to replace current equipment while troubleshooting a failure?
No. Break & Fix's departure serves this area
4. Does the infrastructure have a current maintenance contract?
 - a. What is the valid period for the maintenance contract for each infrastructure element?
Yes. The regular term is one year.
5. If an equipment that does not have existing warranty or support contract has a failure that requires immediate replacement, how would the acquisition and replacement of the equipment will be handled? Who is responsible for the acquisition and installation?
The procedure for replacement of the equipment is as follows:
 - A. Through the monitoring system or through a service call to the Help Desk, the information is verified and a ticket is opened to the NOC**
 - B. The NOC verifies the information and performs the corresponding tests. After the tests a ticket is created to the supplier**
 - C. The Supplier visits the area and determines the Break & Fix**
6. How do you currently provide preventive and break-fix maintenance to the related infrastructures?
 - a. How many human resources do you have to provide the requested services to the related infrastructures? (Network Technicians, Network Engineers, etc.)



- b. How the current support personnel is distributed within regions and districts?
 - c. What are the key tasks you want to improve with the requested service?
 - d. Do you currently have on-site support to complete the preventive and break-fix maintenance activities?
 - e. How many labor hours are currently used to provide this service during a year?
 - f. Are you expecting to have on-site resources associated to this service?
The current supplier is responsible for providing the service in its entirety and in turn determines how to maximize the resources allocated in the areas that are necessary.
7. Could you provide the maintenance contract period (start date, end date and level of service) for each equipment?
The teams have service from one year to five years. It all depends on the serial number and the type of equipment, eg Switch, UPS, Server. Etc...
8. When the equipment related to this RFP were acquired and installed?
The services must be offered one after the winning supplier of the RFP is announced and the contract is signed.
9. Please provide detail of incidents per regions, districts and associated equipment with any additional historical information related to the incident management. Please provide this information based on year 2016 statistics.
10. Please provide the details of the equipment inventory with the model, manufacturer, location and any other information available.
11. Please provide an example of the reports that are currently used by the Department to obtain the information requested in the RFP – Reports Section.
12. What is the Operating System running on the Servers? Please include version and date of the last time the equipment were patched.
Windows Multipoint Server 2012
13. Please provide an updated infrastructure diagram.
The Diagram of the school network is shown in the RFP
14. Does the infrastructure has a high availability configuration? Please provide infrastructure diagrams to explain.
No



15. Please identify, list and diagram the equipment that could be associated to a major failure based on the current architecture. (vulnerability points)

UPS and Switch

16. How do you (or you service provided) currently monitor this infrastructure (what monitoring system?) and what elements do you currently monitor? (e.g.: logs, IP ping, etc.)

Refer to the answer #1. The following equipment is monitored:

- A. UPS
- B. Switches
- C. Routers
- D. Access Points
- E. Punch clock
- F. Web Hosting

17. Who are the current providers of the communication circuits between the interconnected facilities?.

CLARO

18. Does the SLA associated to this RFP are considering the support SLA of the communication circuits' provider?

No