



ADDENDUM #2

REQUEST FOR PROPOSAL (RFP #2021-02) ITS DISASTER RECOVERY DESIGN & BUILD

NOTICE TO ALL PROPOSERS

The Request For Proposal (RFP) is modified as set forth in this Addendum. The original RFP and any previously issued addenda remain in full force and effect, except as modified by this Addendum. Proposers shall consider this Addendum when preparing and submitting a proposal and shall acknowledge receipt of this Addendum in their proposal.

PROPOSAL SUBMITTAL DEADLINE

The proposal submittal deadline remains unchanged by this Addendum.
Proposals are due Friday, May 21, 2021 3:00 p.m. (EDT).

THE FOLLOWING QUESTIONS WERE SUBMITTED AS A RESULT OF THIS RFP:

1. Has the MTA conducted a BIA/SIA and/or identified critical systems (including Recovery Time Objectives/Recovery Point Objectives)?

Answer: We have not.

- If no, do you expect that a BIA or SIA would be completed as part of this project?

Answer: Yes

2. How much data are you trying to protect locally, Uncompressed and Undeduped?

Answer: Up to 8TB (Terabytes)

3. Will the environment be 100% virtual with Windows or do they have any other applications or stand along physical servers we need to back up?

Answer: Mostly Windows Server(s) with possibly one Linux Server

4. How much retention are you looking for locally (we usually size for 30-45 days)?

Answer: 30 days

5. Do they have any long-term archiving requirements?

Answer: No

6. What is the current backup and/or replication solution?

Answer: Utilizing Barracuda with Barracuda Cloud

- Is the current solution backing up to a cloud provider?

Answer: Both Onsite appliance and Cloud

7. What is the current telephony solution?

Answer: Allworx provided by SD-WAN provider Windstream

- Is it currently setup with redundancy?

Answer: Allworx Appliance onsite with redundant IP providers

- Is it hosted on-premise or in the cloud?

Answer: Appliance (Server is onsite) but service is made available through SD-WAN interface.

8. What is the current storage solution?

Answer: Dell EMC Unity 350 Series

9. What is the count of servers and workstations (i.e., VDI) currently hosted in the primary data center(s)?

Answer: 17 VM's and 8 Hardware server systems and 2 workstations in the data center.

- Servers?

Answer: 17 Virtual Machines and 8 Hardware Servers

- Workstations?

Answer: 2

- How many physical workstations?

Answer: 2

- How many virtual workstations?

Answer: 2

10. Is there sufficient compute and storage in the alternate data center(s) to support the production workload?

Answer: No

11. What is the existing hypervisor platform?

Answer: VMWare (ver. 6.7)

12. Does MTA have an existing cloud strategy that is actively being executed?

Answer: No

- Is the strategy targeting single cloud or multi-cloud?

Answer: It can be either or.

- What is the preferred cloud provider, if any?

Answer: Nothing preferred at this time.

13. Is this project considering a construction/facility improvement project? The RFP states: THE FOLLOWING BONDING REQUIREMENTS SHALL BE ENFORCED FOR CONSTRUCTION OR FACILITY IMPROVEMENT CONTRACTS AND SUBCONTRACTS EXCEEDING \$100,000.00.

Answer: This project is not a construction project but an IT research, design and estimate project. There are no bonding requirements.

14. Is the request to complete a fully functional DR environment expected full testing through the Applications, including Application testing or just a delivery of the infrastructure to support the Applications?

Answer: No, the primary deliverable is a DR design.

15. How will the application testing occur once the DR site is setup and running? Is that part of the RFP (this can be very time consuming if the application team is a separate team outside of the RFP bid winner?)

Answer: Not as a primary deliverable.

16. What licenses are part of the RFP? If licenses are required, will need to know current OS licenses, current storage and network switch licenses.

Answer: TBD

17. Will the current network upgrade be part of the proposed DR site?

Answer: TBD

18. Please provide the current production environment details including the make, model OS versions and the applications and their versions running on the Enterprise Servers, Enterprise Storage, which servers and storage or specifically limited, current data back and recovery procedures, current connectivity and telephony configuration details.

Answer: This will be an input to the study and design.

19. Please describe the current DR procedures and current DR diagram or DR process.

Answer: Nothing notable exists today.

20. Please provide a diagram of the current environment and the current DR environment.

Answer: Will be included as part of the study.

21. When was the last time a DR test was conducted, how successful was it and which part of the current environment was tested in a DR test? Was the DR tested conducted offsite, by another department or vendor or was it an inhouse test? Please elaborate on current known DR procedures, current and past.

Answer: None

22. Please describe the magnitude of your present datacenter(s).

Answer: Single building, single floor

23. Can you provide a perspective of size? Square footage and consumption?

Answer: 1000 sf

24. How many office employees?

Answer: 650 total

25. There is a mention of "Davison Center". What is this facility and how far is it from the primary data center? Would this be a hot-desk area plus a secondary data center?

Answer: 10 miles east; built to support a hot/warm site, currently inactive

26. For section 2.2; how can a proposer answer part 4 without knowing the results of discovery in parts 1 and 2? We will be pleased to offer a final solution; however, we cannot without knowing the facts behind the solution. Will parts 3 and 4 be deferred and offered under a separate document or as a continuum of this RFP upon selection of providers for part 1 and 2?

Answer: Primary deliverable will be the DR to-be design.

27. When is the intended implementation? Will it be done in phases or as a 100% turnkey activity?

Answer: Intended implementation 2H2021. Phases or turnkey activity TBD.

28. Will any Proof-of-Concept activities be required? If yes, please define.

Answer: TBD

29. Will MTA allow on-premise activities for discovery or must all activities be virtual?

Answer: Onsite is available.

30. Does MTA have a cloud presence today, if so with which providers?

Answer: Rackspace only for MS365; other SaaS suppliers are present.

31. Does MTA have contracts that drive product OEM preferences in the data center?

Answer: Dell VMWare

32. Are there OEM providers that are excluded from consideration by MTA?

Answer: No

33. Currently are MTA administrative operations functioning on-campus or virtually?

Answer: On campus

34. Is this RFP for consultation services ONLY or consultation as well as pricing for the DR infrastructure?

Answer: Consultation in support of a design and budget estimate.

35. Please confirm the DRaaS platform data for all companies can reside in the United States.

Answer: Confirmed

36. Want to understand any data sovereignty restrictions for the data residing in-state.

Answer: Unaware, TBD

37. Is the desired end state a single DRAAS site or multiple?

Answer: Single

38. What is your current backup strategy?

Answer: On-site/cloud w/Barracuda

39. Have you tiered the applications by criticality?

Answer: No

40. Have you analyzed application dependency?

Answer: No

41. Is there any legacy (non-virtual) equipment in scope for DR?

Answer: Possibly

42. Can you share a high-level summary of the systems included for this RFP?

Answer: No

43. Can you share a copy of your DR Plan?

Answer: No

44. What is the disposition of legacy operating systems in your end state architecture?

Answer: In process of retirement

45. What daily backup mechanism(s) are in use today?

Answer: Barracuda Appliance and Cloud Backup

46. Has there been a business impacting event that has caused downtime?

Answer: No

47. What happens if you don't make this move to a DRaaS Solution?

Answer: Non-compliance

48. What are the motivations to release this RFP and explore DRaaS?

Answer: Compliance and business continuity

- Corp Strategy

Answer: Yes

- Data center limitations

Answer: Yes

- Increased SLA requests

Answer: No

- Business continuity requirements/requests

Answer: Yes

- Compliance Requirements

Answer: Yes

49. What teams/departments will benefit or will be affected by a DRaaS solution?

Answer: Finance, Operations, Maintenance

50. What alternatives for DRaaS are you considering?

Answer: TBD

51. If we were able to solve this DR problem, what would this mean to MTA?

Answer: Line of sight to a sustainable DR capability

52. What would need to occur in order for you to consider the DR solution a success?

Answer: Critical system availability within predefined parms

53. Is this RFP issued in order to replace a current solution, and if so, which provider are you currently working with or is it in house?

Answer: No

54. What does the evaluation process look like?

Answer: ITS leadership review, Q&A

55. Who is involved in making the vendor selection and final decision?

Answer: CTO

56. Will we have the ability to present our solution and discuss their goals and objectives related to this project?

Answer: Possibly

57. Do you have any RTO/RPO requirements that are driven by your customers; have they been defined by application?

Answer: Yes, not defined

58. Do you have any data security requirements?

Answer: Not defined

59. Can you provide an RVTools exports of each specific location to organize server inventory, gather consumption totals and validate supported systems?

Answer: Yes

60. If we win and complete the evaluation, can we also participate in the deliverance of the solution?

Answer: Yes

61. What are the specifications of the Physical server(s)? (CPU/RAM/Quantity of Disks/Size of Disks/Server Model/Warranty Expiration/RAID Level of Disks, etc.).

Answer: (4) Dell R640 Series and (1) one R720

- Please include any SAN/NAS/DAS as well.

Answer: Dell EMC Unity SAN 350f

62. Is there a contract for the 100/100 Mbps fiber SD-WAN?

Answer: Yes

- When is the contract end date?

Answer: October 2024

- Is the 100/100 Mbps Fiber burstable or billed by 95% percentile?

Answer: Billed 95%

- Who is the carrier of the fiber?

Answer: Windstream (provisioned by AT&T)

- Does the MTA have Static IPv4/IPv6 addresses assigned?

Answer: Yes

- If so, what are the prefix sizes and quantity for IPv4/IPv6 (ex: /24 IPv4, /32 IPv6)?

Answer: One/29 IPV4 (for WAN use)

- Is the fiber connection utilized ONLY for server communication, or office communication as well?

Answer: Both

- How is the communication sent to and from the “physical server”?

Answer: 40Gbps between servers and 10Gbps between buildings

- Ex: The server and employees are on the same LAN/VLAN, and all access is internal.

Answer: Yes and all access is internal.

63. Do you have an ASN (Autonomous System Number)?

Answer: No

- What are the providers that are peered with? At what speed?

Answer: Windstream (peering Not applicable).

- Is the MTA registered with ARIN (American Registry for Internet Numbers)?

Answer: N/A

- Does the MTA utilize any routing protocols? (Ex: BGP/OSPF/RIP)

Answer: Handled by our provider Windstream (which is NOT changing)

64. Does the MTA “port forward” via PAT or 1-1 NAT any services?

Answer: NAT from SD-WAN provisioned by Windstream

- How many VLANS does the MTA utilize?

Answer: 6

65. How many “Users” will need telephony access? Voicemails do not count, only actual people.

Answer: 240

*****BIDDERS MUST INDICATE ON THE EXTERIOR OF THEIR BID “ADDENDUM #2 RECEIVED”**