



SEDGWICK COUNTY, KANSAS

DIVISION OF FINANCE

Purchasing Department

604 N. MAIN, SUITE F WICHITA, KANSAS 67203-3672 TELEPHONE (316) 383-7494 FAX (316) 383-7055

**REQUEST FOR PROPOSAL
02-0064a1
REMOTE DATE BACKUP SYSTEM**

ADDENDUM #1

August 19, 2002


Dear Vendor:

Sedgwick County, Kansas (hereinafter referred to as "County"), is soliciting proposals for a system to provide remote data backup for data in the Data Center.

Attached please find questions and answers from the pre-proposal meeting held on August 13, 2002.

PLEASE NOTE ACKNOWLEDGE OF THIS ADDENDUM ON YOUR PROPOSAL RESPONSE FORM.

Should you elect to participate, five (5) copies of the PROPOSAL RESPONSE FORM along with any attachments must be submitted by **Tuesday, September 10, 2002 not later than 1:45 p.m. CDT**, Attention: Iris Baker, Purchasing Director, Purchasing Department, 604 N. Main St. Suite F, Wichita, KS 67203. Late or incomplete responses will not be accepted and will not receive consideration for final award.


Iris Baker, C.P.M.
Director of Purchasing

**SEDGWICK COUNTY RFP 02-0064
DIO-IT PROJECT S2153-01
PRE-PROPOSAL MEETING QUESTIONS & ANSWERS
August 13, 2002 @ 1:00 p.m.**

1. Goals discussed:
 - a. Centralize and consolidate disk for backup and management – flexibility for:
 - i. Diskless servers
 - ii. Changing disk space during the day, on-the-fly
 - iii. Quick restores for lost or corrupted files
 - iv. Around-the-clock backup capability
 - v. “Snapshot copy” capabilities – testing or backup
 - b. Solve backup problems:
 - i. Fitting into the time “window”
 - ii. Reliability – confidence that we can recover
 - iii. Volume – growing
 - c. Provide an off-site foundation for disaster recovery/business continuity. (Short servers, but most of data available.)
 - d. Provide lots of flexibility for creativity – best solution for the County.

2. Schedule review (page 5 of RFP):

Projected Project Schedule		
Date	Time	Event
August 2, 2002	NA	RFP available for vendors
August 13, 2002	1:00 p.m.	MANDATORY pre-proposal meeting
September 10, 2002	1:45 p.m.	Proposals due to Purchasing
September 23-27, 2002	TBD	Top proposals scheduled for presentation and Q&A sessions
October 10, 2002	10:00 a.m.	Committee recommendations to Board of Bids and Contracts
October 16, 2002	After 9:00 a.m.	Board of Bids and Contracts recommendations to Board of County Commissioners
Sedgwick County, at its sole discretion, reserves the right to modify this schedule in any way, at any time.		

3. Room/installation issues:
 - a. B022 – 13' x 19', 8½' ceiling
 - b. B005 – 15' x 25', 10' ceiling
 - c. The County will be responsible for “room readiness”: power, raised floor, fire suppression, network wiring.
4. Questions and answers:
 - a. **Page 9, first phase cost, what is the vision of the first phase?** The initial problem to be addressed is open systems backup. How many phases and what they include are up to the proposers. Depending on costs, the County may consider a third site eventually.
 - b. **Can you describe what you mean by a “diskless server”?** The CPU and associated cards are separate from the disk; the server must be SAN bootable.
 - c. **Can you provide specification on electrical services?** The jail has diesel generated backup power; it does not have sufficient UPS to handle the load we expect as a consequence of this project. This does NOT have to be part of this proposal. That is part of “room readiness” and may be considered the responsibility of Sedgwick County. However, it *may* be included as part of a proposal.
 - d. **What about air handling/conditioning?** Unknown, because A/C requirements are not known. Similar to the prior response, this may be

included if desired, but it is acceptable to make this part of the County's responsibilities.

- e. **How long does it take for the diesel generators to kick in?** 15-20 seconds. There are 4 diesels with two being capable of handling the jail. The generators are exercised weekly.
- f. **Is there fiber between the Data Center and the jail?** Lots of fiber. This can also be assumed to be the County's responsibility.
- g. **What is the maximum distance between locations?** It is estimated to be less than 1000'. There is a redundant fiber path about 1 block north of the parking garage. Its total length is estimated at less than 2000'.
- h. **Are there any off-site locations to be considered?** Not at this time, but the County would like to be in a position to offer server backup services to the few that are out there if connections to those sites make it practical.
- i. **Page 2, section 2.b.2 – are you using Snapshot technology now?** Yes with the StorageTek 9393 on the mainframe, but not on any open systems.
- j. **Are you using any advanced volume management products?** No.
- k. **Page 2, section 2.b.iv – Are you using Veritas' Exchange agents?** Yes.
- l. **What does it mean to simplify the Exchange/Outlook file recovery process?** Currently the County runs Microsoft's Exchange 5.5 with two CPUs clustered. It interfaces with a Unity voicemail server and a FaxGate server. To recover a mail file we have retrieve a backup tape and load it on a standby server, then locate and retrieve the file. We cannot backup individual mailboxes because of the time required.
- m. **How big is your information store?** About 30 gigabytes; 2,500-3,000 users. Because of the limitations of Exchange 5.5 we cannot split the Information Store.
- n. **What is your preferred environment?** We would prefer to be running Exchange 2000 clustered with active/active configuration.
- o. **What databases are in use?** 8-10 SQL, DB/2 on Windows 2000, Oracle 9.2.
- p. **What about AIX?** It is being phased out. One is still running to support MQSeries communication between two different platforms.
- q. **What levels of Veritas are in use?** 4.5 on the LTO drives; 3.4 on the StorageTek 9714.
- r. **To which building do you want to back up?** That's part of the solution. The proposed data center is envisioned as one with "lights out."
- s. **You've been talking about SANs, but the RFP verbiage seems to deal with tape. Is this to be a total SAN solution?** Not necessarily. We are committed to getting the best support we can for simplifying our disk management and backup processes. It could be a total SAN solution, but it must also address archival requirements.
- t. **You have 3 types of tape backup now. Are you wanting to backup to a SAN?** Tape is here because of history. We are not locked in to tape; disk becomes cheaper every day. We do have some archival requirements that are handled very well using tape.
- u. **Do you have a SAN today?** Yes, Dell 650s and 630s with 12 CPUs connected through two 24-port switches, all supporting SAP. [Post-meeting correction: two 16-port switches.]
- v. **You have directly attached storage, a SAN, the STK. Are there any others?** SCSI attached Dell PowerVaults. The AS/400s are receiving less emphasis; they are standalone and support a state-supplied application for the Tag Offices. Their tape and disk are internal.
- w. **Will you attach the AS/400s to the SAN?** Probably not.
- x. **Is your LTO single?** It is 6 drives with about 70 tapes.
- y. **Total storage capacity is about 5 terabytes. How much actual data is there?** Not counting client PCs, we estimate about 60%.

- z. **For the 5-year growth estimates, can you provide your growth per year?** About 2.5 terabytes in 2 years. We're up from 40 servers. We estimate we'll be at 12 terabytes in 5 years.
- aa. **Will the growth come from acquisitions?** Just this year we have had the Health Department transfer to us from the city of Wichita. Open systems migrations cause growth with increased functionality. Systems headed that way are court, tax, and real estate records. Imaging has the potential to cause significant growth.
- bb. **At the Elm Street location, is anything there now?** No, only a network attachment.
- cc. **Do you intend to have tape drives at both locations?** No; the jail location is envisioned to be "lights out."
- dd. **You basically want the easiest way to replicate data from your host site?** Yes.
- ee. **Do you want to manage the data from the central site (Data Center)?** Yes.
- ff. **Is budget available?** Yes, but it is not unlimited, of course. This is the main reason for suggesting phasing.
- gg. **Do you have guidelines and frequency for retaining data?** Mainframe: yes; open systems: no. We'd like the opens systems to mimic the mainframe: daily backups are held a week; weeklies are held a month; monthlies are held a year; yearly backups vary, some may be held as long as 7 years, some indefinitely.
- hh. **What are the abbreviations for "backup scheme" in the spreadsheet?** Our apologies. Line 6 contained these, and it did not print. "Column 10: WBDI 'weekly backup, daily incremental'; QB 'quarterly backup.'"
- ii. **What does "costs to demonstrate a solution" mean? Is that a visit to an existing site?** It could include that. We want to talk to people running the solution, probably by phone, and then see the hardware in action at a customer site.
- jj. **Page 4, 1.5.l - please explain "security requirements for access and support for security policy."** This should address any hardware support requirements, particularly how the equipment might call a support center when a problem is detected. What access is required? Internet? Does it use a modem? How is the connection secured?
- kk. **Page 4, 1.5.e - why the tape-to-tape copy requirement?** In a disaster recovery situation, we will want to make copies of tapes involved so the originals can be returned off-site for continued protection.
- ll. **Do you use vaulting software?** Not at the present time. Timing of the backup window, the number of tapes, speed of backups, transporting and filing tapes, and managing the tape library are problems now.
- mm. **Is there a desire to get to a single Veritas backup server?** No. We could not when installed because of time constraints. We have two Veritas servers running now. One runs NetBackup 4.5, the other 3.4.
- nn. **Will you upgrade the environment?** Yes.
- oo. **Is the Veritas solution "sacred"?** No, and not necessarily preferred. We will consider all proposed solutions.
- pp. **What is your timeline for the mainframes in your environment?** VM is being consolidated onto the same processor running OS390. We expect that OS to be here at least 3-5 years.
- qq. **The attachment suggests that not all data is being backed up. What do you want to back up?** We do not back everything up as we would like because of time constraints. We want to back up all data.
- rr. **Can a list of databases in use be provided?** Yes. [See Attachment B included with this addendum.]

- ss. **Do you require backup of open files?** Since we run 24x7, some provision needs to be made to cover those files. It would not necessarily be a requirement for all servers.
- tt. **What are your availability goals?** 99.999% of scheduled availability.
- uu. **Page 4, 1.5.f - what does "may exist" mean?** There are some servers in the County's network that are not under DIO-IT control. We would like to offer backup services if/when sufficient bandwidth is available between sites.
- vv. **Do you intend to charge back for these services?** No. [Clarification: this does not mean that we are not interested in statistics that would show utilization by client, department, or a chargeback code.]
- ww. **Are any machines considered critical?** Yes; almost all. We would like to have the ability to restore to a prior operating system version if we cannot get a patched version to boot or run properly.
- xx. **If you consolidate servers, what percent might go away?** We are uncertain. Some, but it would happen slowly since it would be difficult to recover the current investment.
- yy. **How can a vendor determine which servers are single or dual that are connected to the LAN?** Consider them all single.
- zz. **How should we price out a SAN's HBA?** Consider one HBA per server.
- aaa. **What is the scope of the implementation solution? Turnkey?** The County will do the data migration. If the hardware and software are customer installable, it is probably best to price it both ways as an option, or document what your proposal assumes. Training is important (refer to RFP page 4, 1.5.l).
- bbb. **Will you split clustered machines?** Sure, if we can. It's to our advantage to have as much protection through copies and distance as possible.
- ccc. **What is a "non-DIO server"?** It is a server that is supported by staff not in Sedgwick County's Division of Information & Operations (DIO).
- ddd. **Are you doing anything to manage attachments that may be sent to multiple people?** No.
- eee. **Will you disclose the budget available for the project?** No.
- fff. This question was asked immediately following the meeting. **My question for you is related to CJIS (criminal justice information system). I am curious as to whether or not the system that will be connected into the new SAN solution will be connected to CJIS (i.e. Sedgwick County Sheriff's Department). This might also include any connection to the KBI.** Any and all information kept by County departments may end up on the proposed solution, we expect no more from the solution than it provide storage comparable to what is provided on internal storage in W2K Pro Server. Should we need special storage capabilities beyond that, we will address them then.

5. Some suggestions:

- a. Read the proposal carefully – comply with the instructions. Answer all questions. Sign your proposal. Do not get disqualified on technicalities.
- b. DON'T BE LATE – being late WILL disqualify you. It's YOUR responsibility to make sure your proposal has been received by the required time.
- c. Clarify any exceptions. Make sure we can tell what you are addressing.
- d. Document any assumptions so we can tell what your expectations are and make sure things are covered one way or another.

ATTACHMENT "B"

#	Server	Operating System	Database Engine	DB Space	Backup Space	Availability	SAN	Comment
1	Mental Health1	W2K	SQL Server 7.0	30 GB	100 GB	1	2,3	Availability 1 according to client
2	Mental Health2	W2K	SQL Server 7.0	30 GB	75 GB	1	2,3	Availability 1 according to client
3	HEAT	W2K	SQL Server 2000	1.5 GB	5 GB	2	3	
4	SMS	W2K	SQL Server 2000	1.5 GB	3 GB	2 or 3		
5	TOOLS	W2K	SQL Server 2000	2 GB	10 GB	2 or 3		
6	Server 11	WNT4.0	SQL Server 7.0	10 GB	30 GB	2		Being replaced and will be W2K
7	Imaging 3H2	WNT4.0	SQL Server 7.0	5 GB	15 GB	3		
8	Imaging 4H2	W2K	SQL Server 2000	3 GB	20 GB	3		
9	Tax imaging	W2K	SQL Server 2000	1 GB	880 MB	3	2,3	Availability 1 according to client
10	SAP PCI	W2K	SQL Server 2000	30 MB	5 GB	3	1	Reverts to local PC if database down
11	Planned EMS	W2K	SQL Server 2000	15 GB	75 GB	2		
12	Fleet Management	WNT4.0	SQL Server 7.0			2		
13	Server 1H2	WNT4.0	DB2 Connect	N/A	N/A	3	3	Will be W2K, duplicate machine provides fail over
14	Server 2H2	WNT4.0	DB2 Connect	N/A	N/A	3	3	Will be W2K, duplicate machine provides fail over
15	SAP DQ	W2K	DB2 UDB V7.2	135 GB	250 GB	2	1	
16	SAP PRD	W2K	DB2 UDB V7.2	70 GB	250 GB	2	1	
17	SAP TRN	W2K	DB2 UDB V7.2	135 GB	250 GB	2	1	
18	DIO DB2 DB	W2K	DB2 UDB V7.2	10 GB	50 GB	2	3	Will grow when GIS layers are put into database
19	Planned Zazio	W2K	SQL Server 2000	300 GB		2		Will grow forever (cannot be purged)
20	Planned 911	W2K	SQL Server 2000	15 GB	75 GB	1		
21	Planned CAMA	W2K	Oracle	5 GB	30 GB	2		
22	Planned County Court	W2K	Oracle	5 GB	30 GB	2		
23	District Court	W2K	Oracle	5 GB	30 GB	2		
24	Planned Sheriff	W2K	Oracle	10 GB	50 GB	1 or 2		
25	Planned Imaging Com	W2K	SQL Server 2000	5 GB	15 GB	3		

Server	Operating System	Used for	Dasd Space	Percent Used	Availability	SAN	Comment	
26	Terminal Server	W2K	Terminal Services	68	20%	1	3	
27	Secure	W2K	Security	32	20%	1		Supports remote access and wireless
28	Works	W2K	Cisco Works	100	25%	2		Supports Cisco equipment
29	Callmanager	W2K	Publisher, SQL 7.0	15		1		Cisco does not support 3rd party backup
30	Callmanager2	W2K	Subscriber, SQL 7.0	15		1		Cisco does not support 3rd party backup
31	Callmanager4	W2K	Subscriber, SQL 7.0	15		1		Cisco does not support 3rd party backup
32	Exchange	W2K	OWA; Internet Mail	20		1	3	Supports OWA, Internet Mail; Main Exchange Site
33	ExchangeA	W2K Adv	Email	26		1	2,3	Active/Passive cluster; DASD shared
34	ExchangeB	W2K Adv	Email	26		1	2,3	Active/Passive cluster; DASD shared
35	Unity	W2K	Voicemail, SQL 2000	12		1		AutoAttendant for several Departments; voicemail
36	Ace Server	WNT4.0				1		Secure ID Server
37	COM COR JDF	W2K		20	30%	2		JDF Application & File Server, user home folders (site)
38	DB2 CONNECT & SNT1H2	WNT4.0				3		Handles Consumer Fraud, Diversion, Animal Control Journal Entry, Time Clock, ERP, (future)
39	Fire	W2K		20	10%	1	3	Firehouse App. and transports from CAD/911.
40	RFSC	W2K				2		Forensic Science Center App and File Server (on site)
41	EcoScope	W2K		30	95%	2		ECO Scope Server
42	Zoo Members	W2K				1		Membership server at Zoo/RE & Access (on site)
43	DIO Applications	W2K		32	45%	1		IIS, Outbound, VoIP phone Web service

Availability:
 1- 5 minutes/year
 2 - 8 hour restore
 3- 24 hour restore

SAN: 1 - Currently on SAN
 2 - PowerVault
 3 - should be on SAN

ATTACHMENT "B"

44	COM CARE 1	W2K	Used for	102 Gb	47%	2	3	User and shared folders for Comcare staff
	Server	Operating System	Used for	Dasd Space	Percent Used	Availability	SAN	Comment
45	COM COR 905	W2K						User home folders & file server for 905 N. Main
46	COM COR AR	W2K				1		User home folders & file server for Adult RES.
47	COM COR JFS	W2K				1		Application & File Server and user home folders J (on site Parklane)
48	CVM	W2K				2		Cisco Voice Manager Server
49	DCTR	W2K		16	35%	2		DNS and WINS Server
50	DHCP	W2K		32	15%	2		DHCP Server, Master Browser, PDC, RID
51	E-LINE	W2K		72	20%	1		Eline IIS Web Server
52	FaxGate	W2K		16	25%	1		FAX Server
53	GIS01	WNT4.0		400	75%	2		GIS Internal WEB Server, running ARCIMS
54	GIS02	W2K		400	75%	2		GIS External WEB Server, running ARCIMS
55	GIS04	W2K		94 GB	62%	2		Working Data Server GIS staff
56	HEAT H2	W2K				2		Heat Server WEB Access
57	Mugs	W2K		67	15%	1	3	Sheriff Mug Server
58	NET1	W2K		266 GB	37%	2	1,3	User folders, Department shares, Public shares
59	NET2	W2K		72	80%	2	3	NAV Primary Server, NetCom Apps, Technet
60	NET7	W2K		32	10%	2		AD DC, DNS Server, TS Licensing Server
61	Open Connect	W2K				2		Open Connect
62	Print Server	W2K		16	50%	2		DIO printer server, NON Main frame
63	PrintXchange	W2K		72	15%	2		Print XChange server located in data center
64	SMS S01	W2K		132	15%	2		Sedgwick County SMS Central Site
65	SMS S02	W2K		32	20%	2		Comcare SMS Primary Site
66	Tax Imaging1	W2K	Cluster	870	10%	1	3	Tax Imaging cluster server DIOTAXIMAGING
67	Tax Imaging2	W2K	Cluster	32	10%	1	3	Tax Imaging cluster server DIOTAXIMAGING
68	Net Backup	WNT4.0		16	80%	1		Netbackup
69	Server 4	W2K				1		Web/Internet Server
70	Server 7	W2K				2		FTP Server
71	Esafe	WNT4.0				1		Virus protection
72	FullCourt	W2K Adv				1	3	Full Court Oracle Database for Courts
73	Firewall Mgr					1		
74	Juvenile 01	W2K				1		Application & File Server for JIAC staff (on site)
75	JMS	LINUX				2		Java Message Queue Server
76	JISSPROD	W2K				2		Juvenile Information Sharing System
77	FW01	AIX						Firewall 1 for internet connection
78	RS05	AIX				1		MQSeries for 911 and Sheriff radio-grams to cruiser
79	PrintWare	W2K				2		Print server for Main Frame
80	SAP Lab1	W2K				3	2	SAP Lab1
81	SAP Lab3	W2K				3	2	SAP Lab3
82	SAP	W2K				3	2	Domain Controller for SAP lab
83	SAP backup	W2K		16	30%	1		NetBackup for GIS & SAP
84	SAP ITS DQ	W2K		132	15%	3	2	ITS administration, SAP Router, Download Manag
85	SAP PRD2	W2K		132	25%	3	1	SAP Application - Alias SAP
86	EnvironBDC	W2K		20	40%			Environmental Application & File Server (on site)
87	EMC 1H2	WNT4.0				1		Report writing software for 911
88	V Server1+B33	OS/2 3.0				2		View Mail

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SAN: 1 - Currently on SAN
 2 - PowerVault
 3 - should be on SAN

8/19/2002

PREPROPOSAL MEETING FOR RFP #02-0064
REMOTE DATA BACKUP SYSTEM
 HR TRAINING ROOM
 August 13, 2002, 1:00 p.m.

#	Company Name	Contact Person	E-Mail Address	Phone Number	FAX Number
1	Alexander Open Systems	Rob Harpst	roberth@aos5.com	(913) 307-2300	(913) 307-2380
2	Computer Associates	Vicki Marsonette	vicki.marsonette@ca.com	(636) 733-9777	(636) 733-9705
3	Computer Associates	Jake Swim	jake.swim@ca.com	(918) 809-2903	(918) 355-1592
4	Computer Source	Christian Kentling	ckentling@gocsource.com	(316) 944-7300	(316) 263-8220
5	Computer Source	Shawn Cochran	scochran@gocsource.com	(316) 944-7300x5005	(316) 263-8220
6	Dell Computer Corp	Brent Lane	brent_lane@dell.com	(512) 695-6179	(512) 283-6179
7	Dell Computer Corp	Dave Stogner	david_stogner@dell.com	(618) 407-0442	
8	Eagle Software	Darin Boyer	darin@eaglesoft.com	(785) 825-7257	(785) 823-6185
9	Eagle Software	Dale Swindler	dale@eaglesoft.com	(785) 823-7257x125	(785) 823-6185
10	EMC	Mark Jurczak	jurczak_mark@emc.com	(913) 317-1929	
11	Mainline Information Systems	Stan Jones	Stones@mainline.com	(817) 498-0564	(817) 821-4865
12	MSI Systems Integrators	John Tiefel	jtiefel@msiinet.com	(913) 323-4972	(913) 451-6750
13	Storage Technology Corp	Brad Smith	bradley_smith@storagetek.com	(316) 263-1611	(316) 263-6835
14	Veritas	Adam Rodgers	adam.rodgers@veritas.com	(303) 383-4066	(561) 828-0988
15	Veritas	Leo Soohoo	soohoo@veritas.com	(650) 527-4488	
16	Vion Corporation	Fred Williamee	fred.williamee@vion.com	(817) 416-2191	(817) 421-7856
17	World Wide Technology	Eslun Tucker	eslun.tucker@wwt.com	(816) 942-3457	(800) 775-5475
18	XioTech	Randall Spellman	randall_spellman@xiotech.com	(913) 707-0433	(913) 693-8001