

September 28, 2018

CLARIFICATION LETTER No. 1

Re: Solicitation No. 7006706 - ISX StruxureWare Maintenance Services and Software, please be advised of the following clarifications to the above referenced Solicitation.

1. Please describe the data center structure for the airport including locations?

Answer 1)

- # of data centers 2 Data Centers
- # of data rooms 300 plus communication rooms
- # of nodes, racks, etc Case by case basis at reviews provided by Schneider.

2. Please provide any transactional volume data from the past 1 or two years. e.g. # of tickets, reason codes, associated with ticket volume, dispatches, calls, etc.?

Answer 2) Maybe 3 calls for support in the last year.

3. What is the purpose of the business vehicle insurance coverage?

Answer 3) If your company employee comes to site, and performs work, and other activities in the course of performing this contract. Vehicle coverage is required for all Contractor and Sub-Contractors. All insurance requirements within this bid shall be acquired per the RFB "Insurance Provisions" within the Special Provision section.

4. Who is the incumbent provider of the software licenses?

Answer 4) Tubbesing Solution LLC.

5. What kind of call frequency and support does will the bidder receive from DFW or will all calls go directly to Schneider Electric (I believe it was noted they all go through Schneider)?

Answer 5) Calls to Schneider Electric is unlimited – the DFW Airports MEPs Contractors will actually address the performance that will be done through the ETAMs at DFW. Bidders will not be involved for any Service Level of 1, 2, or 3. Bidder's are a faciliatory of this RFB for Schneider does not sale direct (only in rare cases).

6. Under 2.6, is this a completely new installation of software or a new release or if this is just a change of the license arrangement from Vendor A to a new provider (I believe it was noted to be a license transfer agreement)?

Answer 6) This is not a new install. There will be new items added to the database.

7. Under 2.7, the sentence says that DFW has the right to inspect and test for "acceptance". Please define "acceptance" in this case. How will this translate to a supplier?

Answer 7) There is no inspection for supplier. This applies to Schneider Electric work only.

8. Under section 4, "Division of Responsibilities", there is no mention of what critical issues mean?
 Answer 8)
 - Please define critical issue? Unresponsive system.
 - What happens if one of the nodes shows an anomaly? The MEP contractor addresses.
 - Who goes out to fix said anomaly? Schneider Electric
 - Does Schneider own this section? Schneider Electric will respond to DFW
9. Please confirm section 2.4 thru 2.2 (pg. 11) will be supported by Schneider Electric and DFW? How will these sections translate to a supplier?
 Answer 9) Schneider Electric – will advise to the detail fixes either by MEP Contractor, or self-perform the work through the ITS help desk. Any other technical fixes will be performed the Schneider through a standard daily rate provided by Schneider to the bidder. DFW and Schneider will encourage and invite the bidder to be available to expand software service offering.
10. Please confirm the bidder owns section 2.3 (page12)?
 Answer 10) Schneider Electric will self-perform the license and help desk support
11. Please confirm Schneider owns sections 2.4 thru 2.10 (page 12)
 Answer 11) Schneider Electric will self-perform on issuing the license and help desk support. Bidders are to be a procurement vehicle in public sector environment with the ability to retail the software license, training and implementation.
12. When can the bidder and a DFW representative conduct a site (DFW) walk to examine the network elements and configs?
 Answer 12) This would occur after the contract is awarded.
13. Please outline the mentor/train the trainer program mentioned in the pre-bid meeting?
 Answer 13) Schneider Electric APC group will be the Mentor and DFW Airport will be training on how DFW does its own business. Bidders are allowed to sell directly to DFW. DFW and Schneider will encourage and invite the bidder to be available to expand software service offering with training events and meetings.
14. Who owns the current Software and Hardware assets. Is DFW paying for a level of service without asset ownership or are they buying the capital assets and paying for support/maintenance on top of that?
 Answer 14) DFW owns the server and software. There are annual license renewals.
15. If the bidder is not yet an authorized reseller or partner for StruxureWare will DFW Airport and Schneider permit the bidder to purchase software through one of Schneider's distributors and resell it to DFW Airport?
 Answer 15) All Bidders are welcome by Schneider to get a price. The professional services such as integrating the selling ISX StruxureWare for Schneider direct to DFW Airport, customizing the relationship with DFW, providing audit trail in public sector environment with the retail of software license, training and implementation. Plus, Schneider has allowed for an open competition for this RFP, without issues with existing partners.

