

	Questions	Section	Answers
1	Please confirm the official procurement schedule, including the pre-bid conference date, deadline for vendor questions, and proposal due date. Will responses to vendor questions be issued as a formal addendum to the solicitation?		The procurement schedule can be viewed in Section A.3 of the RFP. Responses to vendor questions will be submitted as a formal amendment.
2	What is the anticipated contract type (e.g., Time & Materials, Fixed Price, Not-to-Exceed, Hybrid)? Are rate cards, pricing ceilings, or Not-to-Exceed limits required?		This is a JPMC (Joint Purchase Master Contract) on which SOW's will be utilized on a as needed basis.
3	Please provide the evaluation criteria and relative weighting (technical, cost, past performance, BEP).		The evaluation criteria can be viewed in Section D.
4	Will the procurement include oral presentations, interviews, demonstrations, or a Best and Final Offer (BAFO)?		This procurement will not include oral presentations, interviews or demonstrations. In section E.6 of the RFP, "The State may request Best & Final Offers when appropriate. "
5	Are proposal assumptions or exceptions permitted and where should they be documented?		Any exceptions to the terms and conditions can be made on the Blank Contract in the attachments in Bidbuy. If there are assumptions, you can submit as a separate document in the attachments tab, this does not count toward the 100 page maximum.
6	in Page 31, Vendor Project/Program Manager Liaison Please see F.2.8. But, there is no section named F.2.8 in RFP. Please clarify.		F.2.8 is a misprint and it should read F.2.4. The RFP has been updated and this has been changed.
7	The RFP states that the Offer and appendices shall not exceed 100 pages. Does this page limit include all attachments (e.g., technical response, all appendices, key profile, references document)?		The 100 pages is utilized for anything in response to section F.
8	Given that the tentative date for publishing responses to questions is two weeks from 19th May, could the DoIT confirm whether an extension to the RFP response due date is being considered, or if June 5 remains the final submission date?		An extension of the bid opening will be determined by the State on an as needed basis.
9	Given the 100 page limit for the Offer, can the State confirm whether all Technical Response content including Sections F.2 and F.3 and any required requirement tables, must be included within that limit, or whether requirement tables from Sections F.1, F.2, and F.3 may be submitted in a separate compliance matrix attachment?		Section F.1 is only the contract requirements and no answers are needed, just for informative purposes. For Section F.2 and F.3 the matrices itself from the RFP will not count against the maximum page numbers as long as they only contain page number and response section.
10	If Offeror selects "Yes with Exceptions" in BidBuy, please confirm the required format and scope of redlines (full contract vs specific sections) and whether an exceptions matrix is also required.		Any exceptions to the terms and conditions can be made on the Blank Contract in the attachments in Bidbuy.
11	Please confirm the final contract form and incorporated documents (State IT contract template, RFP, Attachment A, vendor proposal, SOWs/orders) and the controlling order of precedence.		Attachment A is part of the State contract template already, order of precedence will be as follows: (1) State Contract (2) SOW (3) RFP (4) Vendors response.
12	Please confirm U.S. data residency requirements (including whether any remote support from outside U.S. is allowed when no sensitive/PII is accessed).		Under section G.2 ,#14 of the RFP, "14. Vendor must ensure all hosted data pertinent to this contract shall remain located within the contiguous United States."
13	Please clarify the "most stringent security standard" conflict rule and how DoIT will identify the controlling standard during onboarding/risk assessment.		The State will follow the rule that is the most stringent and this will be looked at on a case by case basis as needed.

14	Attachment A restricts AI use unless disclosed and specifically authorized. Please clarify whether routine vendor internal tools (automation, code assistants) are permitted if they do not train on or retain State data, and how DoIT expects disclosures to be made.		Please refer to the Blank contract in the attachments in Bidbuy under section 4.34. The vendor must disclose any AI tools under the obligation of the State Contract.
15	Please clarify how the "lowest price / MFN" warranty will be interpreted in a JPMC with varying scope/volume/security classifications.		All pricing will be based on Section D.6 of the RFP.
16	Third-party/ISV software. The RFP states DoIT retains ownership rights of licensed applications from ISVs even if procured by vendor. Please clarify whether "ownership" is intended to mean "license rights held by DoIT," and how ISV license terms will be handled and prioritized		Anything paid for by the purchasing entity will be retained by the purchasing entity.
17	Will DoIT permit any onboarding/discovery activities pre-award or pre-execution under a written limited authorization, given the restriction on commencing billable work prior to final execution?		No onboarding or discovery can occur until the contract is awarded and an SOW (Statement of Work) has been approved.
18	The template includes a "5x fees" cap and broad carve-outs. Please confirm whether the State will consider a cap that aligns to industry norms for managed services, and whether any monthly/annual cap applies to service credits/penalties		Exceptions can be submitted with your proposal.
19	Do we need to price considering 2080 hours per year per FTE or is this just an example.		The price is based on 2080 hours per year.
20	Is the pricing workbook meant to calculate price for FTE resources ONLY? Or should all pricing inputs be factored in the workbook?	F.8.1.2	All items in bidbuy must have a price associated with it as seen in the price workbook tab 7 (Bidbuy Worksheet). The pricing workbook may be utilized for your calculations, however all pricing must be inputted into Bidbuy.
21	The State will determine Price points using the following formula:" - The formula seems to be missing in the document. Can you share this?	D.6.2	Maximum Price Points X (Lowest Price/Offeror's Price) = Total Price Points
22	Can DoIT provide the estimated annual demand and consumption model for this contract, including projected FTEs, hours, task orders, and/or Statement of Work (SOW) volume?	<b>Scope, Demand &amp; Engagement Model</b>	This is a JPMC (Joint Purchase Master Contract) on which SOW's will be utilized on a as needed basis after award and execution.
23	How will task orders and SOWs be awarded if multiple vendors are selected?		This JPMC is going to be awarded to one vendor not multiple vendors.
24	Will vendor governance and selection occur at the agency level or through centralized DoIT governance?		This contract will be held by DoIT, and all vendor evaluation and selection will be conducted by DoIT.
25	What pricing model does the State anticipate utilizing, including: Rate Card, Milestone-Based, Outcome Based, Fixed Price, Time and Materials		Once the contract has been executed, the model will be based on Statement of Work's (SOW) on an as needed basis.
31	Please confirm whether funding for this procurement has been approved.		which SOW's will be utilized on a as needed basis after award and execution. The funding will be based on the SOW's not on the Joint Purchase Master Contract.
32	Will pricing evaluation occur at the enterprise level, role/rate level, or both?		Pricing will be evaluate per Section D.6 in the RFP.
33	value scoring sections, including: Technical Environment, Payroll and HR process Management, Modernization Capabilities, Operational support experience.		All points can be found in the RFP section F.3 next to each deliverable.
34	What characteristics distinguish top-scoring proposals from average submissions?		All offers will be evaluated on the same criteria. Offers more advantageous to the State will receive higher scores.

35	Does the State anticipate conducting: Oral Presentations, Solution Demonstrations, Best and Final Offer (BAFO) rounds, Negotiation discussions.		This solicitation does not include oral presentations, interviews or demonstrations. In section E.6 of the RFP, 'The State may request Best & Final Offers when appropriate. Negotiation Discussions can not occur until after the award.
36	Will post-submission discussions be limited to clarifications, or will proposal negotiations occur prior to award?		Negotiation Discussions can not occur until after the award.
37	Given the scope and complexity of the procurement, would the State consider extending the proposal submission deadline to allow vendors to provide more comprehensive responses?		An extension of the bid opening will be determined by the State on an as needed basis.
38	If a proposal extension is granted, will the evaluation and award timeline also be adjusted?		All processes after the bid opening are based on weeks after the opening as stated in section A.3 of the RFP. .
39	Can DoIT clarify expectations related to meeting the State's Business Enterprise Program (BEP) participation goals?	BEP	DoIT's expectations is that offerors either 1) Commit to meeting the assigned BEP participation goal through certified BEP subcontractors or 2) Submit a properly documented waiver request demonstrating good faith efforts if the goal can not be met.
40	Are there preferred BEP categories, pre-qualified partners, or recommended subcontracting approaches?	BEP	The BEP Goal Setting form indicates that the strongest identified BEP availability for this solicitation exists within, 1) NIGP 920-04 (application Software, Mainframe Server System) and 2) NIGP 918-28 (computer Hardware Consulting). Offerors should use the State's certified vendor directories to identify qualified BEP-certified subcontractors aligned to the procurement scope at <a href="https://supplierdiversitymanagementportal.illinois.gov/">https://supplierdiversitymanagementportal.illinois.gov/</a>
41	How will BEP compliance and reporting be monitored throughout contract execution?	BEP	CEI guidance indicate that BEP compliance will be monitored through the following: Review and approval of the BEP Utilization Plan, Verification of certified subcontractor participation, Monitoring of committed participation percentages, Review of subcontractor agreements and scope alignment, Cure notices for curable deficiencies, Ongoing utilization reporting; and Potential audit or compliance review activities. The RFP itself specifically references vendor participation in "compliance and audit management activities" as part of the expected operational support responsibilities. In addition, once the contract is awarded: <ul style="list-style-type: none"> <li>The approved BEP Utilization Plan (U-Plan) becomes part of the contract requirements.</li> <li>Monthly reporting and subcontractor validation within the State's Supplier Diversity Portal is mandatory, All payment entries must be reconciled before the monthly audit cycle closes, The prime contractor must maintain supporting BEP participation records for a minimum of three years; and Non-compliance may be deemed a material breach of contract and could result in sanctions, contract remedies, or disqualification from State contracting opportunities for up to one year.</li> </ul>

42	Please confirm which appropriate contract terms should be used : The "Information and Technology Standard Terms and Conditions ( <a href="https://cpo-general.illinois.gov/content/dam/soi/en/web/cpo-general/documents/state-of-illinois-standard-it-terms-and-conditions-v26-1.pdf">https://cpo-general.illinois.gov/content/dam/soi/en/web/cpo-general/documents/state-of-illinois-standard-it-terms-and-conditions-v26-1.pdf</a> ) as referenced in Section C.11 of the RFP, OR the "Blank Contract" (Information and Technology Contract Template V.26.1) as listed as an RFP document in the Procurement portal?	C.11	The Terms and conditions are the same on both documents. If there are exceptions, you can redline the Blank Contract.
43	Please confirm whether the Appendix S1 or the Cloud Hosting Appendix apply.	General	If the vendor has any applicable data, then they will both apply.
44	In order to secure the BEP's with qualified skills and capabilities, given the complexity and size of the RFP and questions aren't due until 5/19/26, would DoIT consider an extension?"	General	An extension of the bid opening will be determined by the State on an as needed basis.
45	Why are there not roles listed for Testing, Training, and Document Management ?	Attachment B - Price Workbook	Other roles may be placed in the pricework book and submitted but will not be evaluated.
46	Please clarify whether subcontractor experience may be combined with prime contractor experience for scoring purposes under Sections F.5.2 and F.5.3.		The prime and subcontractor experience must be completed separately as suggested in F.5.2 and F.5.3.
47	Section F.2 requires Offerors to provide substantiating evidence for Mandatory Requirements within the Technical Response. Given that Section F.3 is structured around scored Desirable Elements and does not explicitly request mandatory compliance evidence, can the State confirm whether Offerors may document the required F.2 evidence in a dedicated Section F.2 within the Technical Response (and reference it accordingly), rather than embedding such evidence within F.3 narrative responses?		Offerors should follow these guidelines: Follow the same section order and headings shown in the sample. Each response must be labeled with the corresponding RFP requirement number (e.g., "F.2.1 Government Hosting Experience"). Maintain the same hierarchy of headings, subheadings, and topic areas. Provide both bullet point summaries and supporting narrative paragraphs for each requirement, as depicted in the sample. Bullet points should summarize key qualifications or capabilities. A short paragraph should follow to explain or expand upon those bullets. Use clear, concise, and direct language.
48	What are the State's expectations regarding:		
A	SOC1/SOC2 compliance		The States Expectations are listed in G.2 #9 - #12 of the RFP.
B	Third-party assessments		The States Expectations are listed in G.2 #9 - #12 of the RFP.
C	Internal audit support		Blank contract
D	Security attestations		The States Expectations are listed in G.2 #9 - #12 of the RFP.
48	Please confirm whether Offerors may submit redlined exceptions to the State's standard terms and conditions.		If there are exceptions, you can redline the Blank Contract.
49	Will commercially reasonable contract redlines and negotiated risk positions be considered during the evaluation and negotiation process?		If there are exceptions, you can redline the Blank Contract.
50	Are limitation of liability provisions negotiable, including mutual liability caps with customary carve-outs?		All negotiations will occur after the award.
51	capabilities be considered as part of the evaluation criteria?		All technical responses will be evaluated on a fair and even basis as a JPMC.

52	Are penalties cumulative?	SLA penalties referenced in Section G.1	Penalties are based on each Statement of work.
53	Is there a maximum monthly penalty cap?	SLA penalties referenced in Section G.2	Penalties are based on each Statement of work.
54	Are penalties assessed at the task level, project level, or invoice level?	SLA penalties referenced in Section G.3	Penalties are based on each Statement of work.
55	Can DoIT clarify whether “monthly recurring resource unit fees” referenced in SLA penalties applies only to assigned resources directly associated with the impacted service area?		Penalties are based on each Statement of work.
56	Would DoIT accept Client References of Mainframe Application Support projects for both the Offeror and Subk's?	General	Awarded vendor is expected to adhere to data standards provided during discovery / onboarding and reflect them in the SOW.
57	Please clarify whether personnel resumes are required at proposal submission, or only after award/engagement.		Resumes are utilized for each Statement of Work.
58	What is the current average monthly incident volume (tickets) and mean time to resolve (MTTR) for Severity 1/2 incidents?		Historical incident volumes, MTTR, P1/P2 counts, and SLA performance data are not listed in the RFP. These will be supplied via the ITSM export during discovery/onboarding and used to establish realistic baselines and capacity planning.
59	Is there an incumbent vendor?		No
60	If yes, will the State facilitate a transition assistance period (e.g., 60 days) with access to existing runbooks?		There is no incumbent vendor. There will be a transition period. Vendors should propose an approach consistent with their standard practices.
61	What percentage of the 200 integrations have documented interfaces and test environments available?		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during discovery/onboarding and used to establish realistic timelines and documented in associated SOW's.
62	Will the State provide a staging LPAR (logical partition) for development and testing, or must the vendor provision its own?		DoIT operates multiple LPARs across development, test, and production. Availability and use of additional staging LPARs will be coordinated during onboarding and documented in the SOW; the RFP does not prescribe a separate staging LPAR.
63	Are there any planned mainframe hardware or software upgrades (e.g., z/OS version upgrade, DB2 version) during the contract term that will require project management?		DoIT owns, manages, and hosts the State mainframe environment. Current hardware includes IBM Z14 and Z16. Specific z/OS, DB2/IMS, CICS region counts, and CA Scheduler configuration details are not enumerated in the RFP and will be provided during discovery/onboarding and environment baselining.
64	Please clarify all activities included in Maintenance and Operations (M&O), including monitoring, batch operations, tuning, scheduling, and on-call support.		While, monitoring, batch operations, tuning, scheduling, scheduled upgrades and on-call support are expected, Vendor should detail assumptions as to what M&O support services will be provided in their response. Operational continuity standards (ITSM process ownership, severity/response targets, and on call coverage expectations) are set by DoIT. An agreed list of activities will be finalized in the SOW during onboarding. Historical metrics and tooling details will be provided to the awarded vendor.

65	Is there an expected enhancement volume, release cadence, or backlog prioritization model?		This will be confirmed during discovery/onboarding and documented in the SOW/SLA.
66	Are Project-Based Services limited to transition or expected throughout the contract term?		Expected through the contract term and agreed to via individual SOW's.
67	What standard deliverables and reporting artifacts are required?		This will be confirmed during discovery/onboarding and documented in the SOW/SLA.
68	Are any activities explicitly out of scope that vendors should not assume?		No, if vendor intends on proposing out of scope items they should be clearly referenced in the response.
69	What mainframe hardware platforms are in use and peak MIPS/MSU utilization during payroll cycles?	Technical Environment	DoIT owns, manages, and hosts the State mainframe environment. Current hardware includes IBM Z14 and Z16. Specific z/OS, DB2/IMS, CICS region counts, and CA Scheduler configuration details are not enumerated in the RFP and will be provided during discovery/onboarding and environment baselining.
70	What is the current LPAR and environment segregation model?	Technical Environment	DoIT operates multiple LPARs across development, test, and production. Availability and use of additional staging LPARs will be coordinated during onboarding and documented in the SOW; details related to LPAR environment segregation will be provided to winning vendor.
71	What z/OS and subsystem versions are deployed and is IBM maintenance active	Technical Environment	DoIT owns, manages, and hosts the State mainframe environment. Current hardware includes IBM Z14 and Z16. Specific z/OS, DB2/IMS, CICS region counts, and CA Scheduler configuration details are not enumerated in the RFP and will be provided during discovery/onboarding and environment baselining. IBM Maintenance is active.
72	What programming languages are used and are any obsolete or unsupported?	Technical Environment	COBOL, PL 1, Shell script, Telon, Rexx, Assembler, Easytrieve, Nomad, JCL
73	What is the approximate size of the payroll codebase and documentation coverage?	Technical Environment	This will be documented during discovery/onboarding and in the SOW.
74	What SCM/version control tools are used and is the baseline complete?	Technical Environment	This will be documented during discovery/onboarding and in the SOW.
75	Has a formal technical debt assessment been performed? What were the findings?	System Maintenance	No
76	Are there known instances of dead code or embedded undocumented business rules?	System Maintenance	This will be documented during discovery/onboarding and in the SOW.
77	How many open defects exist and what is the age distribution?	System Maintenance	This will be documented during discovery/onboarding and in the SOW.
78	What is the current mean time to recover (MTTR) for payroll incidents?	System Maintenance	Historical incident volumes, MTTR, P1/P2 counts, and SLA performance data are not listed in the RFP. These will be supplied via the ITSM export during discovery/onboarding and used to establish realistic baselines and capacity planning.
79	How many payroll cycles are processed and how many agencies/employees are supported?	Payroll Operations, Compliance	The Central Payroll System(CPS) supports close to 80 agencies. Other payroll systems support just over 10 agencies. While the CPS Payroll has 24 pay cycles - two pay periods per month covering close to 20,000 employees, details about payroll cycles and employee counts will be provided during discovery/onboarding and documented during SOW/SLA creation.
80	What are transaction volumes and peak batch processing windows?	Payroll Operations, Compliance	This will be addressed during discovery/onboarding and documented in the SOW/SLA.
81	How are tax and regulatory changes implemented?	Payroll Operations, Compliance	IOC publishes tax information for Illinois and Federal. Changes are completed within the implementation window Dec – Feb.This will be addressed during discovery/onboarding and documented in the SOW/SLA.

82	Which compliance frameworks apply and who owns compliance validation?	Payroll Operations, Compliance	Compliance is overseen by DoIT's GRC.
83	How are off-cycle runs, retro pay, and overrides handled and how often?	Payroll Operations, Compliance	CPS runs special schedules for insurance and runs supplementals. Sch12 runs Tuesdays and Thursday and sch11 Lapse runs Wednesdays from July to August .This will be addressed during discovery/onboarding and documented in the SOW.
84	What systems integrate with payroll?	System Integrations	This will be documented during discovery/onboarding and in the SOW.
85	What integration mechanisms are used?	System Integrations	The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
86	Are any interfaces unstable, undocumented, or single points of failure?	System Integrations	None currently unstable, yes some undocumented and unknown as far as single points of failure.
87	What data formats are exchanged and are ETL tools used?	System Integrations	The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
88	Is there an enterprise integration or middleware layer?	System Integrations	Yes for some integrations.
89	What databases are used and data growth trends?	Residency	DB2
90	What are retention and archival policies?	Security, Data Residency	Retention and archival policies will be provided during discover and onboarding.
91	Is payroll data encrypted at rest and in transit?	Security, Data Residency	Security and compliance requirements are governed by Attachment A/Security Appendices. Data spans non sensitive to highly restricted categories; encryption in transit/at rest and masking in non prod are expected per policy. SOC 1/SOC 2 or alternate assessments apply based on hosting responsibilities; vendors must maintain documented security incident policies and support DoIT incident handling and assessment processes. Specific test intervals/scope will be agreed with DoIT.
92	Is data masking required in non-production?	Security, Data Residency	Identifiable data should not be used in non-prod environments.
93	Which security frameworks must be complied with at proposal vs post-award?	Security, Data Residency	Security and compliance requirements are governed by Attachment A/Security Appendices. Data spans non sensitive to highly restricted categories; encryption in transit/at rest and masking in non prod are expected per policy. SOC 1/SOC 2 or alternate assessments apply based on hosting responsibilities; vendors must maintain documented security incident policies and support DoIT incident handling and assessment processes. Specific test intervals/scope will be agreed with DoIT.

94	What is the average lead time for changes?	Change Management, Operations)	Change management follows DoIT policy with formal approvals (e.g., CAB) and defined freeze windows around payroll cycles. Lead times and emergency change handling will be confirmed during onboarding and reflected in the SOW/SLA.
95	What is the change management process?	Change Management, Operations)	Change management follows DoIT policy with formal approvals (e.g., CAB) and defined freeze windows around payroll cycles. Lead times and emergency change handling will be confirmed during onboarding and reflected in the SOW/SLA.
96	Is there a formal regression test suite and automation coverage?	Change Management, Operations)	No. Vendors should propose an approach consistent with their standard practices
97	How are emergency changes managed?	Change Management, Operations)	Change management follows DoIT policy with formal approvals (e.g., CAB) and defined freeze windows around payroll cycles. Lead times and emergency change handling will be confirmed during onboarding and reflected in the SOW/SLA.
98	What change freeze windows exist?	Change Management, Operations)	Change management follows DoIT policy with formal approvals (e.g., CAB) and defined freeze windows around payroll cycles. Lead times and emergency change handling will be confirmed during onboarding and reflected in the SOW/SLA.
99	What ITSM tool is used?	Operational Continuity	Service Now is used in the DoIT infrastructure, however future SOW's could use other ITSM Tools and would be confirmed during onboarding and reflected in the SOW/SLA.
100	What are SLA severity levels and response targets?	Operational Continuity	Operational continuity standards (ITSM process ownership, severity/response targets, and on call coverage expectations) are set by DoIT and will be finalized in the SOW/SLA during onboarding. Historical metrics and tooling details will be provided to the awarded vendor.
101	How many P1/P2 incidents occurred in the last 12–24 months?	Operational Continuity	Historical incident volumes, MTTR, P1/P2 counts, and SLA performance data are not listed in the RFP. These will be supplied via the ITSM export during discovery/onboarding and used to establish realistic baselines and capacity planning.
102	Is Problem Management proactive or reactive?	Operational Continuity	Both
103	Will vendor assume full on-call responsibility?	Operational Continuity	Yes.
104	What are RTO and RPO targets?	DR/BCP	This will be addressed under 'DR/BCP' during discovery/onboarding and documented in the SOW/SLA.
105	What type of DR site exists and infrastructure available?	DR/BCP	DoIT maintains an alternate data center.
106	When was the last DR test and results?	DR/BCP	April. Successful.
107	How is payroll continuity ensured during outages?	DR/BCP	This will be addressed under 'DR/BCP' during discovery/onboarding and documented in the SOW/SLA.
108	How many State SMEs support payroll and are there attrition risks?	Staffing Requirements	Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
109	What documentation and knowledge artifacts currently exist?	Staffing Requirements	This will be addressed during discovery/onboarding and documented in the SOW.
110	Will there be an incumbent transition period and duration?	Staffing Requirements	There is no incumbent vendor. There will be a transition period. Vendors should propose an approach consistent with their standard practices.

111	Are there mandatory roles, minimum staffing, or certification requirements?	Staffing Requirements	Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
112	What is the long-term strategy for the payroll system?	Future State / Strategy	Our strategy will be communicated during discovery/onboarding and documented in the SOW/SLA.
113	Are modernization or replacement initiatives planned?	Future State / Strategy	Yes
114	Can the vendor introduce automation, DevOps, or tooling enhancements?	Future State / Strategy	Yes
115	Are legislative or policy changes anticipated that could impact payroll?	Future State / Strategy	Payroll systems are always subject to tax legislation changes.
116	Must references be completed projects or are ongoing engagements acceptable?	References, BEP, NIGP Codes	Reference and BEP documentation requirements are handled per RFP instructions. Minimum thresholds and cadence are defined by procurement; vendors should provide compliant references and reporting as specified.
117	Is mainframe payroll experience mandatory or will similar enterprise systems qualify?	References, BEP, NIGP Codes	Mainframe payroll experience is mandatory.
118	Are there minimum reference thresholds (value, duration, team size)?	References, BEP, NIGP Codes	There are no minimum reference thresholds (value, duration, or team size) specified in the RFP. Vendors should provide references that best demonstrate experience relevant to the scope of work.
119	What BEP documentation and reporting cadence is required?	References, BEP, NIGP Codes	Reference and BEP documentation requirements are handled per RFP instructions. Minimum thresholds and cadence are defined by procurement; vendors should provide compliant references and reporting as specified.
120	Can DoIT provide the estimated number of contractor resources/ employees currently supporting the payroll system and other mainframe legacy applications by role/category?	Staffing & Resource Planning	Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
121	Does DoIT anticipate requiring onsite, hybrid, or fully remote support for contractor personnel?	Staffing & Resource Planning	Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.
122	Can DoIT provide additional details regarding expected after-hours support, on-call support, or payroll cycle surge support requirements?	Staffing & Resource Planning	Operational continuity standards (ITSM process ownership, severity/response targets, and on call coverage expectations) are set by DoIT and will be finalized in the SOW during onboarding. Historical metrics and tooling details will be provided to the awarded vendor during discovery/onboarding and documented in the SOW. Vendors should propose an approach consistent with their standard practices.
123	Can DoIT provide a breakdown of the approximately 100 applications and 200 system integrations by agency or business function?	Technical Environment & Systems	The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
124	Are there existing architecture diagrams, interface inventories, or operational documentation available for the current environment?	Technical Environment & Systems	All existing diagrams, inventories and documentation will be provided during discovery/onboarding and documented in the SOW.

125	What are the highest-priority operational objectives or challenges the State is seeking to address through this contract?	Operations & Business Process	Ensure Stability, Availability, and Performance of Mainframe Applications, Modernize Mainframe and Payroll Systems Where Appropriate, Support the State's Mainframe-Based Payroll Operations, Reduce Technical Debt Across Payroll and Mainframe Applications, Strengthen System Documentation and Knowledge Transfer
126	Are there existing SLAs, KPIs, or operational performance metrics currently used to measure payroll and application support performance?	Operations & Business Process	SLA/penalty structures and governance cadence will be established at the SOW level. Baselines and volume assumptions for SLA calculations will be provided by DoIT during discovery/onboarding; escalation processes and KPI dashboards will be aligned to DoIT governance.
127	What transition period does DoIT anticipate between contract award and operational takeover?	Transition & Knowledge Transfer	There will be a transition period. Vendors should propose an approach consistent with their standard practices.
128	Will the awarded vendor be expected to perform formal knowledge transfer activities with incumbent personnel and/or DoIT staff?	Transition & Knowledge Transfer	Vendors should propose an approach consistent with their standard practices.
129	Can DoIT clarify expectations regarding subcontractor participation, staffing support models, and operational responsibilities under the resulting contract?	Contract Structure & Subcontracting	Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
130	Could you share historical SLA performance data and incident trends, including volumes by severity, response/resolution performance, and any recurring challenges, to help establish a realistic support model and capacity planning baseline?		Historical incident volumes, MTTR, P1/P2 counts, and SLA performance data are not listed in the RFP. These will be supplied via the ITSM export during discovery/onboarding and used to establish realistic baselines and capacity planning.
131	Please provide the high level mainframe hardware and software stack currently in use, including (but not limited to) z/OS version, DB2 and IMS versions, number of CICS regions, and CA Scheduler configuration.		DoIT owns, manages, and hosts the State mainframe environment. Current hardware includes IBM Z14 and Z16. Specific z/OS, DB2/IMS, CICS region counts, and CA Scheduler configuration details are not enumerated in the RFP and will be provided during discovery/onboarding and environment baselining.
132	Please provide high level application portfolio details, including: Approximate total lines of code (COBOL, Assembler, Easytrieve) Number of CICS transactions Number of DB2 subsystems, size of the data and IMS databases Number of batch jobs Number of work environments currently managed (e.g., development, test, QA, UAT), apart from production environment		DoIT owns, manages, and hosts the State mainframe environment. Current hardware includes IBM Z14 and Z16. Specific z/OS, DB2/IMS, CICS region counts, and CA Scheduler configuration details are not enumerated in the RFP and will be provided during discovery/onboarding and environment baselining.
133	Out of the 200+ identified integrations, please classify the integration types (e.g., file transfers, MQ, APIs, database links, SSIS, .NET/WebSphere interfaces) and identify the top 20 most critical integrations.		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.

134	The RFP notes that payroll functional enhancements exist on non mainframe platforms. Please identify which agencies and/or systems have these enhancements and specify the technologies used (e.g., .NET, Microsoft SSIS, WebSphere/Java).		This will be documented during discovery/onboarding and in the SOW.
135	What IT Service Management (ITSM) tool(s) are currently used for the following functions: Incident tracking Change management Documentation management (SOPs, runbooks) Knowledge management		Service Now.
136	Are there standard statewide or agency specific batch processing and deployment windows, such as weekday/weekend blackout periods or payroll pay period freezes?		Change management follows DoIT policy with formal approvals (e.g., CAB) and defined freeze windows around payroll cycles. Lead times and emergency change handling will be confirmed during onboarding and reflected in the SOW/SLA.
137	Are Change Advisory Board (CAB) approvals required for all changes, and if so, what is the typical lead time for approval?		Yes. For planning purposes vendor should plan on 1 week, with an emergency process as well.
138	For each payroll system (CPS, DHS, DCFS, HFS, DOT, DES, ISP), please provide: Payroll frequency (e.g., biweekly, monthly) Peak payroll processing periods Payroll critical blackout or freeze periods		Agency specific payroll cycle details (frequency, peak windows, blackout periods) and complex rules (union, pension, garnishments, retro pay) will be confirmed during onboarding. Vendors should plan for surge support during payroll cycles.
139	Which major payroll and HR compliance reporting obligations are most critical (including reporting frequency and audit cycles), and which agencies are subject to heightened audit scrutiny?		This will be documented during discovery/onboarding and in the SOW.
140	Please identify the primary operational challenges (e.g., technical debt, documentation gaps, skill shortages) and rank the top five pain points that DoIT expects the selected vendor to address during the first year of the contract.		Projected Skill Shortages and documentation gaps are key drivers.
141	Which responsibilities will remain with DoIT staff versus the vendor, including (but not limited to) production access approvals, job scheduling changes, and security administration (e.g., RACF changes)?		DoIT Mainframe team will handle security administration, requests are fulfilled based on service requests. DoIT Mainframe will handle job scheduling in the system based on a service request from the Application Technical owner. Same for production access. I can see where the vendor resource makes the request for access or job scheduling changes to someone on the DoIT app team. DoIT person validates need and submits a service request.
142	What are the typical timelines for vendor resource onboarding, including: Background checks System and application access provisioning		15-20 days
143	The security requirements reference SOC 1 / SOC 2 reports or alternate assessments. Are SOC reports required only when the vendor is hosting State data/systems, or are they required for all vendors regardless of hosting responsibilities?		Security and compliance requirements are governed by Attachment A/Security Appendices. Data spans non sensitive to highly restricted categories; encryption in transit/at rest and masking in non prod are expected per policy. SOC 1/SOC 2 or alternate assessments apply based on hosting responsibilities; vendors must maintain documented security incident policies and support DoIT incident handling and assessment processes. Specific test intervals/scope will be agreed with DoIT.

144	Is there one or more incumbent vendor currently providing similar services, and will DoIT facilitate transition and knowledge transfer activities such as documentation handover and resource shadowing?		There is no incumbent vendor. There will be a transition period. Vendors should propose an approach consistent with their standard practices.
145	For the Mainframe Application & Payroll Exit Strategy section, does DoIT require specific transition deliverables such as a transition plan, knowledge transfer logs, or SOP handover checklists?		Vendors should propose an approach consistent with their standard practices.
146	Can DoIT provide an estimated annual demand split across: M&O (run), Enhancements and Modernization initiatives. Any historical effort baseline (last 2–3 years)?		This will be documented during discovery/onboarding and in the SOW.
147	Does DoIT have an approved or planned roadmap for mainframe modernization? What level of vendor responsibility is expected: Advisory only, POC-driven, Full execution ownership Any target architectures (cloud, hybrid, API enablement)?		A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
148	Could you describe how is current distribution of responsibilities across L1, L2, and L3 support, including the types of activities handled at each level and any expectations for vendor ownership versus DoIT involvement?		Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
149	What are the most complex or high-risk systems, and what makes them challenging (e.g., high defects, legacy dependencies, documentation gaps)?		This will be confirmed during discovery/onboarding and documented in the SOW.
150	What is your long-term vision for modernization of the mainframe and payroll systems? Are there any ongoing or planned initiatives related to API enablement, cloud adoption, or system replacement?		A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
151	How would you like the support coverage model to operate across business hours and non-business hours, including expectations for handling critical vs. non-critical incidents, on-call support, and response during peak periods such as payroll cycles?		Vendors should propose an approach consistent with their standard practices. Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed
152	Could you describe your expectations regarding the vendor delivery location model, including the extent to which work can be performed remotely versus on-site at DoIT facilities, and any roles or activities that may require mandatory on-premise presence?		Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.
153	Are we currently leveraging AI-assisted development tools such as GitHub Copilot or similar solutions, and if not, what opportunities exist to adopt them to improve developer productivity, code quality, and delivery speed?		Yes, AI assisted development tools have been authorized in some use cases. The ability to recommend improvements are always welcomed and will be reviewed.
154	Given discovery/assessment is contemplated for agency specific work, please confirm whether pricing may be validated/adjusted post discovery through SOW finalization or change control (within awarded BidBuy rates), and describe the applicable mechanism?		Each SOW will be agreed to individually while conforming to base agreed upon rates of service.
155	Please confirm whether any commercial assumptions (e.g., dependencies, volume/scope assumptions) may appear in the Technical Proposal without being deemed "pricing information."		Pricing, rate caps, and budgetary constructs are governed by procurement. The State will evaluate pricing reasonableness; automation led efficiencies and innovation proposals are encouraged where compliant. Specific caps or not to exceed limits will be established during negotiation.

156	7 agencies are mentioned regarding payroll systems. Please validate if these are the only systems to M & O or if there are other agency or qualified not-for-profit systems to support?	B.1	The awarded agreement will result in a purchasing vehicle that will allow other Illinois bodies to develop SOW's with the successful vendor. The scope of individual work will be determined by the SOW's agreed to during discovery/onboarding.
157	Please send the latest 1 year ticket extract in excel file with the following fields – Ticket ID, Short Description, Long Description, App Id, App Description, Created Date, Closed date, Ticket type (Incident, change or service request), Assigned By, Assigned To, Resolution Note, Priority, Location/Region	B.2	Historical incident volumes, MTTR, P1/P2 counts, and SLA performance data are not listed in the RFP. These will be supplied via the ITSM export during discovery/onboarding and used to establish realistic baselines and capacity planning.
158	Are there any tickets handled outside of the ticket tracking tool? If yes, how many additional tickets percentage we need to consider	B.2	It is DoIT's policy that all tickets are handled through the ticket tracking tool.
159	What tools are used for monitoring in the current environment?	G.1.4	This will be addressed during discovery/onboarding and documented in the SOW.
160	Please provide the number of enhancements done for these Mainframe applications in 1 year and categorise them as minor or major enhancements with hours range for major and minor enhancements	B.2	This will be addressed during discovery/onboarding and documented in the SOW.
161	Please confirm if major enhancements are in scope for the Support activities?	A.2	Any major enhancement will be scoped and agreed to as a separate SOW.
162	What is the ticket tracking tool used to capture the tickets ?	General	This will be addressed during discovery/onboarding and documented in the SOW.
163	Can delivery personnel be located anywhere in the US or do they need to be (Atleast PM) in the State of Illinois?	F.6	Delivery personnel must be located in the US, it would be preferred that the PM is located in Illinois.
164	Please provide the current support team headcount, current scope team is working and will continue to work, by location / city.	B.2	Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
165	Are there any non-ticketing activities such as Patching, minor upgrades, software installations, etc., to be considered? If yes, please provide the details.		All of the processes associated with supporting and managing applications should be considered.
166	Can we assume L1 (HelpDesk) support is out of scope of support activities?		Yes. Level 1 support would be handled by the DoIT help desk for this initial effort, however subsequent SOW's will require this to be confirmed during discovery/onboarding.
167	What are the types of integrations like MQ, API, Batch etc and also a split between real-time and batch interfaces?		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
168	LOC or number of components or number of screens or number of tables, with their corresponding versions		This will be confirmed during discovery/onboarding and documented in the SOW.
169	By modernization, do you want us to propose ways to move off Mainframe or is the modernization restricted to Mainframe		The RFP seeks incremental modernization of legacy codebases and interfaces (e.g., documentation, refactoring, rationalization, encapsulation, automation, and security hardening) alongside M&O. Vendors may propose continuous modernization roadmaps, subject to DoIT prioritization and governance. Proposals are not restricted.

170	Is there an issue with CA / Broadcom renewal and its associated charges. When are the CA products due for renewal		This will be confirmed during discovery/onboarding and documented in the SOW.
171	What is the current MIPS of the Mainframe portfolio, Rolling 4-hour average. Is there a period of peak MIPS and what is the percentage of increase. Is the increase due to batch or online processing.		This will be confirmed during discovery/onboarding and documented in the SOW.
172	Improving user experience is listed as one of the outcomes – Is this to enhance the current Mainframe screens or are you looking at moving this to a modern UI (Web-based)		The goal of enhancing the end user experience is expected to include modern UI's that comply with accessibility and security standards.
173	technologies are classified as modern mainframe technologies.		This will be confirmed during discovery/onboarding and documented in the SOW.
174	“Supporting both legacy and modern platforms is vital. Detail how you would maintain and support mainframe platforms integrated with non-mainframe platform technologies” – Is the support requirement only for integrations with non-Mainframe applications or do we need to detail out support for the non-Mainframe applications also. If so, please list if there are any technologies other than the ones already listed, namely, Microsoft .NET, SSIS, Smalltalk, and Java in IBM WebSphere environments		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
175	Can you please provide an architectural diagram outlining integration points between payroll applications (Mainframe and non-Mainframe) and all other interfacing applications in the environment.		Existing architectural diagrams and documentation will be provided to the winning vendor during onboarding; vendors are expected to support application level integrations per DoIT standards and
176	Do you have an existing Learning Management System or training delivery system? If so, what system are you using? If not, do you have the need for an LMS for additional use cases beyond payroll.	Training	Training scope (formats such as SCORM, delivery model, audience counts, and completion records) will be confirmed during onboarding. Existing materials may be converted; vendors should propose appropriate training aligned to DoIT standards.
177	What format should the training be provided in? SCORM or some other format? Do you need to have training completion records?	Training	SCORM compliant
178	Do you have a schedule for upcoming feature changes that will impact training?	Training	Training scope (formats such as SCORM, delivery model, audience counts, and completion records) will be confirmed during onboarding. Existing materials may be converted; vendors should propose appropriate training aligned to DoIT standards.
179	How many different target audiences are there for the training? Can you provide an estimated count of user that would access the training each year?	Training	Training scope (formats such as SCORM, delivery model, audience counts, and completion records) will be confirmed during onboarding. Existing materials may be converted; vendors should propose appropriate training aligned to DoIT standards.
180	Do you have existing training that needs to be converted or changed? If so, what format is it in and how are you delivering it? Provide the current estimated training duration for each target audience?	Training	Training scope (formats such as SCORM, delivery model, audience counts, and completion records) will be confirmed during onboarding. Existing materials may be converted; vendors should propose appropriate training aligned to DoIT standards.
181	Will the mainframe environment reside and stay within DoIT Data Center?		Yes. DoIT owns, manages, and hosts the State mainframe environment in DoIT data centers. Any cloud or third party hosting considerations will be explicitly governed by the RFP and Security Appendices.

182	What is the "modern payroll" system? And will there need to be transformation from legacy to modern?	A.2.3	Any transformation from legacy to modern will be communicated and scoped via future statements of work.
183	RFP states "configure security settings to ensure compliance to protect sensitive payroll data and meet regulatory requirements,". Aside from RACF for IAM services, what other security settings are being referred to?	F.3.1.5	Security and compliance requirements are governed by Attachment A/Security Appendices. Data spans non sensitive to highly restricted categories; encryption in transit/at rest and masking in non prod are expected per policy. SOC 1/SOC 2 or alternate assessments apply based on hosting responsibilities; vendors must maintain documented security incident policies and support DoIT incident handling and assessment processes. Specific test intervals/scope will be agreed with DoIT.
184	RFP states"Provide continuous monitoring of application and payroll services. Working with DoIT and other identified staff, define alert thresholds and identify appropriate stakeholders to notify regarding potential issues related to configuration, uptime, security, performance degradation, and communication with impacted users. ". Is the expectation to have the service provider also deliver security incident monitoring? Or is this handled by another 3rd party or in house?	G.1.4	As indicated in the RFP, the winning vendor will be expected to notify the identified staff of potential security issues. Additionally, it calls out the need to "Assist in the detection and response to security incidents, including investigating and mitigating configuration-related vulnerabilities". The security team is in house for the initial effort but will be documented in the SOW during discovery/onboarding.
185	RFP states "Assist in the detection and response to security incidents, including investigating and mitigating configuration-related vulnerabilities." Does "detection" mean the responder has to implement detection and monitoring capabilities? Or would the DoIT do the monitoring and detection?	G.1.8	Vendors should suggest implementation of any additional capabilities necessary to achieve the objective and document them during discovery/onboarding.
186	The RFP states "Vendor shall have a documented security incident policy and plan. Vendor must supply a copy at the request of the State of Illinois.". Is the expectation for the vendor to develop a security policy specifically for the State or ensure the vendors has one internally?	G.2.2	Vendors must maintain a documented security incident policy/plan and provide recent third party penetration test evidence upon request. Regular independent testing aligned to CSA/OWASP is required; intervals and scope will be coordinated with DoIT. Vulnerability assessments will follow DoIT approval processes and applicable security appendices.
187	What is the scope of the penetration testing required? Which devices/infrastructure is in scope? Internal and/or external test?	10.2	The vendor must comply with stringent security controls, including:NIST SP 800 53 FedRAMP IRS 1075 HIPAA FIPS 200  These frameworks require ongoing security assessments, including vulnerability scanning
188	RFP states "Vendor must provide the State of Illinois with a 3rd party penetration test conducted within the last year". The requirement is to provide vendors pen test from last year? Would evidence of completion suffice?	10.4	Evidence of completion will suffice.

189	RFP states "Vendor must secure independent third-party penetration testing at regular intervals, in accordance with Cloud Security Alliance (CSA) and Open Web Application Security Project (OWASP) recommendations. Vendor must supply the results of the testing to the State of Illinois upon request." What is the interval? What is the scope of testing?	G.2.29	Intervals and scope of testing will be determined during onboarding/discovery and agreed to in the SOW.
190	RFP states "Organizations must: (i) establish an operational incident handling capability for organizational information systems that includes adequate preparation, detection, analysis, containment, recovery, and user response activities; and (ii) track, document, and report incidents to appropriate organizational officials and/or authorities." Is the expectation to align and adhere to DoIT's IR plan? Or develop IR plan specific for vendors support of the States environment?	IR - Incident Response	Adhere to DoIT's IR plan and standards.
191	Is the vendor expected to delivery their own vulnerability scanning assessments on the States environment? Or the State will scan the environment that the vendor is supporting and Vendor will remediate?	Security Appendix S5 - Vulnerability Assessment	Vendor is responsible only for scanning environments hosted by the vendor. State will scan all others and vendor will remediate.
192	Is this an agreement between the State, its scanning and pen testing provider, and the vendor? Documented for agree to the terms of the vuln and pen testing effort/service?	DoIT Scanning Agreement	Yes
193	RFP States "• Vendor must obtain approval on behalf of the State of Illinois to perform vulnerability assessments on the cloud-hosting vendor's website(s). " Is the Vendor required to support the States Cloud environment? If so, what is the scope?	Security Appendix S5 - Vulnerability Assessment	Vendor is expected to support mainframe environments which may or may not be in the cloud
194	Are all 100 applications Mainframe based or are there non-Mainframe applications also. If there are non-Mainframe applications, are those also in scope for the support		Support is contained to Mainframe applications.
195	What is the number of end-users for the applications in scope?		This will be confirmed during discovery/onboarding and documented in the SOW.
196	Please provide the current application inventory with App id, app description/usage, business complexity, business criticality, SOX/GDPR Compliant, technology, database, number of interfaces, app retirement date (if any), application complexity, level of documentation, etc		Application inventories, architecture diagrams and documentation will be provided during discovery/onboarding.
197	What is the delivery methodology followed for software development and enhancements today, like Waterfall or Sprint based Agile methodology?		Both.
198	What activities are currently handled by DoIT versus what is expected from the vendor? Can the vendor specific scope / volumetrics be separated out for sizing and skills perspective		This will be confirmed during discovery/onboarding and documented in the SOW.
199	Are there any compliance related requirements for the personnel to be deployed on the project, other than being a US resident. Do the personnel need to be US citizens or are residents of any nationality acceptable?		Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.

200	Is automation involved in the current AMS support like test automation, deployment, etc? If yes, provide the list of tools and their usage		Some automation is used. Tools and usage will be shared with the selected vendor during Discovery and Onboarding.
201	"The Offeror should also detail their plan for addressing potential complexities that may arise during system migration or ongoing maintenance due to these enhancements." - What do system migrations here refer to?	A.2.2	System migrations refers to systems moving onto or off of the mainframe platform.
202	"DoIT is also interested in exploring opportunities to expand current mainframe payroll capabilities and may seek guidance on leveraging integration technologies to extend beyond the mainframe platform while maintaining integration" - Are these integrations to the list of non-Mainframe components given like Microsoft .NET, SSIS, Smalltalk, and Java in IBM WebSphere environments or are there other platforms or technologies?	A.2.2	Vendor should include plan on providing guidance to any future integrations. The actual integration efforts would be defined and scoped in subsequent SOWs as they are identified.
203	"disaster recovery methodology" are requested. Should these be furnished along with the proposal or are these applicable only once the contract is awarded	G.2	Vendor should demonstrate commitment to disaster recovery however detailed methodologies will be applicable during discovery/onboarding and documented in the SOW/SLA.
204	There are multiple requirements that requires the Vendor to certify - like point 9, 10. How and when should the Vendor confirm to adhering to these requirements. Are these to be part of the proposal or are they applicable only once the contract is awarded	G.2	Applicable after award.
205	Can you elaborate on what is the "maintain operational continuity standards" mentioned here. Is this referring to Business Continuity with Disaster Recovery or does this refer to continuity through documentation	F.2.1	Operational continuity standards (ITSM process ownership, severity/response targets, and on call coverage expectations) are set by DoIT and will be finalized in the SOW during onboarding. Historical metrics and tooling details will be provided to the awarded vendor.
206	Can you provide details of the current Production and Disaster Recovery architecture, covering availability, type of DR?		DR/BCP participation is required. RTO/RPO targets, DR site type, technologies, and test cadence will be confirmed during onboarding; the RFP expects vendors to support documentation, test execution, and restoration activities per DoIT procedures.
207	Who is currently supporting the Mainframe applications, is this supported in-house or by a vendor? If by a vendor, then should transition from the incumbent be considered, or will the new Vendor have to work with DoIT and the incumbent going forward		Support is currently in house. Vendors should propose an approach consistent with their standard practices. Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
208	Technical debt has been given as one of the major challenges. Has there been an Assessment to identify these. If yes, can any findings be shared?		Information will be shared during discovery/onboarding and documented in the SOW.
209	Should removal of technical debt be considered as part of the regular support activities or will this be considered as separate projects?		While routine maintenance should include removal of technical debt where possible, large initiatives would be considered separate projects.
210	Can the State confirm whether the current support team operates under a dedicated or shared resource model? If shared, what percentage of effort is allocated to the in-scope mainframe and payroll systems versus other State environments?	A.2.1	Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.

			The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
211	Can DoIT provide a baseline inventory of the approximately 100 applications and 200 integrations, categorized by complexity and criticality?	<b>Scope, Demand &amp; Engagement Model</b>	
212	What percentage of the overall work is expected across the following categories:		Vendor should propose based upon experience and industry norms.
A	Run / Maintenance & Operations (M&O)		Vendor should propose based upon experience and industry norms.
B	Enhancements / Change Requests		Vendor should propose based upon experience and industry norms.
C	Modernization / Transformation		A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
213	Is the scope of this procurement substantially similar to the incumbent environment, or does it represent a material expansion or change in services?		Substantially similar.
214	Can DoIT provide a detailed application inventory for all in-scope mainframe applications, including:		The RFP references nearly 100 applications and ~200 integrations. Detailed application inventories (names, technologies, criticality, staffing, incidents, batch volumes, documentation quality) will be provided during discovery/onboarding.
A	Application name		The RFP references nearly 100 applications and ~200 integrations. Detailed application inventories (names, technologies, criticality, staffing, incidents, batch volumes, documentation quality) will be provided during discovery/onboarding.
B	Custom or COTS designation		The RFP references nearly 100 applications and ~200 integrations. Detailed application inventories (names, technologies, criticality, staffing, incidents, batch volumes, documentation quality) will be provided during discovery/onboarding.
C	Technologies utilized (languages, databases, file systems, middleware, schedulers, DevOps tools, OLTP platforms, etc.)		The RFP references nearly 100 applications and ~200 integrations. Detailed application inventories (names, technologies, criticality, staffing, incidents, batch volumes, documentation quality) will be provided during discovery/onboarding.
D	Application criticality		The RFP references nearly 100 applications and ~200 integrations. Detailed application inventories (names, technologies, criticality, staffing, incidents, batch volumes, documentation quality) will be provided during discovery/onboarding.
E	Application volatility		The RFP references nearly 100 applications and ~200 integrations. Detailed application inventories (names, technologies, criticality, staffing, incidents, batch volumes, documentation quality) will be provided during discovery/onboarding.
F	Availability and support requirements (24x7, 24x5, 16x5, etc.)		Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
G	Batch job volumes and schedules		This will be confirmed during discovery/onboarding and documented in the SOW.

H	Documentation availability and quality		This will be confirmed during discovery/onboarding and documented in the SOW.
I	Current support staffing levels		Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
J	Incident volumes by priority classification		Historical incident volumes, MTTR, P1/P2 counts, and SLA performance data are not listed in the RFP. These will be supplied via the ITSM export during discovery/onboarding and used to establish realistic baselines and capacity planning.
215	For any COTS products within scope, will source code and associated APIs, drivers, and interface specifications be available to the selected vendor(s)?		Yes, where available.
216	Can DoIT provide incident history data for the past 12 months, including application mapping, severity, root cause, resolution details, and closure timelines?		This data will be shared during discovery/onboarding and documented in the SOW.
217	Can DoIT provide estimated annual enhancement and development demand volumes?		This will be confirmed during discovery/onboarding and documented in the SOW.
218	Please identify the incumbent vendor(s) currently providing services under this scope.	<b>Current State, Transition &amp; Knowledge Transfer</b>	There is no incumbent vendor. Transition assistance and overlap will be addressed in the transition in plan at award; knowledge transfer expectations will be documented in the SOW.
219	Please provide the expiration date(s) of the incumbent contract(s), if applicable.		There is no incumbent vendor.
220	What is the current delivery and support model for the environment?		Internal with augmented assistance when projects call for the additional assistance.
221	Will DoIT provide existing operational documentation, SOPs, runbooks, architecture diagrams, and knowledge repositories?		All existing diagrams, inventories and documentation will be provided during discovery/onboarding and documented in the SOW.
222	What are the expectations and timelines for knowledge transfer activities, shadow support, reverse shadowing, and transition-in?		Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
223	What are the primary operational or technical pain points in the current environment, including technical debt, staffing challenges, documentation gaps, or aging technologies?		Projected Skill Shortages and documentation gaps are key drivers.
224	Are there defined transition-out requirements and service levels for incumbent and successor vendor coordination?		There is no incumbent. Transition assistance and overlap will be addressed in the transition in plan at award; knowledge transfer expectations will be documented in the SOW.
225	Will the State require maintenance of centralized knowledge repositories and/or shadow support during transition-out?		Yes
226	Does DoIT have a defined target architecture or modernization roadmap for the mainframe and payroll environments?	<b>Technical Architecture &amp; Modernization</b>	A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
227	What modernization strategies are preferred by the State, including: Rehost, Replatform, Refactor, Replace		A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
228	Are there plans to migrate workloads to cloud platforms such as Azure or AWS?		A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
229	Does the State intend to introduce or expand API-first integration strategies?		Yes

230	integrated with the mainframe environment, including .NET, WebSphere, Java, SSIS, middleware, and APIs?		A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
231	What tools and platforms are currently utilized for:		Tools and usage will be shared with the selected vendor during Discovery and Onboarding and documented in the SOW.
A	DevOps and CI/CD		Tools and usage will be shared with the selected vendor during Discovery and Onboarding and documented in the SOW.
B	Monitoring and observability		Tools and usage will be shared with the selected vendor during Discovery and Onboarding and documented in the SOW.
C	Incident and service management		Tools and usage will be shared with the selected vendor during Discovery and Onboarding and documented in the SOW.
D	Scheduling and workload automation		Tools and usage will be shared with the selected vendor during Discovery and Onboarding and documented in the SOW.
232	Does the State have preferred technology platforms or architectural approaches, or will alternative vendor proposed solutions be considered if all requirements are satisfied?		State has preferred platforms and approaches that will be shared with vendor during Discovery and Onboarding and documented in the SOW. Alternative vendor proposed solutions will be considered.
233	Will the State consider vendor-proposed architectures that differ from examples referenced in the RFP?		State has preferred platforms and approaches that will be shared with vendor during Discovery and Onboarding and documented in the SOW. Alternative vendor proposed solutions will be considered.
234	Can DoIT provide a breakdown of payroll systems (CPS, DHS, DOT, etc.) by size, transaction volumes, user populations, and agency alignment?	<b>Payroll Systems &amp; Business Complexity</b>	Agency specific payroll cycle details (frequency, peak windows, blackout periods) and complex rules (union, pension, garnishments, retro pay) will be confirmed during onboarding. Vendors should plan for surge support during payroll cycles.
235	What are the payroll processing cycles, batch windows, cutoff timelines, and associated service level expectations?		The Central Payroll System(CPS) supports close to 80 agencies. Other payroll systems support just over 10 agencies. While the CPS Payroll has 24 pay cycles - two pay periods per month covering close to 20,000 employees, details about payroll cycles and employee counts will be provided during discovery/onboarding and documented during SOW/SLA creation.
236	Are there union rules, retroactive pay calculations, reconciliation requirements, or other complex payroll processing considerations that materially impact system design or support?		Yes
237	What percentage of payroll capabilities are: Mainframe native, Supported by distributed or non-mainframe platforms		Majority are mainframe native. Details will be provided during discovery/onboarding and documented in the SOW.
238	How are reconciliations, reporting, and downstream financial integrations currently managed?		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.

	Can DoIT provide details regarding the approximately 200 integrations, including:	<b>Integration &amp; Data Architecture</b>	The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
A	Real-time versus batch processing		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
B	Integration technologies utilized (MQ, APIs, ETL, middleware, etc.)		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
C	Data exchange volumes and criticality		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
240	Are there existing enterprise integration standards, middleware platforms, or API governance requirements?		Yes
241	What are the State's expectations regarding: Data Governance, Data Quality, Master Data Management, Data Retention and archival		
242	integration management, or only application-level support?		Application Support
243	Are any systems or components subject to FedRAMP Moderate or other regulatory compliance requirements?	<b>Security, Compliance &amp; Hosting</b>	This information will be provided during discovery/onboarding.
244	Are dedicated hosting environments required for any portion of the solution?		This will be confirmed during discovery/onboarding and documented in the SOW.
245	Will vendors be expected to utilize State-provided infrastructure and tools, or may vendors propose and supply their own platforms and toolsets?		Vendors will be expected to utilize State approved infrastructure and tools. Vendors may propose alternatives but they must be approved through the State's governance procedures prior to implementation or use.

246	What identity and access management (IAM) standards and integrations are required?		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
247	Are offshore or nearshore delivery resources permitted, provided all security, compliance, and data residency requirements are met?		Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.
248	Are background checks required for all vendor personnel, or only those with logical or physical access to State systems and data?		Those with logical or physical access to State systems or data.
249	Are Service Level Requirements (SLRs) negotiable at the SOW level?	<b>Service Levels, Governance &amp; KPI Management</b>	Yes
250	How will SLA compliance and penalties be managed in a multi-vendor environment?		SLA/penalty structures and governance cadence will be established at the SOW level. Baselines and volume assumptions for SLA calculations will be provided by DoIT; escalation processes and KPI dashboards will be aligned to DoIT governance.
251	Can DoIT provide the volume assumptions and baselines associated with SLA calculations?		SLA/penalty structures and governance cadence will be established at the SOW level. Baselines and volume assumptions for SLA calculations will be provided by DoIT; escalation processes and KPI dashboards will be aligned to DoIT governance.
252	What escalation and governance processes are expected between vendors and the State?		SLA/penalty structures and governance cadence will be established at the SOW level. Baselines and volume assumptions for SLA calculations will be provided by DoIT; escalation processes and KPI dashboards will be aligned to DoIT governance.
253	Are there additional KPIs related to: Productivity, Automation, Innovation, Service Quality, Customer Satisfaction		This will be confirmed during discovery/onboarding and documented in the SOW.
254	What governance cadence is expected (weekly, monthly, quarterly business reviews, etc.)?		SLA/penalty structures and governance cadence will be established at the SOW level. Baselines and volume assumptions for SLA calculations will be provided by DoIT; escalation processes and KPI dashboards will be aligned to DoIT governance.
255	Are there standardized reporting templates, dashboards, PMO tools, or portfolio management platforms that vendors will be required to utilize?		Yes. The nature and specifics of those requirements will be detailed during discovery and onboarding.
256	Does the State require mandatory onsite staffing, or will remote and hybrid delivery models be acceptable?	<b>Staffing Model &amp; Location Strategy</b>	Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.
257	Is there a requirement for local Illinois presence or staffing?		Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.

258	What percentage of resources are expected to be dedicated versus shared service pool resources?		Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.
259	Are subcontractors permitted for specialized skill requirements?		Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.
260	Are there benchmark pricing thresholds or rate caps that vendors should consider?	<b>Pricing, Commercial Terms &amp; Funding</b>	Pricing, rate caps, and budgetary constructs are governed by procurement. The State will evaluate pricing reasonableness; automation led efficiencies and innovation proposals are encouraged where compliant. Specific caps or not to exceed limits will be established during negotiation.
261	Will vendors be permitted to propose automation-led efficiencies and cost reductions over the contract term?		The RFP seeks incremental modernization of legacy codebases and interfaces (e.g., documentation, refactoring, rationalization, encapsulation, automation, and security hardening) alongside M&O. Vendors may propose continuous modernization roadmaps, subject to DoIT prioritization and governance.
262	Does the State have an estimated total contract value, annual spend estimate, or not-to-exceed budget for the initial and renewal terms?		Pricing, rate caps, and budgetary constructs are governed by procurement. The State will evaluate pricing reasonableness; automation led efficiencies and innovation proposals are encouraged where compliant. Specific caps or not to exceed limits will be established during negotiation.
263	Is there any minimum spend or volume commitment associated with this contract?		Pricing, rate caps, and budgetary constructs are governed by procurement. The State will evaluate pricing reasonableness; automation led efficiencies and innovation proposals are encouraged where compliant. Specific caps or not to exceed limits will be established during negotiation.
264	Is DoIT seeking AI, automation, or modernization proposals related to: AIOps, Automated Testing, Code Modernization, Intelligent Monitoring, Workflow Automation		The RFP seeks incremental modernization of legacy codebases and interfaces (e.g., documentation, refactoring, rationalization, encapsulation, automation, and security hardening) alongside M&O. Vendors may propose continuous modernization roadmaps, subject to DoIT prioritization and governance.
265	May vendors propose a continuous modernization roadmap extending beyond traditional maintenance and operations scope?		The RFP seeks incremental modernization of legacy codebases and interfaces (e.g., documentation, refactoring, rationalization, encapsulation, automation, and security hardening) alongside M&O. Vendors may propose continuous modernization roadmaps, subject to DoIT prioritization and governance.
266	How many non-mainframe environments will need to be supported?	General	Support is focused on mainframe environments
267	Please confirm whether modernization activities under this JPMC are expected to be delivered as part of ongoing M&O, rather than as a separate large-scale replacement or migration program.	Scope of Work — Overview and Purpose	Large Scale Modernization efforts would separate agreed upon SOW's.

268	Please clarify the State's near-term modernization priorities for the mainframe environment: reliability/performance improvements, code maintainability, interface modernization, security hardening, documentation, or expansion beyond the mainframe.	Desired Outcomes — Mainframe Environment Modernization	A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
269	For "modernizing legacy codebases and interfaces," should vendors assume incremental treatments such as documentation, refactoring, interface rationalization, encapsulation, automation, and security hardening, rather than full conversion of legacy code?	Desired Outcomes — Modernizing Legacy Codebases and Interfaces	Both would be possible.
270	Please describe the governance process DoIT expects for approving modernization candidates, including who prioritizes, approves, and funds modernization increments.	Mainframe Application Services — Support Modernization Where DoIT Deems Appropriate	DoIT follows the ideation and demand governance model. Funding is dependent upon the modification being requested.
271	Please clarify what systems or components DoIT considers "modernized environments" within the current scope.	Application M&O Services — Legacy and Modernized Environments	Integrations with other platforms such as Microsoft.Net applications, IBM WebSphere Applications, Azure, etc. The nature and specifics of those integrations will be detailed during discovery and onboarding.
272	Please identify any known legacy-to-modernized system dependencies, ownership boundaries, or operational handoffs that the vendor should consider in its support model.	Application M&O Services — Maintain Legacy Applications in Conjunction with Modernized Systems	None Identified.
273	Please clarify which payroll systems are considered legacy payroll systems and which are considered modern payroll systems for purposes of this requirement.	Payroll M&O Services — Maintain Legacy Payroll Systems in Conjunction with Modern Payroll Systems	All current systems are considered legacy.
274	Please list the known non-mainframe payroll functional enhancements that currently integrate with core mainframe payroll systems, including platform, owner, and business function where available.	Payroll Operational Support — Non-Mainframe Payroll Enhancements	The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
275	For non-mainframe payroll enhancements, does DoIT expect the vendor to provide production support only, enhancement support, integration support, or full lifecycle development support?	Payroll Operational Support — Non-Mainframe Enhancements	For non-mainframe payroll enhancements DoIT would expect vendor to provide enhancement, integration and production support of mainframe integration components.
276	When the RFP states DoIT may seek guidance on leveraging integration technologies to extend beyond the mainframe, should vendors include strategic advisory only, or also delivery services for integration-led enhancements?	Payroll Operational Support — Expand Capabilities Beyond Mainframe	Vendors should include strategic advisory and plan on developing SOW's for delivery services.
277	Please confirm whether .NET, SSIS, Smalltalk, Java, and IBM WebSphere are currently in production use for the scoped environments, and identify any other non-mainframe technologies vendors should plan to support.	Technical Environment Management — Mainframe Integrated with Non-Mainframe Technologies	The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.

278	Can DoIT provide an application and integration inventory for the nearly 100 applications and approximately 200 integrations referenced in the RFP?	Current Conditions — Volumes and Quantities	The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
279	Does DoIT maintain an existing technical debt register, modernization backlog, or prioritized list of high-risk applications/interfaces?	Current Conditions — Technical Debt	This information will be provided during discovery/onboarding.
280	Please clarify the current state and availability of SOPs, runbooks, application documentation, interface specifications, batch schedules, and infrastructure inventory baseline documentation.	Current Conditions — Operational Documentation Challenges	This will be clarified during discovery/onboarding and documented in the SOW.
281	Please clarify whether modernization-related work may include batch schedule rationalization, JCL cleanup, restart/recovery improvements, monitoring improvements, or automation of batch validation.	Technical Environment Management — Batch Job Scheduling	Modernization work could include all of the above.
282	interfaces, or data flows, does DoIT expect formal security impact assessments aligned to DoIT policies, NIST SP 800-53 Rev. 5, FedRAMP Moderate, IRS Publication 1075, HIPAA, FIPS 200, and Attachment A?	Security / Mainframe Security Skills / Contract Requirements	Yes. The nature and specifics of those requirements will be detailed during discovery and onboarding.
283	What are the major functional differences between agency payroll systems?	A.1. OVERVIEW AND PURPOSE	Agency payroll systems preceeded the existance of DoIT. While the systems have common functional requirements some will service different union populations and have different payrules. Details of the differences will be identified and shared during discovery/onboarding.
284	Can DoIT provide historical development/enhancement workload (annual volume, project size, or change requests)?	F.3. PROPOSED TECHNICAL SOLUTION — DESIRABLE ELEMENTS	This will be provided during discovery/onboarding and documented in the SOW.
285	Can DoIT provide monthly or yearly batch abend statistics and catagories (data error, program error, JCL issue, scheduling conflict etc. ) for each payroll system?	A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT	This information will be provided during discovery/onboarding.
286	What is the number of batch jobs executed per payroll cycle and per day?	A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT	This information will be provided during discovery/onboarding.
287	Do all agencies follow the same deployment/release schedule including hot-fixes/emergency changes?	F.3. PROPOSED TECHNICAL SOLUTION — DESIRABLE ELEMENTS	Change management follows DoIT policy with formal approvals (e.g., CAB) and defined freeze windows around payroll cycles. Lead times and emergency change handling will be confirmed during onboarding and reflected in the SOW.
288	What tools are used for DB2/IMS performance monitoring and are DB2/IMS performance baselines maintained?	F.3. PROPOSED TECHNICAL SOLUTION — DESIRABLE ELEMENTS	DoIT owns, manages, and hosts the State mainframe environment. Current hardware includes IBM Z14 and Z16. Specific z/OS, DB2/IMS, CICS region counts, and CA Scheduler configuration details are not enumerated in the RFP and will be provided during discovery/onboarding and environment baselining.
289	What tools are used for mainframe code promotion (Changeman, Endeavor, ISPW)?	A.1. OVERVIEW AND PURPOSE	This information will be provided during discovery/onboarding.

290	Please clarify Offeror responsibilities during DR testing (documentation, execution, restoration, etc.).	F.1. CONTRACT REQUIREMENTS	DR/BCP participation is required. RTO/RPO targets, DR site type, technologies, and test cadence will be confirmed during onboarding; the RFP expects vendors to support documentation, test execution, and restoration activities per DoIT procedures.
291	What type of DR environment does the State operate (hot, warm, cold)?	F.1. CONTRACT REQUIREMENTS	Cold
292	What DR technologies are used?	G.2. STATE OF ILLINOIS SECURITY REQUIREMENTS:	Replication, snapshots. Details will be provided during discovery/onboarding and documented in the SOW.
293	What ITSM tool is used for incident, problem and change management ?	F.3. PROPOSED TECHNICAL SOLUTION — DESIRABLE ELEMENTS	Service Now
294	Will DoIT provide system architecture diagrams for all mainframe payroll applications and approximately 200 integrations during discovery?	A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT	The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
295	Are there planned mainframe infrastructure changes or modernization initiatives the Offeror should anticipate supporting?	A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT	A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
296	Is the Offeror responsible for automated regression testing for both mainframe and non-mainframe payroll enhancements?	F.3. PROPOSED TECHNICAL SOLUTION — DESIRABLE ELEMENTS	Mainframe technologies only.
297	Please clarify L1, L2, and L3 responsibilities across applications, batch, payroll cycles, and integrations.	F.3. PROPOSED TECHNICAL SOLUTION — DESIRABLE ELEMENTS	Unsure as to what the question here is.
298	What automated testing tools are used for mainframe testing?	A.1. OVERVIEW AND PURPOSE	This information will be provided during discovery/onboarding.
299	Is training delivered centrally or agency by agency?	A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT	Both. Some trainings are administered centrally with many being driven by agency specific needs.
300	Does DoIT require instructor led training, recorded sessions, written manuals, or all?	A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT	DoIT supports all training mechanisms.
301	Will training include both mainframe technologies and payroll business processes?	A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT	Mainframe technologies only.
302	Does DoIT use any 3rd party Mainframe Payroll products (like INFOR, ADP etc.) for core payroll functionalities (like Pay rules & Compliance, Tax regulations, Journaling and Bookkeeping etc.)? or they are all handled thru Proprietary in-house software systems?		No. In house
303	For the scope of this contract, What is the size of DoIT's workforce? Are they all employees (i.e. need W2 processing at the end of the year) or are there contractors too (i.e. need 1099R processing at the end of the year)?		This contract is not restricted to DoIT's workforce. The payroll system does not include 1099's.

304	Can DoIT provide an estimated breakdown of current support volumes by agency (CPS, DHS, DCFS, HFS, DOT, DES, ISP), including approximate number of applications, interfaces, and payroll cycles supported per agency?		This will be completed through the Statement of work.
305	Can DoIT provide an estimated annual spend, historical spend, or anticipated resource utilization associated with this contract to help vendors appropriately size staffing and pricing assumptions?		Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.
306	Does DoIT anticipate transition services from incumbent vendor(s)? If yes:		There is no incumbent. Transition assistance and overlap will be addressed in the transition in plan at award; knowledge transfer expectations will be documented in the SOW.
A	Will transition periods overlap with incumbent support?		There is no incumbent. Transition assistance and overlap will be addressed in the transition in plan at award; knowledge transfer expectations will be documented in the SOW.
B	Will incumbent documentation and knowledge transfer be contractually required?		There is no incumbent. Transition assistance and overlap will be addressed in the transition in plan at award; knowledge transfer expectations will be documented in the SOW.
307	Please clarify whether resources are expected to work: Fully remote, Hybrid, or Primarily onsite		Staffing location (onsite, remote, hybrid), dedicated vs. shared models, and subcontractor use are permitted as defined in the RFP and will be finalized at SOW level subject to security, access, and data residency requirements.
308	Additionally, please identify any mandatory onsite staffing requirements by agency or role.		Staffing expectations (roles, minimums, certifications) will be defined at award and detailed in the SOW. DoIT SMEs will participate in transition and knowledge transfer per the agreed plan.
309	Can DoIT provide additional detail regarding the current modernization roadmap for payroll systems, including whether there are planned migrations away from mainframe technologies during the contract term?		A planned roadmap is in place and being executed on. DoIT will share this information with the selected vendor during Discovery and Onboarding.
310	The RFP references approximately 200 integrations and nearly 100 applications. Can DoIT clarify:		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
A	Which integrations are considered mission critical?		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.

B	Whether interface inventory documentation currently exists and will be provided during onboarding?		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
311	Please clarify whether the State expects vendors to provide: 24x7 operational support staffing, On-call support only, or Business hours support with escalation coverage?		Operational continuity standards (ITSM process ownership, severity/response targets, and on call coverage expectations) are set by DoIT and will be finalized in the SOW during onboarding. Historical metrics and tooling details will be provided to the awarded vendor.
312	Are there incumbent staffing counts and current role distributions that can be shared for planning purposes?		This information will be provided as during discovery/onboarding.
313	Will DoIT require named key personnel beyond the mandatory Vendor Project/Program Manager Liaison identified in Section F.2.4?		During the submission vendor must commit to providing resources that meet the qualifications indicated. Named individuals are not required at this time and will be requested during discovery/SOW creation.
314	Does DoIT anticipate requiring support for union-specific payroll rules, pension integrations, garnishments, retroactive pay adjustments, or agency-specific payroll customizations?		Yes
315	Please clarify whether vendors will be expected to support production releases and deployments outside normal business hours, weekends, or during payroll cutoff periods.		Yes. Support would be expected outside of normal business hours for specific activities and at minimum an on-call structure for emergencies.
316	Can DoIT clarify whether all current environments are hosted on State-managed infrastructure, or whether any environments are cloud-hosted or vendor-hosted?		Both
317	The RFP references .NET, SSIS, Smalltalk, and WebSphere integrations. Can DoIT provide additional information regarding:		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
A	Current middleware/integration architecture,		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.

B	API strategy, and		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
C	Planned integration modernization initiatives?		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
318	Will the State provide access to existing operational documentation, runbooks, batch schedules, interface inventories, and system architecture diagrams during onboarding?		Yes. The specifics will be detailed during discovery and onboarding and documented in the SOW.
319	Please clarify whether vendors are expected to provide dedicated disaster recovery support/testing participation as part of standard operations.		DR/BCP participation is required. RTO/RPO targets, DR site type, technologies, and test cadence will be confirmed during onboarding; the RFP expects vendors to support documentation, test execution, and restoration activities per DoIT procedures.
320	To assist vendors in appropriately sizing technical staffing, migration planning, and modernization approaches, can DoIT provide additional information regarding the current legacy environment, including where available:		Yes. The specifics will be detailed during discovery and onboarding and documented in the SOW.
A	Source language types and versions currently in use (e.g., Assembler, COBOL with Copybooks and SQL, JCL, CICS/BMS maps, IMS/MFS, etc.)		COBOL, PL 1, Shell script, Telon, Rexx, Assembler, Easytrieve, Nomad, JCL. Current versions will be provided to winning vendor during discovery.
B	Estimated source code volumes by language or component type (e.g., approximate lines of code or application counts)		The RFP references nearly 100 applications and ~200 integrations. Detailed application inventories (names, technologies, criticality, staffing, incidents, batch volumes, documentation quality) will be provided during discovery/onboarding.
C	Current database technologies and versions in use (e.g., DB2, IMS DB/DC)		The specifics will be detailed during discovery and onboarding and documented in the SOW.
D	Estimated database size and structure, including approximate table counts, IMS hierarchical structures, elements, or total data volumes		The specifics will be detailed during discovery and onboarding and documented in the SOW.
E	Current hardware platform and operating environment details (e.g., IBM z Mainframe model, z/OS version)		DoIT owns, manages, and hosts the State mainframe environment. Current hardware includes IBM Z14 and Z16. Specific z/OS, DB2/IMS, CICS region counts, and CA Scheduler configuration details are not enumerated in the RFP and will be provided during discovery/onboarding and environment baselining.
F	Approximate number of users and connectivity methods/interfaces		The specifics will be detailed during discovery and onboarding and documented in the SOW.
G	Estimated number and types of screens/interfaces (e.g., BMS maps, MFS maps, web interfaces)		Detailed interface and screen inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.

H	Major external utilities, middleware, and interface dependencies currently utilized (e.g., RACF, MQ, FTP, SORT utilities, email integrations, schedulers, etc.)		The specifics will be detailed during discovery and onboarding and documented in the SOW.
I	Information regarding current integration points with external or downstream systems		The RFP references ~200 integrations across mainframe and non mainframe technologies (e.g., MQ, APIs, ETL/middleware, .NET, SSIS, WebSphere/Java). Detailed interface inventories (types, volumes, criticality) will be provided during onboarding; vendors are expected to support application level integrations per DoIT standards and governance.
321	Can DoIT provide additional information regarding anticipated future-state or modernization objectives, including:		A planned roadmap is in place and being executed on. DoIT will shareThis information with the selected vendor during Discovery and Onboarding.
A	Whether the State anticipates modernization toward Java, .NET, cloud-native, relational database, or hybrid architectures		A planned roadmap is in place and being executed on. DoIT will shareThis information with the selected vendor during Discovery and Onboarding.
B	Whether target environments are expected to remain on-premises, transition to cloud, or support hybrid deployments		A planned roadmap is in place and being executed on. DoIT will shareThis information with the selected vendor during Discovery and Onboarding.
C	Whether vendors will be provided access to source code, database schemas, screen definitions, technical documentation, and related artifacts for assessment and planning purposes		A planned roadmap is in place and being executed on. DoIT will shareThis information with the selected vendor during Discovery and Onboarding.
D	Whether the State has established target timelines, priorities, or phased objectives related to modernization of legacy payroll and application environments		A planned roadmap is in place and being executed on. DoIT will shareThis information with the selected vendor during Discovery and Onboarding.