



RFP# 2024-02
CLOUD BASED DISASTER RECOVERY

ADDENDUM # 3
Date of Addendum: April 12th, 2024

NOTICE TO ALL PROPOSERS

The Request For Proposals (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.

PROPOSALS SUBMITTAL DEADLINE

The proposal submittal deadline has not been altered by this Addendum.
Proposals are still due April 26th, 2024 by 3:00 PM (EDT).

ADDENDUM

REQUEST FOR CLARIFICATION/INFORMATION:

1. Can MTA run a RVTools output to provide specific details on each of the 24 VM's which would include the specific vCPU, vInfo, vHost, vRAM, OS versions, and disk requirements for each virtual server?

Answer: Yes

2. For the two bare metal servers can you provide some additional details on socket/core, amount of memory, and storage? This does not include the ESXi hosts these are for only the physical bare metal servers.

Answer: Server 1: PowerEdge R720 CPU Chip Count: 2 16384 1392.70 38.10
CPU Core Count: 8 CPU0: Intel(R) Xeon(R) CPU E5-2609 0 @ 2.40GHz (4 cores)
CPU1: Intel(R) Xeon(R) CPU E5-2609 0 @ 2.40GHz (4 cores)

Server 2 : PowerEdge R720 CPU Chip Count: 2 81920 1395.70 682.70 CPU Core
Count: 8 CPU0: Intel(R) Xeon(R) CPU E5-2609 0 @ 2.40GHz (4 cores) CPU1:
Intel(R) Xeon(R) CPU E5-2609 0 @ 2.40GHz (4 cores)

3. Would the MTA be open to changes in production servers and/or services to promote more aggressive RTOs as part of the solution?

Answer: Yes

4. Please describe your terminal services farm (mentioned #22 in Addenda #1), including the number of servers participating in the farm, #of users, remote desktop specs, and the methods by which user profiles/sessions are managed?

Answer: Two (2) RDS servers One virtual and one physical with a total license count of 50 users

5. Has MTA experienced a large increase in VMware licensing like many other Broadcom VMware customers?

Answer: Have not, but will be addressed at the next renewal period

6. What is the recovery time objective(RTO)?

Answer: Please see RFP attachment F

7. If Dark Trace is converted to a cloud-based VM, would that live in the on-prem environment or with the provider/vendor?

Answer: Provider/Vendor

8. How much of the 200Mbps of bandwidth is being utilized in the existing environment?

Answer: On average about 17Mbps

9. Is a firewall installed in the existing environment? If so, what brand and model? Are there any features being used today that we must include in the DR solution?

Answer: Managed service Fortinet (handled by our IP provider Windstream)

10. For the bare metal servers, can you provide the detailed specs such as processor(s), RAM QTY and storage? What applications are running on these servers?

Answer: See question 2

11. Section 2.6 of the RFP states "Proposers shall provide a firm fixed price for the performance of this contract as detailed in Section 2.0, Scope of Work on the Proposal Cost Sheet (Attachment D)." Is it acceptable to have a fixed price for daily backup and DR replication while the MTA is running in normal production mode with additional fees provided if there is a requirement to run in the DR environment?

Answer: Yes, two categories of fees can be provided to price both the "ready" state and the "active" state

12. Addendum 1 questions 26 says MTA uses a third-party backup solution for MS365 related accounts. Should we include an option for M365 backup in our response? If so, please indicate the total number of M365 accounts to be included?

Answer: Yes as an option we currently have 180 MSO365 accounts backed up

13. What type of connectivity is there between the Windstream UC to the IVR on Trapeze Pass?

Answer: Windstream provides a private SIP trunk to the Trapeze delivered off a Windstream provided on-premise SBC. MTA is interested in seeing two options for our DR solution. Option one would be to leverage a public SIP trunk delivered over an Internet connection to the Virtual instance of the Trapeze in the DR vendor environment. Option two would require the DR vendor to provide 2U of space+power for Windstream to collocate their physical SBC and accommodate a private SIP connection.

14. Are all the Trapeze Systems running virtually?

Answer: Yes

15. Are any systems with a <2 HRS RTO or <4 HRS RTO running on Physical Systems?

Answer: Yes. Domain controller and DNS

16. Does MTA have a VM resource breakout?

Answer: Yes see attached SUPPLEMENTAL RV Tools report

17. Is MTA running vCenter? Is MTA running vCenter along with vSphere/ESXI?

Answer: Yes version 6.7 (in process of upgrade to 7.0u3)

18. Please let us know current infra running Virtual or Physical- if yes, mention the % with the technology?

Answer: 99% Virtual utilizing VMWare EXSI

19. Please let us know Current running H/W inventory?

Answer: See attached SUPPLEMENTAL RV Tools report

20. Please let us know Current backup solution?

Answer: Barracuda Cloud based backup with hardware appliance 790 series

21. Please let us know Current network solution/configuration?

Answer: SD-WAN service managed by Windstream with Meraki Switch platform(s)

22. Can you please provide information on current change rates on different workload types?

Total amount of data to backup?

Answer: 7.3 TB Total with average nightly backups between 385GB to 1.5TB

Total number of files?

Answer: More than 100,000 individual files

Backup Window?

Answer: Nightly with varying schedules. Backups running no longer than 8 hours

Number of databases

Answer: 14

Database types

Answer: MSSQL

Data Change rate

Answer: Less than 2%

Data growth rate

Answer: 2.2% on average

23. Can MTA share virtual machine workload?

Number of VMs

Amount of Data

Retention Requirements

Daily Change Rate %

Annual Growth Rate %

Backup Frequency

Replication Requirements

Archiving Requirements

Indexing Requirements (VM or NAS file level restore)

Answer: For machine workloads please see attached supplemental RV Tools Report. Any unanswered requirements will be discussed with the awarded contractor.

24. Can MTA share database workloads?

Amount of Data Answer: 385GB

Retention Requirements Answer: 30 days

Daily Change Rate % Answer: 2%

Annual Growth Rate % Answer: 3%

Backup Frequency Answer: Daily

Replication Requirements Answer: Offsite (air gapped)

Archiving Requirements Answer: Yes

25. Can MTA share file share workloads?

Amount of Data

Retention Requirements

Daily Change Rate %

Annual Growth Rate %

Backup Frequency

Replication Requirements

Archiving Requirements

Indexing Requirements (VM or NAS file level restore)

Answer: File share workloads to be shared with awarded contractor.

26. Can MTA share other workload data?

Workload type
Amount of Data
Retention Requirements
Daily Change Rate %
Annual Growth Rate %
Backup Frequency
Replication Requirements
Archiving Requirements
Indexing Requirements (VM or NAS file level restore)

Answer: For Other Workloads request, Please see attached supplemental RV Tools report. Any unanswered requirements will be discussed with the awarded contractor.

**PLEASE ALSO REFER TO SUPPLEMENTAL MTA RV TOOLS REPORT
PUBLISHED ALONG WITH THIS ADDENDA.**

*****PROPOSAL SUBMITTORS MUST INDICATE ON THE EXTERIOR OF THEIR
PROPOSAL “ADDENDUM #1 and ADDENDUM #2 and ADDENDUM #3 and
ADDENDUM #3 SUPPLEMENTAL RECEIVED” *****

END OF ADDENDUM #3