



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at [wvOASIS.gov](http://wvOASIS.gov). As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at [WVPurchasing.gov](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 3

List View

- General Information
- Contact
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- Document Information
- Clarification Request

Procurement Folder: 1065137

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000037664

Legal Name: CA INC

Alias/DBA: CA INC

Total Bid: \$678.76

Response Date: 08/04/2022

Response Time: 15:38

Responded By User ID: marcie horton

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SO Doc Code: CRFQ

SO Dept: 0210

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Solicitation Description: Addendum #2 CICS and DB2 Monitoring Tools (OT22148)

Total of Header Attachments: 3

Total of All Attachments: 3



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 1065137  
**Solicitation Description:** Addendum #2 CICS and DB2 Monitoring Tools (OT22148)  
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Solicitation Closes	Solicitation Response	Version
2022-08-09 13:30	SR 0210 ESR08032200000000513	1

**VENDOR**  
 VS0000037664  
 CA INC

**Solicitation Number:** CRFQ 0210 ISC2300000001  
**Total Bid:** 678.759999999999909050529822 **Response Date:** 2022-08-04 **Response Time:** 15:38:26  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**

Jessica L Hovanec  
 304-558-2314  
 jessica.l.hovanec@wv.gov

**Vendor Signature X** **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Contract Item #1: CICS Monitoring Tools	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

**Commodity Line Comments:** Proposing #5: Single Solution Option

**Extended Description:**

The Vendor must provide a quantity of one (1) license for CICS monitoring tool and training. The monitoring tool must feature the following functionalities listed in Section 4.1.3.1.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Contract Item #2: DB2 Monitoring Tools	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

**Commodity Line Comments:** Proposing #5: Single Solution Option

**Extended Description:**

The Vendor must provide a quantity of one (1) license for DB2 monitoring tool and training. The monitoring tool must feature the following functionalities listed in Section 4.1.3.1.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Contract Item #3: CICS Tool Maintenance and Support	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81112200			

**Commodity Line Comments:** Proposing #5: Single Solution Option

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tools.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Contract Item #4: DB2 Tools Maintenance and Support	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81112200			

**Commodity Line Comments:** Proposing #5: Single Solution Option

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tools.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Contract Item #5: Single Solution Option	1.00000	EA	169.690000	169.69

Comm Code	Manufacturer	Specification	Model #
43233700			

**Commodity Line Comments:** Line Contract Item #5: Single Solution Option  
 Product: Sysview Performance Intelligence  
 Product Code: SYSMIP002

Year 1 Annual license subscription for Sysview Performance Intelligence, total of \$147,976.79 for 872 MIPS, and is inclusive of Maintenance and Support. Please note that Unit Price is a rounded number. We price by the size of the MIPS on the Mainframe, therefore unit cost is a division of the price for 872 MIPS. Pricing for optional renewal years 2, 3 and 4 in line items 6, 7 and 8 below. Proposed pricing is also included the RFP solicitation form attached in this response. The solution adheres to all requirements in sections 4.1.1 4.1.4, including CICS and DB2 monitoring tool features. A Sysview Performance Intelligence solution brief is attachment as well for reference.

Software will be delivered electronically 2 -3 business days after receipt of Purchase Order  
 Training for Sysview Performance Intelligence is Web-Based self-paced and is at no cost to customers with active product Maintenance and Support. Attached in the response is a Sysview Performance Intelligence Learning path. The courses highlighted in yellow are recommended for basic use and explanation on CICS and DB2 monitor capabilities for users including system programmers, database administrators, and application programmers however WVOT will have access to all of the courses in the learning path. Please note that there is no limit to the number of participates.

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tools.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Optional Renewal Year 2 for CICS/DB2 Monitoring Tools	1.00000	EA	169.690000	169.69

Comm Code	Manufacturer	Specification	Model #
81112200			

**Commodity Line Comments:** Optional Renewal Year 2 for CICS/DB2 Monitoring Tools  
 Optional renewal Year 2 - Total cost of \$147,976.79 for 872 MIPS. Please note that Unit Price is a rounded number. We price by the size of the MIPS on the Mainframe, therefore unit cost is a division of the price for 872 MIPS.

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tools.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Optional Renewal Year 3 for CICS/DB2 Monitoring Tools	1.00000	EA	169.690000	169.69

Comm Code	Manufacturer	Specification	Model #
81112200			

**Commodity Line Comments:** Optional Renewal Year 3 for CICS/DB2 Monitoring Tools  
 Optional renewal Year 3 - Total cost of \$147,976.79 for 872 MIPS. Please note that Unit Price is a rounded number. We price by the size of the MIPS on the Mainframe, therefore unit cost is a division of the price for 872 MIPS.

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the DB2 monitoring tools.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Optional Renewal Year 4 for CICS/DB2 Monitoring Tools	1.00000	EA	169.690000	169.69

Comm Code	Manufacturer	Specification	Model #
43233700			

**Commodity Line Comments:** Optional Renewal Year 4 for CICS/DB2 Monitoring Tools  
 Optional renewal Year 4 - Total cost of \$147,976.78 for 872 MIPS. Please note that Unit Price is a rounded number. We price by the size of the MIPS on the Mainframe, therefore unit cost is a division of the price for 872 MIPS.

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the DB2 monitoring tools.

# SYSVIEW Performance Intelligence

## Courseware and Digital Badges

### Modern Mainframe Management

Customers: To learn more about the training options and to take web-based training, visit [Mainframe Education](#) and click TRAINING LOGIN. After logging in, search by course name or course code.

Broadcom employees: Access Mainframe Education via your Learning@Broadcom tile.

Course Name	Code	Type	Length
CA SYSVIEW® Performance Intelligence	<a href="#">Playlist</a>	Videos	N/A
SYSVIEW® Performance Intelligence: Introduction 100	<a href="#">06SYS10050</a>	Web-Based	.25 Hours
CA SYSVIEW® Performance Management End Users 200 Bundle  This bundle consists of the following courses: <ul style="list-style-type: none"> <li>Describe CA SYSVIEW 200 (06SYS20120)</li> <li>Customize the User Level Interface 200 (06SYS20130)</li> <li>Create Thresholds and Alerts (06SYS20140)</li> <li>Capture and Act on Events 200 (06SYS20150)</li> <li>Create Single Views Across Multiple LPARs (06SYS20160)</li> <li>Describe JES Content (06SYS20170)</li> <li>Work with CA SYSVIEW Support (06SYS20180)</li> </ul>	<a href="#">06SYS2011B</a>	Web-Based	2 Hours
CA SYSVIEW® Performance Management Option for CICS: Advanced 300	<a href="#">06SYS30010</a>	Web-Based	1.5 Hours
CA SYSVIEW® Performance Management Option for DB2 Overview 100	<a href="#">06SYS10110</a>	Web-Based	.25 Hours
CA SYSVIEW® Performance Management Option for DB2 Set Up Your User Profile 200	<a href="#">06SYS20250</a>	Web-Based	.25 Hours
CA SYSVIEW® Performance Management Option for DB2: Monitor Pool Metrics at the SSID Level 200	<a href="#">06SYS20260</a>	Web-Based	.25 Hours
CA SYSVIEW® Performance Management Option for DB2: Monitor Application and Thread Performance 200	<a href="#">06SYS20270</a>	Web-Based	.5 Hours
CA SYSVIEW® Performance Management Option for DB2: Monitor Current and Historical SQL Activity 200	<a href="#">06SYS20280</a>	Web-Based	.25 Hours
CA SYSVIEW® Performance Management Option for DB2: Work with Probe and Trace Requests 200	<a href="#">06SYS20290</a>	Web-Based	.25 Hours
CA SYSVIEW® Performance Management Option for DB2: Use the Exception Monitor 200	<a href="#">06SYS20300</a>	Web-Based	.25 Hours
CA SYSVIEW® Performance Management Option for CICS: Advanced 300	<a href="#">06SYS30010</a>	Web-Based	1.5 Hours

Contact Us: [mainframe.education@broadcom.com](mailto:mainframe.education@broadcom.com)

# SYSVIEW Performance Intelligence

## Courses and Digital Badges

Customers: To learn more about the training options and to take web-based training, visit [Mainframe Education](#) and click TRAINING LOGIN. After logging in, search by course name or course code.

Broadcom employees: Access Mainframe Education via your Learning@Broadcom tile.

Digital Badge Name	Role	Level	Length
<a href="#">CA SYSVIEW® Performance Management: Fundamentals – Digital Badge Assessment</a>	All Users	Foundational	.5 Hours
<a href="#">CA SYSVIEW® Performance Management: Intermediate – Digital Badge Assessment</a>	All Users	Intermediate	.75 Hours
<a href="#">CA SYSVIEW® Performance Management Option for DB2 for z/OS (CA SYSVIEW for DB2) Intermediate</a>	Database Administrator	Intermediate	.75 Hours

## Operational Intelligence

Course Name	Code	Type	Length
CA Mainframe Operational Intelligence YouTube Playlist	<a href="#">Playlist</a>	Videos	N/A
CA Mainframe Operational Intelligence: Monitoring Appliance Health 200	<a href="#">06MOI20200</a>	Web-Based Training	.25 Hours
CA Mainframe Operational Intelligence: Set Up Email Alerts to Monitor Appliance Health Metrics 200	<a href="#">06MOI20210</a>	Web-Based Training	.25 Hours

## Capacity Reporting

Course Name	Code	Type	Length
CA Dynamic Capacity Intelligence YouTube Playlist	<a href="#">Playlist</a>	Videos	N/A



### Web-Based Training

No cost with active maintenance  
Self-paced training, videos, and eBooks



### Instructor-Led Training

Contact us for schedule and pricing



### Mainframe eLearning Library

Contact us for pricing



## [Mainframe Academy](#)

In addition to the courseware included on the learning paths, we are pleased to offer Mainframe Academy with Broadcom.

Designed for mainframe customers by mainframe customers, Mainframe Academy is an accelerated, vendor-agnostic program that equips your new-to-mainframe IT professionals with core programming skills to manage your mainframe environment.

Contact Us: [mainframe.education@broadcom.com](mailto:mainframe.education@broadcom.com)



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Broadcom employees: Access Mainframe Education via your Learning@Broadcom tile.

### Application Tuning

Course Name	Code	Type	Length
Mainframe Application Tuner YouTube Playlist	<a href="#">Playlist</a>	Videos	
CA Mainframe Application Tuner: User Basics 200	<a href="#">06MAT20050</a>	Web-Based	1.5 Hours
CA Mainframe Application Tuner: PMA Component User Basics 200	<a href="#">06MAT20060</a>	Web-Based	1.5 Hours

Digital Badge Name	Role	Level	Length
<a href="#">Mainframe Application Tuner</a>	All	Fundamentals	1 Hour
<a href="#">Mainframe Application Tuner PMA</a>	All	Fundamentals	.75 Hours
<a href="#">Mainframe Application Tuner</a>	All	Intermediate	.75 Hours
<a href="#">Mainframe Application Tuner PMA</a>	All	Intermediate	.75 Hours



#### Web-Based Training

No cost with active maintenance  
Self-paced training, videos, and eBooks



#### Instructor-Led Training

Contact us for schedule and pricing



#### Mainframe eLearning Library

Contact us for pricing



### [Mainframe Academy](#)

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Contact Us: [mainframe.education@broadcom.com](mailto:mainframe.education@broadcom.com)

# CA SYSVIEW® Performance Intelligence

## Shift from Reactive to Proactive Performance Management

### Highlights

- **Open access to operational data:** Access operational data from across your hybrid IT environment using open and secure APIs.
- **Embedded domain-trained AI to drive business outcomes:** Analytics and algorithms have been trained for the mainframe environment and are embedded within our software solutions.
- **Reduction in cost:** Reduce cost through increased efficiency, smaller address space footprint, and zIIP engine exploitation.
- **End-to-end visibility from mobile to mainframe:** Link business transactions across the application workflow providing a full end-to-end view of the environment.
- **Capacity intelligence reporting:** Analyze CPU consumption of critical systems and workloads with a robust set of reports.

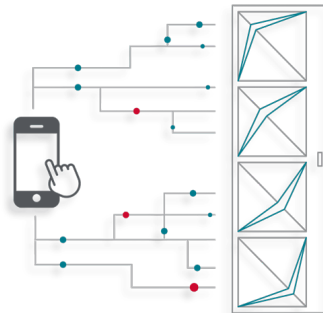
### Overview

Behind every digital app lies massive interconnectivity and computing complexity—hundreds of interwoven services, developed by a mix of proprietary and open source contributors, running across multiple environments that span from cloud to mainframe. If these processes are not executed flawlessly, securely and whenever needed, customer experiences are impacted and businesses suffer.

Traditional IT management can no longer keep up with rising digital demands. Findings in a 2020 industry study<sup>1</sup> show the following results:

- 58% of organizations consider *blind spots* in the digital delivery chain to be a major challenge.
- 60% of organizations reported that a unified view into their dynamic environments is key for IT performance management.
- A 76% increase in the number of organizations reporting that making IT data actionable is their key goal.
- A 91% increase in missed revenue due to performance and availability issues since 2016.

**Figure 1: Access Operational Data from Across Your Hybrid IT Environment**



**Businesses rely on the mainframe to process their most critical workloads**

Businesses rely on the availability and reliability of the mainframe to process their most critical workloads. Optimizing IT operations, proactively detecting performance problems, and preventing downtime is crucial. CA SYSVIEW® Performance Intelligence combines comprehensive performance management capabilities to address the following needs:

- Advanced monitoring and management of systems and sub-system resources
- Embedded anomaly detection
- CPU consumption reporting
- Monitoring of Db2 subsystems
- End-to-end service management

## Business Challenges and Opportunities

Business growth is putting pressure on IT to provide increased scalability and availability of mission-essential services. Leading organizations rely on the mainframe to meet these needs. Unfortunately, traditional reactive approaches to mainframe management will not be able to keep up with the velocity of change and dramatic growth.

### Scale and Value

Many companies are experiencing increased workloads on their mainframes—without the equivalent increases in staff or resources, which requires them to do more with less. IT organizations need the ability to scale and provide high availability to support the most critical systems that drive business growth, while maximizing efficiency and managing costs.

### Business Agility

Due to the growing complexity of applications in the digital world, it can be difficult to identify the root cause of the problem when production issues occur. Delayed access to system data and an inability to efficiently communicate often leads to finger pointing, frequent and lengthy war-room calls, and unnecessary escalations that cost time and money.

### Achieving Service Level Commitments

For many businesses, any breach of service level agreements (SLAs) for priority workloads is unacceptable. The dilemma is that IT must provide the best possible service to the business, while the business must prioritize cost containment strategies.

### Too Late, Too Long, and Too Many

IT operations teams are being overwhelmed by too much data causing delays in the identification of the root cause of a problem. The following challenges exist:

- Problems notification is coming too late, these teams need more advanced warning to prevent system issues from having a significant impact to the business.
- It takes too long to gather data from the interrelated sources, determine what is relevant and derive insights to identify the cause of a problem and remediate it.
- Too many people are required to collect, interpret, and diagnose complex system issues. New automated approaches are needed to simplify mainframe management, increase efficiency, and quickly on-board new IT specialists to support mainframe operations.

IT operations teams need information on systems, subsystems, and applications. Unfortunately, each operations function works independently from the others, with its own data collectors and tools for monitoring and management. As a result, relevant information remains locked away in silos. With CA SYSVIEW Performance Intelligence, organizations are able to integrate data from many domains, feed analytics, anticipate issues, and trigger automation. It starts with modernizing the mainframe with performance management capabilities that provide visibility across multiple system domains, allowing a shift from reactive to proactive management.

**Providing visibility across multiple domains allows a shift from reactive to proactive management.**

## Solution Overview

CA SYSVIEW Performance Intelligence breaks down silos and provides contextual insights by opening access and sharing data across hybrid IT. This solution allows you to analyze faster, anticipate sooner, automate with trust, and prioritize your IT initiatives based on data driven decisions. In addition to providing access to the right data across many systems and reducing the noise, CA SYSVIEW Performance Intelligence turns your data into meaningful and actionable insights. These insights help you to better understand what is going on across your IT environment and what to do about it.

### Systems and Sub-System Management and Monitoring

An essential performance solution, CA SYSVIEW Performance Intelligence helps simplify mainframe performance management. It increases the effective use of mainframe system resources by providing detailed system monitoring and alerts for proactive and faster responses. Using a newly designed Web interface, operators at all levels can more quickly and easily collaborate with systems programmers, performance analysts, and experts to more efficiently monitor and manage system resources. The following capabilities help improve performance management:

- Centralized management of your z/OS systems and subsystems, with comprehensive real-time and historical monitoring of z/OS, JES, JVM, MQ, TCP/IP, CA Datacom®/AD, z/OS Connect, IBM CICS, IMS, and DB2.
- Cross-system and sysplex data displays that enable a comprehensive enterprise view.
- Smaller address-space footprint and lower total cost of ownership with a high percentage of zIIP processor offloading.
- Modern and traditional interfaces to support multiple personas.
- Systems programmer toolkit for centralized management and monitoring.
- Exception processing that can capture system information at the time of an alert to quickly diagnose the cause and evaluate the impact.
- Technology currency which exploits the latest IBM technologies from the latest z/OS operating system and subsystems to monitoring new technologies such as IBM System Recovery Boost and z/OS Container Extensions.

### Open Access to Operational Data

An API-first strategy is essential to enabling an open approach to performance management. That is why our solution has opened access to operational data and exposed systems programmer toolkit functions using open and secure APIs. The following capabilities facilitate an open approach to performance management:

- Open access to operational data enables you to surface performance insights related to your custom applications.
- Easier integration with third-party vendor solutions provides increased flexibility.
- Zowe conformance allows application developers, DevOps, and CI/CD administrators to display data and take actions.

**An API-first strategy is essential to enabling an open approach to performance management.**

## Solution Overview (con't)

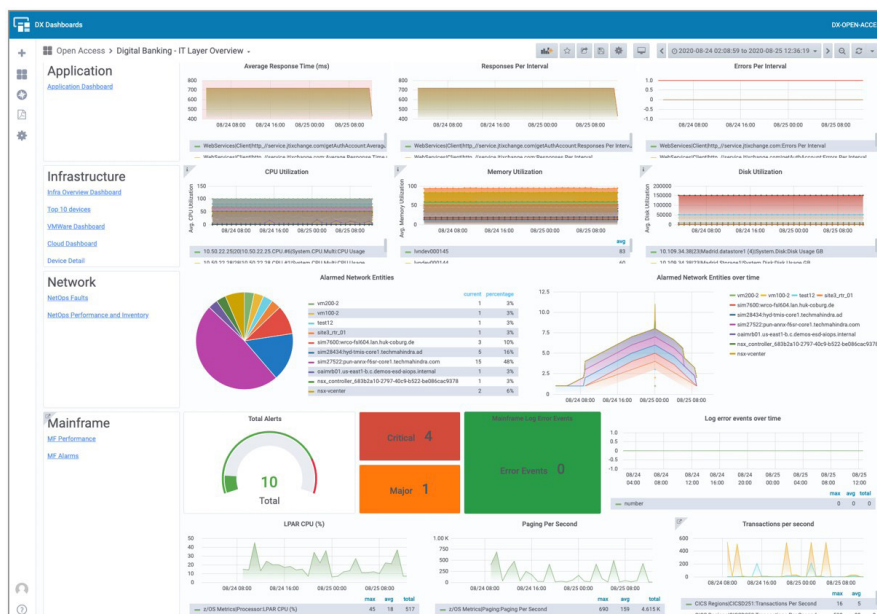
### Machine Learning Intelligence

Our solution uses machine learning algorithms trained with operational data to detect problems in the infrastructure or backend applications before they occur. These algorithms search millions of change events, logs, metrics and workload trends across environments, subsystems and application components to find patterns that have led to problems in the past. Multi-source data feeds enable you to gather data and derive intelligence across multiple systems and sub-systems—including data directly from the IBM z Systems environment as well as data from Broadcom® software products. Machine learning intelligence enables the following performance improvements:

- Detect abnormal patterns and discover hidden connections across silos by leveraging dynamic alerting.
- Diagnose issues and pinpoint the root cause faster with multi-source data feeds and advanced data science algorithms.
- Proactively detect issues in time to mitigate or prevent business impact.
- Augment and improve operations by combining machine and human intelligence. Mainframe domain expertise is embedded into the AI algorithms and automation.
- Deliver automation that you can trust with built-in feedback loops and guardrails. You can implement AI-driven automation incrementally, training the AI to your environment.
- Shift from reactive recovery to proactive avoidance by anticipating sooner and analyzing faster. Spend less time fighting fires and chasing down false alarms.

Correlating data from mainframe to originating application is paramount to managing end-user experience.

Figure 2: Gain End-to-End View of Business Services



### End-to-End Service Management

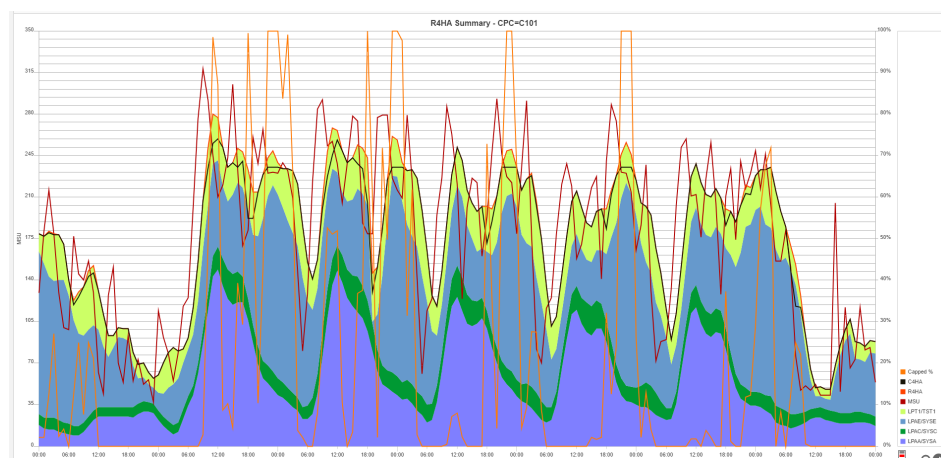
IT needs to manage hybrid IT environments which are getting more complex with additional application transaction workflows. The mainframe today is a key piece of that environment, and the correlation of the data from the mainframe to the originating application is paramount to being able to manage the end-user application experience.

## Solution Overview (con't)

Designed to provide 24x7 monitoring of business critical transactions that span distributed and mainframe environments, our solution provides DX Application Performance Management (formerly CA Application Performance Management) with the key mainframe system and sub-system performance data that you can view on a single pane of glass. This unified view has the following benefits:

- Enables distributed and mainframe teams to increase collaboration across silos.
- Provides application views of mainframe resources associated to business critical applications.
- Provides greater visibility into end-user transactions in real time as they cross from distributed platforms into the mainframe environment.
- Increases IT ops efficiency by complementing traditional infrastructure management with end-to-end transaction views of critical business services.

**Figure 3: Easily Visualize System Resource Consumption**



## Data Visualization and Reporting

Access to operational data is essential to making data-driven decisions based on meaningful and actionable insights. With CA SYSVIEW Performance Intelligence you can break down silos, foster collaboration, gain access, and easily visualize operational data. Robust data visualization and reporting capabilities allow you to better understand what is going on across your IT environment. You can use this data to achieve the following goals:

- Improve collaboration and speed remediation through modern Web interfaces and dashboards.
- Effectively manage SLAs through real-time displays, historical reporting, exception processing, and anomaly detection.
- Speed issue triage and root-cause analysis using visual analysis tools, self-service dashboards, and ad-hoc reporting.
- Better manage costs with easy to understand trend, pattern, and system resource consumption reports.
- Analyze workloads and visualize the simulated impact of shifting those workloads and resources.

## Benefits

CA SYSVIEW Performance Intelligence is uniquely designed around a flexible and open architecture that provides numerous benefits:

- **Ease access to operational data** – CA SYSVIEW Performance Intelligence allows you to access operational data from across your hybrid IT environment using open and secure APIs—enabling you to track where the data is being used, and by whom.
- **Embed domain-trained algorithms to drive business outcomes** – CA SYSVIEW Performance Intelligence applies analytics and machine learning to big data to help you augment your IT operations. But data and algorithms are not the whole story; the algorithms need to be trained by domain experts and most IT operators do not have the time or skills to do this. The analytics and algorithms used in Broadcom solutions have been trained for the mainframe environment and are embedded within our software solutions.
- **Integrate breadth of visibility with depth of analysis and expertise** – There is no single solution that provides everything for every environment and situation. You should leverage solutions that allow you to easily integrate new capabilities as they emerge—facilitated by an open and extensible architecture. This flexibility allows you to incrementally build up breadth and depth to continuously augment and improve your IT operations.

Broadcom partners with you to implement a pragmatic and open approach to mainframe performance management that encourages incremental change at a sustainable rate. These changes add up over time to transform your IT operations and ensure that your business continues to deliver the outstanding digital experience your customers expect.

## Next Steps

To learn more, visit:

[www.broadcom.com/products/mainframe/operations-mgmt/sysview](http://www.broadcom.com/products/mainframe/operations-mgmt/sysview)

## About Broadcom Mainframe Division

Broadcom Mainframe Software continues to drive the next evolution of open, cross-platform, enterprise innovation. We specialize in DevOps, Security, AIOps, and Infrastructure software solutions that allow customers to embrace open tools and technologies, make mainframe an integral part of their cloud, and enable innovation that drives business forward. We are committed to forging deep relationships with our clients at all levels. This goes beyond products and technology to partner in creative ways that support customer success.

<sup>1</sup> 19 Key Areas Shaping IT Performance Markets in 2020. Digital Enterprise Journal, October 2020



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Info Technology

<b>Proc Folder:</b> 1065137		<b>Reason for Modification:</b>	
<b>Doc Description:</b> Addendum #2 CICS and DB2 Monitoring Tools (OT22148)		Addendum #2 to move the bid opening from 08/04/22 to 08/09/22, to attach updated specs, and to attach vendor Q&A's.	
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2022-07-29	2022-08-09 13:30	CRFQ 0210 ISC2300000001	3

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**  
 000000103933

**Vendor Name :** CA, Inc.

**Address :** 1320 Ridder Park Drive

**Street :**

**City :** San Jose


**State :** CA **Country :** United States **Zip :** 95131

**Principal Contact :** Marcie Horton

**Vendor Contact Phone:** 704-607-0905 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

Jessica L Hovanec  
 304-558-2314  
 jessica.l.hovanec@wv.gov

DocuSigned by:  
  
 21602DA0353A464...

August 4, 2022 | 2:59 PM EDT

**Vendor Signature X** **FEIN#** 13-2857434 **DATE**

All offers subject to all terms and conditions contained in this solicitation



**ADDITIONAL INFORMATION**

Addendum #2 to move the bid opening from 08/04/2022 to 08/09/2022, to attach updated specifications, and to attach vendor Questions and Answers.

Bid Opening time remains the same at 1:30 PM ET.

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology (WVOT) to establish a contract for the purchase of a tool(s) to actively monitor, analyze and manage DB2 objects and CICS transactions on z/OS, per the specifications and terms and conditions as attached hereto.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Contract Item #1: CICS Monitoring Tools	1.00000	EA	\$0	

Comm Code	Manufacturer	Specification	Model #
43233700		Proposing #5: Single Solution Option	

**Extended Description:**

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INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Contract Item #2: DB2 Monitoring Tools	1.00000	EA	\$0	

Comm Code	Manufacturer	Specification	Model #
43233700		Proposing #5: Single Solution Option	

**Extended Description:**

The Vendor must provide a quantity of one (1) license for DB2 monitoring tool and training. The monitoring tool must feature the following functionalities listed in Section 4.1.3.1.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Contract Item #3: CICS Tool Maintenance and Support	1.00000	EA	\$0	

Comm Code	Manufacturer	Specification	Model #
81112200		Proposing #5: Single Solution Option	

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tools.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Contract Item #4: DB2 Tools Maintenance and Support	1.00000	EA	\$0	

Comm Code	Manufacturer	Specification	Model #
81112200		Proposing #5: Single Solution Option	

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tools.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON US	WV	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Contract Item #5: Single Solution Option	1.00000	EA	\$169.69	\$147,976.79

Comm Code	Manufacturer	Specification	Model #
43233700	Broadcom / CA Inc.	Sysview Performance Intelligence	SYSMIP002

Year 1 Annual license subscription for Sysview Performance Intelligence, total of \$147,976.79 for 872 MIPS, and is inclusive of Maintenance and Support. Please note that Unit Price is a rounded number. We price by the size of the MIPS on the Mainframe, therefore unit cost is a division of the price for 872 MIPS. Pricing for optional renewal years 2, 3 and 4 in line items 6, 7 and 8 below. The solution adheres to all requirements in sections 4.1.1 – 4.1.4, including CICS and DB2 monitoring tool features. For details on Sysview Performance Intelligence, please see solution brief attached in the solicitation response on the WV Oasis vendor portal.

Training for Sysview Performance Intelligence is Web-Based self-paced and is at no cost to customers with active product Maintenance and Support. Attached in the response is a Sysview Performance Intelligence Learning path. The courses highlighted in yellow are recommended for basic use and explanation on CICS and DB2 monitor capabilities for users including system programmers, database administrators, and application programmers however WVOT will have access to all of the courses in the learning path. Please note that there is no limit to the number of participants.

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tools.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON US	WV	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Optional Renewal Year 2 for CICS/DB2 Monitoring Tools	1.00000	EA	\$169.69	\$147,976.79

Comm Code	Manufacturer	Specification	Model #
81112200	Broadcom / CA Inc.	Sysview Performance Intelligence	SYSMIP002

Optional Renewal Year 2 - Total cost of \$147,976.79 is for 872 MIPS. Please note that Unit Price is a rounded number. We price by the size of the MIPS on the Mainframe, therefore unit cost is a division of the price for 872 MIPS.

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tools.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Optional Renewal Year 3 for CICS/DB2 Monitoring Tools	1.00000	EA	\$169.69	\$147,976.79

Comm Code	Manufacturer	Specification	Model #
81112200	Broadcom / CA Inc.	Sysview Performance Intelligence	SYSMIP002
Optional Renewal Year 3 - Total cost of \$147,976.79 is for 872. Please note that Unit Price is a rounded number. We price by the size of the MIPS on the Mainframe, therefore unit cost is a division of the price for 872 MIPS.			

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the DB2 monitoring tools.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Optional Renewal Year 4 for CICS/DB2 Monitoring Tools	1.00000	EA	\$169.69	\$147,976.78

Comm Code	Manufacturer	Specification	Model #
43233700	Broadcom / CA Inc.	Sysview Performance Intelligence	SYSMIP002
Optional Renewal Year 4 - Total cost of \$147,976.78 is for 872 MIPS. Please note that Unit Price is a rounded number. We price by the size of the MIPS on the Mainframe, therefore unit cost is a division of the price for 872 MIPS.			

**Extended Description:**

The Vendor must provide one (1) year of maintenance and support for the DB2 monitoring tools.

**Line Event Event Date**

SCHEDULE OF EVENTS		
1	Technical Questions due by July 20, 2022 at 10:00 AM ET	2022-07-20

# SOLICITATION NUMBER: CRFQ ISC230000001

## Addendum Number: 2

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The purpose of this addendum is to modify the solicitation identified as CRFQ ISC230000001 (“Solicitation”) to reflect the change(s) identified and described below.

### Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

### Description of Modification to Solicitation:

- 1) **To MOVE the bid opening date from 08/04/2022 to 08/09/2022. Bid opening time remains the same at 1:30 PM ET.**
- 2) **To attach updated specifications**
- 3) **To attach the Vendor Questions and Answers**

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

### Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CREO ISC2300000001**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

CA Inc.

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DocuSigned by: <i>Lisa Kiefer</i> 21602DA0353A464...	Company
Authorized Signature	

August 4, 2022 | 2:59 PM EDT

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Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

## **CRFQ ISC2300000001 Addendum #2**

### **Vendor Questions and Answers**

Q1) What are the current monitoring tools and their version? Is TMON one of them?

A1) We currently have no CICS or Db2 monitoring tools. Tools we have used in the past include TMON and SYSVIEW

Q2) z/OS V2.2 reached end of support on September 30th, 2020. DB2 Version 10.1 reached end of support on September 30, 2017. CICS Version 4 release reached end of support on December 31st, 2020. Is there a current migration plan/progress in place today?

A2) Currently running z/OS v2.4.

Migrating to Db2 v12 - expected completion Fall 2022

Migrating to CICS v5.4 - expected completion Fall 2022

Q3) Regarding requirement [4.1.3.1.40 Must provide the ability to view and change resource management parameters. Is the statement "to view and change resource parameters" referring to interfacing with the IBM zEnterprise Unified Resource Manager?

A3) No

Q4) Is Security Monitoring expected to be included in the response? If yes, what are the desired security items to monitor?

A4) This is outside of the scope of this RFQ.

Q5) "Must be compatible with DB2 V10 for z/OS". Is the correct? The recent version is DB2 v12.

A5) See updated specifications that are attached.

REQUEST FOR QUOTATION  
**CICS and DB2 Monitor(s) and Training**

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**SPECIFICATIONS**

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology (WVOT) to establish a contract for the purchase a tool(s) to actively monitor, analyze and manage DB2 objects and CICS transactions on z/OS.
  
2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
  - 2.1 **“Business Hours”** means Monday to Friday 8:00 AM to 5:00 PM EST.
  
  - 2.2 **“CICS”** means Customer Information Control System. This is an online transaction processing program from IBM.
  
  - 2.3 **“Contract Item”** means a tool(s) to actively monitor, analyze and manage DB2 objects and CICS transactions on z/OS as more fully described by these specifications.
  
  - 2.4 **“WVOT”** means West Virginia Office of Technology
  
  - 2.5 **“DB2”** means a relational database management system product from IBM.
  
  - 2.6 **“DDL”** means Data Definition Language.
  
  - 2.7 **“I/O”** means Input and Output.
  
  - 2.8 **“IRLM”** means IMS/Vs Resource Lock Manager.
  
  - 2.9 **“MIPS”** means a unit of computing speed equivalent to a million instructions persecond.
  
  - 2.10 **“Pricing Page”** means the pages, contained in wvOASIS, upon which Vendor should list its proposed price for the Contract Items.
  
  - 2.11 **“Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
  
  - 2.12 **“SQL”** means Structured Query Language.
  
  - 2.13 **“VSAM”** is an IBM DASD file storage access method.



REQUEST FOR QUOTATION  
**CICS and DB2 Monitor(s) and Training**

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**2.14** “zIIP” means IBM’s System z Integrated Information Processor.

**2.15** “z/OS” is a 64-bit operating system for IBM mainframes.

**3. ENVIRONMENT:**

**3.1** The State’s mainframe is a zBC12 Model 2828-H06. Its capacity setting is a zBC12 Model 2828-U02, however it has been downgraded to a Model 2828-S02. Its serial number is 68D77 and it is rated at 872 MIPS. The Operating System is z/OS version 2 release 4. The State is running DB2 version 12 release 1 and CICS version 4 release 2 and CICS Version 5.4.

**4. GENERAL REQUIREMENTS:**

**4.1 Mandatory Contract Item Requirements:** Contract Item must meet or exceed the mandatory requirements listed below.

**4.1.1 Contract Item #1: CICS Monitoring Tools**

**4.1.1.1** The Vendor must provide a quantity of one (1) license for CICS monitoring tool and training. The monitoring tool must feature the following functionalities listed in Section 4.1.3.

**4.1.1.2 Training:**

**4.1.1.2.1** The Vendor must provide onsite or virtual training for three (3) users on the basic use and explanation on CICS monitors features and capabilities. These users include system programmers, database administrators, and application programmers.

**4.1.1.2.2** Training must be a minimum of three (3) days, Monday-Friday, 8:00AM-4:00PM EST. Training shall be coordinated with the WVOT.

REQUEST FOR QUOTATION  
**CICS and DB2 Monitor(s) and Training**

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**4.1.2 Contract Item #2: DB2 Monitoring Tools**

**4.1.2.1** The Vendor must provide a quantity of one (1) license for DB2 monitoring tool and training. The monitoring tool must feature the following functionalities listed in Section 4.1.3.

**4.1.2.2 Training:**

**4.1.2.2.1** The Vendor must provide onsite or virtual training on the basic use and explanation on DB2 monitors features and capabilities for three (3) users. These users include system programmers, database administrators, and application programmers.

**4.1.2.2.2** Training must be a minimum of three (3) days, Monday-Friday, Eastern standard time, 8am-4pm. Training shall be coordinated with the

**4.1.3 Monitoring Tool Features**

**4.1.3.1** The Vendor must provide monitoring tools that are capable of the following:

**4.1.3.1.1** The tools must have the ability to pass control between the two monitors.

**4.1.3.1.2** Must be compatible with CICS Transaction Server V5.4

**4.1.3.1.3** Must be compatible with DB2 V12 for z/OS.

**4.1.3.1.4** Must be compatible with z/OS Security Server (RACF) for z/OS v2.4 and above.

**4.1.3.1.5** The monitors must take advantage of a zIIP processor.

**4.1.3.1.6** Security must have the ability to control user access by monitor, CICS region, DB2 subsystem and function in each. Security must be controlled using RACF groups.

**4.1.3.1.7** Must be able to customize viewing screens by user and RACF group.

**4.1.3.1.8** The CICS and DB2 monitoring tools must have the capability to produce reports that can be customized utilizing both current and historical data.

REQUEST FOR QUOTATION  
**CICS and DB2 Monitor(s) and Training**

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- 4.1.3.1.9** The CICS and DB2 monitoring tools must provide pre-packaged reports and allow for the creation of ad-hoc reports.
- 4.1.3.1.10** The Vendor's proposed monitoring tools must provide the following data to be available for reporting:
  - 4.1.3.1.10.1** Statistics – subsystem and thread level
  - 4.1.3.1.10.2** Utilities
  - 4.1.3.1.10.3** DDL
  - 4.1.3.1.10.4** Security
  - 4.1.3.1.10.5** I/O
  - 4.1.3.1.10.6** Locking
  - 4.1.3.1.10.7** SQL Activity
  - 4.1.3.1.10.8** SQL Detail and Explain
  - 4.1.3.1.10.9** Trace Reports
  - 4.1.3.1.10.10** Stored procedures (native and external) Detail and Explain
  - 4.1.3.1.10.11** Transaction identification (ID)
  - 4.1.3.1.10.12** Average response and Central Processing Unit (CPU) by day and by hour intervals.
  - 4.1.3.1.10.13** zIIP usage
- 4.1.3.1.11** Must provide the ability to view threads and details for plans, packages, native stored procedures, external stored procedures, utilities and I/O.
- 4.1.3.1.12** Must provide the ability to view the complete DB2 system log for messages showing past and current activity in the DB2 subsystem.
- 4.1.3.1.13** Must provide the ability to monitor and trigger actions based on defined thresholds or DB2 system log messages.
- 4.1.3.1.14** Must provide the ability to set conditional alerts for problem transactions and the ability to notify user. Must be able to set an exception on DB2 messages.
- 4.1.3.1.15** Must provide both graphic and text panels that show performance for the entire day and minute-by-minute.
- 4.1.3.1.16** Must provide the capability to view currently executing transactions as well as recent history in the same session.
- 4.1.3.1.17** Must provide the ability to show I/O time statistics used for each index and table during execution and after a thread is terminated.

**REQUEST FOR QUOTATION  
CICS and DB2 Monitor(s) and Training**

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- 4.1.3.1.18** Must provide the ability to view Dynamic SQL.
- 4.1.3.1.19** Must provide the ability to view which underlying VSAM datasets that are being used for DB2 GETPAGE requests.
- 4.1.3.1.20** Must provide the ability to set filters such as AUTHID, PLAN, PACKAGE, CONNID, START and END Time to filter the display to show just the information requested.
- 4.1.3.1.21** Must provide the ability to quickly identify real-time performance problems by subsystem. Must provide the ability to view the SQL that is executing and any locks that have been encountered. Must provide the ability to view which plan, package, table and index being used by the SQL statement.
- 4.1.3.1.22** Must provide the ability to monitor buffer pools.
- 4.1.3.1.23** Must provide the ability to monitor all storage areas and pools (EDM and sort).
- 4.1.3.1.24** Must provide the ability to analyze dynamic and static SQL statements.
- 4.1.3.1.25** Must provide the ability to monitor performance and throughput of DB2 and all DB2 subsystems.
- 4.1.3.1.26** Must provide the ability to view current thread activity. This includes connection and thread summaries.
- 4.1.3.1.27** Must provide the ability to collect information from DB2 and IRLM messages.
- 4.1.3.1.28** Must provide the ability to view a collection of deadlocks and timeouts.
- 4.1.3.1.29** Must provide the ability to collect package activity by subsystem.
- 4.1.3.1.30** Must provide the ability to collect system activity.
- 4.1.3.1.31** Must provide the ability to transfer from one DB2 subsystems to another. Must provide the ability to transfer from one CICS Region to another.
- 4.1.3.1.32** Must provide the ability to view printers with output waiting to print.
- 4.1.3.1.33** Must provide the ability to purge, “forcepurge” and “kill” transactions and tasks.
- 4.1.3.1.34** Must provide the ability to view total CPU and average response by day for a CICS region.
- 4.1.3.1.35** Must provide the ability to monitor how storage is allocated to the Dynamic Storage Areas and provide short-on-storage indicators.
- 4.1.3.1.36** Must provide the ability to view summary and detailed information on storage by CICS region.

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- 4.1.3.1.37** Must provide the ability to see and delete Temporary Storage queues.
- 4.1.3.1.38** Must provide the ability to see transactions which have ended.
- 4.1.3.1.39** Must provide the ability to view DB2 entries.
- 4.1.3.1.40** Must provide the ability to view and change resource management parameters.
- 4.1.3.1.41** Must provide the ability to set CPU limits on transactions.
- 4.1.3.1.42** Must provide the ability to set TPURGE and SPURGE.

**4.1.4 Contract Item #3: Maintenance and Support**

**4.1.4.1** The Vendor must provide one (1) year of maintenance and support for the CICS monitoring tool.

**4.1.4.1.1** Maintenance includes accessibility for product upgrades, releases, and enhancements. This will include solutions to technical problems, access to a knowledge base, access to new features and upgrades, and the ability to download the latest updates and fixes/patches.

**4.1.4.1.2** Support includes technical product support in deployment, configuration, general questions and problem resolution via a vendor support portal, knowledgebase, case/problem submission, and downloadable software. The ability to log and check the status of active support cases is also included. Phone support during business hours.

**4.1.4.1.3** Vendor should include in its bid the cost of optional Annual renewals for years 2, 3, and 4. These optional Annual renewals will be initiated by the Agency, agreed to by the Vendor and processed as a Change Order authorized by the West Virginia Purchasing Division.

REQUEST FOR QUOTATION  
CICS and DB2 Monitor(s) and Training

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**4.1.4.2 Contract Item #4:** The Vendor must provide one (1) year of maintenance and support for the DB2 monitoring tool.

**4.1.4.2.1** Maintenance includes accessibility for product upgrades, releases, and enhancements. This will include solutions to technical problems, access to a knowledge base, access to new features and upgrades, and the ability to download the latest updates and fixes/patches.

**4.1.4.2.2** Support includes technical product support in deployment, configuration, general questions and problem resolution via a vendor support portal, knowledgebase, case/problem submission, and downloadable software. The ability to log and check the status of active support cases is also included. Phone support during business hours.

**4.1.4.2.3** Vendor should include in their bid the cost of optional Annual renewals for years 2, 3, and 4. These optional Annual renewals will be initiated by the Agency, agreed to by the Vendor and processed as a Change Order authorized by the West Virginia Purchasing Division.

**4.1.5 Contract Item #5: Single Solution Option**

**4.1.5.1** The Vendor may also offer a single solution option in which CICS and DB2 Monitoring Tools are combined. Should a Vendor be offering the WVOT a single solution, **it must explicitly note that in its bid response.** The single solution must meet ALL mandatory requirements set forth in 4.1.1 – 4.1.4. See below Pricing Page information for how to submit pricing on a single solution vs a combined solution.

**4.1.6** Any reinstatement fees associated with the purchase must be built-in to the initial year's purchase price.

REQUEST FOR QUOTATION  
CICS and DB2 Monitor(s) and Training

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**5. CONTRACT AWARD:**

**5.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price for the Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost.

**Contract will be evaluated on total cost for all four years.**

Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

**5.2 Pricing Page:** Vendor should complete the Pricing Page by:

- 5.2.1** If providing Contract Items 1-4, the Vendor **must** enter in a price for Pricing Lines 1 through 4 **ONLY**. **Vendor then must enter zero (0) for Contract Item 5.**
- 5.2.2** A Vendor offering a single solution option for CICS and DB2 Monitoring Tools as described in 4.1.5, **must** enter in a price for Pricing Line 5 **ONLY**. **Vendor must enter zero (0) for Contract Items 1-4.**
- 5.2.3** Optional Annual Renewal Years pricing for maintenance and support for both options **MUST** be entered on Lines 6, 7, and 8. These must be entered in addition to either Lines 1-4, or Line 5.

Vendor should complete the Pricing as described above and in full, as failure to complete the Pricing in its entirety may result in Vendor's bid being disqualified.

- 5.2.4** Vendor should type or electronically enter the information wvOASIS to prevent errors in the evaluation.

**6. PAYMENT:**

**6.1 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

REQUEST FOR QUOTATION  
CICS and DB2 Monitor(s) and Training

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**7. DELIVERY AND RETURN:**

**7.1 Shipment and Delivery:** Vendor shall ship the Contract Items immediately after being awarded this Contract and receiving a purchase order. Vendor shall deliver the Contract Items within 15 calendar days after receiving a purchase order. Contract Items must be delivered to Agency at:

Building 6, Room B-110  
1900 Kanawha Blvd E.  
Charleston, WV 25305

**7.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

**7.3 Delivery Payment/Risk of Loss:** Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.

**7.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified those items are unacceptable or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

**7.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.



REQUEST FOR QUOTATION  
**CICS and DB2 Monitor(s) and Training**

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**8. VENDOR DEFAULT:**

**8.1** The following shall be considered a vendor default under this Contract.

**8.1.1** Failure to provide Contract Items in accordance with the requirements contained herein.

**8.1.2** Failure to comply with other specifications and requirements contained herein.

**8.1.3** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

**8.1.4** Failure to remedy deficient performance upon request.

**8.2** The following remedies shall be available to Agency upon default.

**8.2.1** Immediate cancellation of the Contract.

**8.2.2** Immediate cancellation of one or more release orders issued under this Contract.

**8.2.3** Any other remedies available in law or equity.