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**ADDENDUM 1**  
**RFP #19-0094**  
**SEDGWICK COUNTY BACKUP SOLUTION**

January 27, 2020

The following is to ensure that vendors have complete information prior to submitting a proposal. Here are some clarifications regarding the proposal for *Sedgwick County Backup Solution* for the *Division of Information & Technology*.

Questions and/or statements of clarification are in **bold** font, and answers to specific questions are *italicized*.

**Statement: Please find the updated information below:**

Distribution of Request for Proposal to interested parties	<b>December 5, 2019</b>
Questions and Clarifications submitted in writing	<b>January 17, 2020</b>
Addendum Issued	<b>January 24, 2020</b>
Sealed Proposal due before 1:45pm CS/DT	<b>February 18, 2020</b>
Evaluation Period	<b>February 18, 2020 – March 12, 2020</b>
Board of Bids and Contracts Recommendation	<b>March 19, 2020</b>
Board of County Commission Award	<b>March 25, 2020</b>

**Statement: On Page 4 of the RFP document, “Ability to backup current infrastructure with specified retention rates.” Sedgwick County only holds 14 daily backups, 5 weekly backups and 3 monthly backups taken at the end of each month. File server retention has been removed.** Please see updated requirements below.

**Please see below:**

- Ability to backup current infrastructure with specified retention rates:  
Physical Count: 23 Servers @ 20,351 GB  
Virtual Count: 225 servers @ 100,677 GB  
Avg. 5% Change Rate: 103,207 GB  
Avg. 14% Change Rate: 2,937 GB  
Avg. 18% Change Rate: 1,624 GB  
Avg. 28% Change Rate: 6,441 GB  
Avg. 48% Change Rate: 5,755 GB  
Avg. 53% Change Rate: 458 GB  
Avg. 63% Change Rate: 606 GB  
**Retention: 14 daily's, 5 weekly's, 3 monthly's.**
  - *Exception to retention, is Exchange which is 4 TB of data in a week but retention is just 7 days and the backup starts over on day 8.***File Servers: 8 servers @ 9,545 GB (apart of the Avg. 5% change rate total)**

1. **Question: This section does not seem to reflect a backup solution. Is there a newer document?**

### **III. Project Objectives**

**Sedgwick County, Kansas (hereinafter referred to as “county”) is seeking a firm or firms to provide Open Records Request Management software. The following objectives have been identified for this contract:**

- 1. Acquire a software solution meeting the parameters, conditions and mandatory requirements presented in the document.**
- 2. Establish contract pricing for maintenance, support and professional service hours with the vendor that has the best proven “track-record” in performance, service and customer satisfaction.**
- 3. Acquire a solution with the most advantageous overall cost to the county.**

*Answer: Please disregard and in its place find the following:*

*Sedgwick County, Kansas (hereinafter referred to as “county”) is seeking a firm or firms to provide qualified data backup and recovery solutions. The following objectives have been identified for this contract:*

- 1. Acquire a software solution meeting the parameters, conditions and mandatory requirements presented in the document.*
- 2. Establish contract pricing for maintenance, support and professional service hours with the vendor that has the best proven “track-record” in performance, service and customer satisfaction.*
- 3. Acquire a solution with the most advantageous overall cost to the county.*

2. **Question: What does Sedgwick County use for an employee Scheduling/Time application?**

*Answer: Kronos.*

3. **Question: May I ask what current storage platform you are using? Or are you proactively working with 1 particular vendor? Are you open to any storage solution that meets your needs?**

*Answer: Currently we use Avamar and Backupexec. We are open to any solution that meets the minimum requirements.*

4. **Question: For the purpose of storage integration, what is the primary storage vendor Sedgwick County has today?**

*Answer: HPE Nimble*

5. **Question: Is the storage connected to servers and if so, what protocol? iSCSI, Fiber channel etc.?**

*Answer: Fiber Channel.*

6. **Question: Can answers to questions be posted to the purchasing website as soon as they're answered vs. waiting until the 24th?**

*Answer: No.*

7. **Question: Can the backup retention requirements be explained in more detail? The retention is listed as "10 daily's, 4 weekly's each expire after 60 days." This doesn't seem to make sense. If I'm only keeping 10 daily backups, wouldn't they expire after 10 days? Please explain. If this could be answered as soon as possible it would be greatly appreciated.**

*Answer: We are wanting to adjust the retention to 14 Daily's, 5 weekly's, 3 monthly's for all servers. Please see statement on first page of addendum.*

8. **Question: How many Sedgwick County employees would require training on the new solution?**

*Answer: 3.*

9. **Question: What is the backup window for accomplishing the backups each night? (i.e. 6 hours, 8 hours, 12 hours)**

*Answer: 12 hours.*

10. **Question: For on-premises solutions should the proposal include both a primary site and DR site?**

*Answer: It is not mandatory but it is desirable to have a DR site.*

11. **Question: What is Sedgwick County's Annual Growth Rate Percentage (AGR%) of their data? e.g. How much does the data grow year-over-year? If unknown, industry averages will be used.**

*Answer: Unknown, please use industry averages.*

12. **Question: Do vendors that use proxy servers have to list each and every proxy server - along with CPU, RAM and disk requirements - required to deliver all the features in their proposed solution? For example: Search, indexing, Replication, Ediscovery, etc...**

*Answer: A topology would be helpful to understand the break out of the system. If the proxy servers are physical and supplied by the vendor, then detailed requirements are not necessary. If they are virtual or require any additional resources provided by Sedgwick County then details are required.*

13. **Question: For 10 Gbps Ethernet network connectivity, what type of connectivity is preferred? SFP+ with optical transceivers, SFP+ with twinax cables, 10GBASE-T?**

*Answer: SFP+ with optical transceivers.*

14. **Question: What make/model of Ethernet switches does Sedgwick County use for 10 Gbps Ethernet connectivity?**

*Answer: Cisco Catalyst 9300, Cisco Catalyst 3850.*

15. **Question: Please provide an overview of the environment: What virtual hypervisor is in use? What version?**

*Answer: VMWare 6.5 & 6.7.*

16. **Question: Please provide an overview of the environment: How many virtual hosts do you have?**

*Answer: 29.*

17. **Question: Please provide an overview of the environment: How many total sockets does your virtual environment have?**  
*Answer: 58.*
18. **Question: Please provide an overview of the environment: Will there be any desktops/workstations that are in scope for protection?**  
*Answer: Yes.*
19. **Question: Please provide an overview of the environment: Is there any data residing on a NAS that needs to be protected?**  
*Answer: No.*
20. **Question: Please provide an overview of the environment: f. Are there public cloud assets to protect?**  
*Answer: Not currently but could be in the future. This is a requirement.*
21. **Question: What is your current backup solution?**  
*Answer: Avamar & Backupexec.*
22. **Question: Why are you looking to replace it?**  
*Answer: Avamar is past its life and has been extended for multiple years. We are running out of space for backups. We want a single solution instead of 2 systems. Backupexec is used for overflow since it is connected to a tape library and we want to have one solution instead of 2.*
23. **Question: What issues or shortcomings with the current solution are looking to resolve**  
*Answer: Space for backups have been the biggest issue. Missing instant recovery.*
24. **Question: Has Sedgwick County completed in POC's in conjunction with this project? With which vendors.**  
*Answer: No POC's have been completed.*
25. **Question: As the evaluation moves to Acceptance Testing, how many vendors will be given the opportunity participate in Acceptance Testing?**  
*Answer: No testing will be done. Once awarded will move forward to setup.*
26. **Question: Do you currently have previous capital expenditures on assets such as storage or compute relating to backup that are to be repurposed for this project? Please identify those assets to be repurposed.**  
**REWORDED/Clarified: Are you currently using a backup solution with hardware you would like to re-purpose. For example, if you have a backup application installed on physical server and then use a NAS for storage, are you trying to use the existing server or storage for the new solution?**  
*Answer: No, there are no other resources from previous projects being provided.*

27. **Question:** Please clarify on sizing. It appears there is a total of 121,028 GB of data stemming from the Physical and Virtual systems. The data amounts associated with the change rates are subsets of the 121,028 GB are thus included in that total. Please verify.

**REWORDED/Clarified:** The Physical Count of 23 servers @ 20,351 GB and the Virtual Count of 225 Servers @ 100,667 GB add up to 121,028 GB.

Similarly, if you add up the data amounts listed in the change rate section, you also get 121,028 GB of data.

These appear to be the same data set with a size of 121,028 GB.

Is this the total data size of the environment? That is our assumption, but we want to confirm that this is the case. If not, what is the total data size of the environment that needs to be backed up?

Physical Count: 23 Servers @ 20,351 GB  
Virtual Count: 225 servers @ 100,677 GB  
Avg. 5% Change Rate: 103,207 GB  
Avg. 14% Change Rate: 2,937 GB  
Avg. 18% Change Rate: 1,624 GB  
Avg. 28% Change Rate: 6,441 GB  
Avg. 48% Change Rate: 5,755 GB  
Avg. 53% Change Rate: 458 GB  
Avg. 63% Change Rate: 606 GB  
Retention: 10 daily's, 4 weekly's, Each expire after 60 days  
File Servers: 8 servers @ 9,545 GB (apart of the Avg. 5% change rate total)  
File Server Retention: 14 daily's, 5 weekly's, 3 monthly's, each expire after 60 days

*Answer: Yes, that is correct. This is the total raw data on these servers with average daily change rate.*

28. **Question:** Multi-Site Locations - Please describe the sites and the connectivity between them: Number of Locations with Unique data that is in scope for backup?

*Answer: 3 data centers with data, but utilizing only 2 of the 3 data centers if a DR site is included with the topology.*

29. **Question:** Multi-Site Locations - Please describe the sites and the connectivity between them: Connectivity between sites?

*Answer: Dark fiber 10GB.*

30. **Question:** Multi-Site Locations - Please describe the sites and the connectivity between them: How much data is at each site?

*Answer: We have 3 data centers but will utilize only 2 if a DR site is included with the topology. Connectivity is dark fiber 10 GB backbone.*

31. **Question:** What version of Exchange and SharePoint are deployed?

*Answer: Exchange 2013 & SharePoint 2013 Foundation.*

**32. Question: Is there any MS SQL present?**

*Answer: Yes, but the DBA's do backups so it goes to a flat file and the backup system comes through and picks up the flat file. The size is included with the overall total.*

**33. Question: How many databases?**

*Answer: N/A.*

**34. Question: What is the size?**

*Answer: N/A.*

**35. Question: Please identify any other databases such as Oracle or MySQL that are present?**

*Answer: Oracle is present, but the backups are done to a flat file and then the backup system comes through and picks up the flat file.*

**36. Question: What is the current protection strategy for these assets?**

*Answer: N/A.*

**37. Question: Physical Server Backup - What OS's and versions need to be backed up?**

*Answer: 2008 if possible, but 2012 and above minimum.*

**38. Question: How are you currently using public providers such as AWS, Azure, and O365?**

*Answer: Currently, we are using Azure for development servers. We do have some departments using OneDrive but on a minimum basis and not sure we will need to back that up.*

**39. Question: Are you currently using O365?**

*Answer: Yes, we do have some departments using OneDrive but on a minimum basis and not sure we will need to back that up.*

**40. Question: If so, how many users?**

*Answer: Unknown, but can get up to 450.*

**41. Question: If so, how many mailboxes will need protection?**

*Answer: None, currently we just have users using OneDrive.*

**42. Question: Please describe any AWS or Azure workloads.**

*Answer: Currently, we have development servers in the Azure cloud.*

**43. Question: What future plans or initiatives are in place to use public cloud offerings?**

*Answer: None.*

**44. Question: Please describe any currently implemented storage you would like to use for backup storage.**

*Answer: None.*

**45. Question: Do you currently have multiple datacenters that could be used for high availability through replicated solutions?**

*Answer: Yes.*

**46. Question: Is a physical appliance or software solution preferred?**

*Answer: Standalone system preferred, but other solutions are acceptable.*

**47. Question: If deploying as a virtual appliance, would you prefer Hyper-V or VMWare for the hypervisor?**

*Answer: VMWare.*

**48. Question: What type of network connectivity will physical appliances require? Copper? Fiber? Speed?**

*Answer: Our network speed to the clients range from 1GB and the back bone goes up to 10GB dark fiber. We have fiber already in place but can use copper as well.*

**49. Question: Please describe any tape requirements you have?**

*Answer: We are moving away from tape, but made it mandatory that the system can handle tape if we ever need to go back to it.*

**50. Question: What platform are all of the 23 physical servers on to be backed up, i.e. Windows, Linux etc.?**

*Answer: Windows.*

**51. Question: Please provide current RVTools extract.**

*Answer: Sedgwick County Division of Information Technology can provide this during the award process. This information will not be provided before then due to infrastructure and security concerns.*

**52. Question: Please provide LiveOptics on physical servers in scope.**

*Answer: Sedgwick County Division of Information Technology can provide this during the award process. This information will not be provided before then due to infrastructure and security concerns.*

**53. Question: Please provide MyTrends analysis on physical servers in scope.**

*Answer: Sedgwick County Division of Information Technology can provide this during the award process. This information will not be provided before then due to infrastructure and security concerns.*

**54. Question: On “Regulatory Requirements”, please expand on ANY? Other than what is listed.**

*Answer: No new regulatory requirements other than what is listed.*

**55. Question: Please expand on requirements to manage through Group Policy.**

*Answer: Ability to push a thick client to machines and/or admin PCs, if required.*

**56. Question: Please expand on System External Interface requirements & Is there any remote connection for support? Hardware vs Software?**

*Answer: If your system requires an external connection to the internet, remote or any back door connections to the backup software or hardware we will need to review for security reasons.*

**57. Question: Is Ransomware a requirement? If so what level of protection is required?**

*Answer: Ransomware protection is not a requirement, but is a desirable feature.*

**58. Question: Is Secondary Environment required, is so please expand on requirements?**

*Answer: Secondary Environment or DR site is not a requirement, but is a desirable feature.*

**59. Question: Is Tape Backup a requirement? If so please provide retention & sizing. Please expand on “etc.” in the comment.**

*Answer: Yes, the ability to utilize tape backup is a requirement. We will not be utilizing it currently, but want the option for the future so no sizing needed. Etc. covers anything that was missed that your product can cover in regards to multi-backup locations and/or technologies.*

**60. Question: Please clarify on requirements for EDiscovery.**

*Answer: EDiscovery is a desirable feature but not required. Sedgwick county does not have any requirements and is just exploring options tied to different products, backups being one of them.*

**61. Question: Please clarify requirements on Granular Admin Permissions.**

*Answer: Role Based Access Control. We want to limit by group. For example, we want helpdesk to just do restores but not modify schedules. We want DBA's to have access to restores but can modify schedules.*

**62. Question: What is the annual growth rate that we should plan for? 10%, 15%, other?**

*Answer: Unknown, please use industry standard.*

**63. Question: What are the eDiscovery requirements? Email y/n. Filesystems y/n. Sharepoint y/n. OneDrive y/n.**

*Answer: EDiscovery is not mandatory, but a desirable feature. We would like to know whatever you can provide.*

**64. Question: Will mailbox backups or journaling be used?**

*Answer: Depends on licensing if it is included or an individual license. If its separate, then please leave it off the official quote.*

**65. Question: What are the eDiscovery requirements? For email: Are there requirements to ingest existing PST files?**

*Answer: There are no requirements at this time for this feature. PST files are included under the file server count and not separated out. This also includes the daily change rate.*



66. **Question: If so, what is the total size in GB of all of the PST files?**  
*Answer: N/A.*
67. **Question: What is the total number of messages in all of the PST files?**  
*Answer: N/A.*
68. **Question: What is the size of the Exchange or O365 database in GBs.**  
*Answer: 53 Databases @ 3892 GB.*
69. **Question: What is the total number of messages in the Exchange Database?**  
*Answer: 21,064,589.*
70. **Question: What is the percent of email that will be content indexed?**  
*Answer: 100%.*
71. **Question: How many mailboxes are there?**  
*Answer: 4,175. This includes generic mailboxes and resource calendars.*
72. **Question: What is the estimated user growth in percent?**  
*Answer: Unknown, use industry standards.*
73. **Question: What is the estimated mail growth in percent?**  
*Answer: Unknown, use industry standards.*
74. **Question: For filesystems: What is the size in GB of the filesystem(s) to be content indexed.**  
*Answer: Unknown, files are included under the file server count and not separated out. This also includes the daily change rate.*
75. **Question: For filesystems: What is the number of files that need to be content indexed.**  
*Answer: Unknown.*
76. **Question: Can you give us more info to help us determine this requirement: Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, de-dupe rates, etc....).**  
*Answer: On Page 5 under Architecture and IT Standards item 3 can be removed.*
77. **Question: What types of operating systems are in use at the county? Windows, Linux, AIX, HP-UX, Solaris.**  
*Answer: Windows & Linux*

**78. Question: What version of Exchange do you currently use?**

*Answer: Exchange 2013 Enterprise in a DAG environment.*

**79. Question: How many Exchange Mailboxes?**

*Answer: 4,175. This includes generic mailboxes and resource calendars.*

**80. Question: What version of Sharepoint do you currently use?**

*Answer: Sharepoint 2013 Foundations.*

**81. Question: What are the makes, models and operating systems of the physical servers? Can you provide the version of the OS also?**

*Answer: All servers are Dell PowerEdge servers. OS versions will be 2008 and higher.*

**82. Question: What workloads are associated with the change rates on the bottom of page 4? Database, Exchange, Sharepoint, Filesystems?**

*Answer: Unknown, please use industry standards.*

**83. Question: What applications have a 48%, 53% and 63% change rate?**

*Answer: SQL & SAP.*

**84. Question: Do you want a hardware estimate for 3 years or 5 years?**

*Answer: Please provide best estimate for 5 years.*

**85. Question: Do the average change rate represent daily change?**

*Answer: Daily.*

**86. Question: You specifically mention retention on the File servers. Are there other retentions other than Fileserver retention? For virtual machines, exchange, databases?**

*Answer: We are wanting to adjust the retention to 14 Daily's, 5 weekly's, 3 monthly's for all servers. Please see statement on first page of addendum.*

**87. Question: There is a line in the retention section that says "10 Daily's, 4 weekly's, each expire after 60 days". What is that in reference to?**

*Answer: We are wanting to adjust the retention to 14 Daily's, 5 weekly's, 3 monthly's for all servers. Please see statement on first page of addendum.*

**88. Question: Regarding Azure and Amazon Web Services: Can you advise the environment in which Azure and AWS are used by Sedgwick County? Is this used for data storage, virtual machines, Active Directory sync?**

*Answer: Currently, we are not backing up Azure. We just put some development servers into Azure but are waiting until new backup system is in place to start backing those up and utilizing them fully.*

**89. Question: Regarding Cloud Backups: How many Office 365 accounts need backed up?**

*Answer: 0, we are not utilizing this yet but want options for when we do.*

**90. Question: Regarding Cloud Backups: How many OneDrive accounts need backed up?**

*Answer: 0, we are not utilizing this yet but want options for when we do.*

**91. Question: Any other cloud services / accounts need backed up?**

*Answer: No.*

**92. Question: Regarding Change Rates that are listed in the RFP: What is the interval on the listed change rates? Daily, Weekly, Monthly?**

*Answer: That is a daily change rate.*

**93. Question: Regarding multi-backup locations: Are you desiring to have backups in Data Center A, Data Center B and Cloud?**

*Answer: It is a desirable to have high availability in 2 of our data centers. Cloud backup is not something we are wanting to go with currently due to added costs.*

**94. Question: Regarding multi-backup locations: Can you expand on the desire for multi-backup locations?**

*Answer: We are wanting options for the future to be able to add tape library if needed or cloud backups or even SAN storage if we need to add extra space quickly or temporarily.*

**95. Question: Virtual Environment: Are you utilizing VMWare or Hyper-V?**

*Answer: VMWare 6.5 & 6.7.*

**96. Question: With reference to, "Instant Recovery of systems that are backed up," Does this indicate that a running replication with immediate failover is required?**

*Answer: No.*

**97. Question: With reference to, "Instant Recovery of systems that are backed up," Does it mean that data must be immediately available for a recovery process?**

*Answer: Our view of instant recovery is the ability to spin up a virtual machine to run temporarily or permanently after a failure, disaster, or testing.*

**98. Question: With reference to, "Instant Recovery of systems that are backed up," How are you defining, "instant"?**

*Answer: We picture instant recovery to be 5-10 minutes or less and a system will be up and running.*

**99. Question: With reference to, “Hardware Support needs to be next day or better,” Hardware is next business day replacement assuming request comes in before daily cutoff time. Is that acceptable?**

*Answer: Yes, as long as the system is redundant enough to handle more than 1 hard drive failure at a time. The concern is if a hard drive fails and we are waiting for a new one, we don't want another to fail and the system crashes.*

**100. Question: With reference to, “Hardware Support needs to be next day or better,” If the hardware needs to be “reloaded” prior to shipment, that adds about a day per TB (1000GB). Is that acceptable?**

*Answer: Yes, as long as the system is redundant enough to handle more than 1 hard drive failure at a time. The concern is if a hard drive fails and we are waiting for a new one, we don't want another to fail and the system crashes.*

**101. Question: With reference to, “Granular Administrator Permissions,” This needs to be clearly defined as to what granular is. Set tiers, dynamic, processes for determining permission levels, etc.**

*Answer: Some examples would be we would like the helpdesk to restore files but not modify schedules. While we want DBA's to restore as well as modify schedules.*

**102. Question: With reference to, “Ability to backup Cloud Locations (examples include OneDrive, Office 365, Azure, AWS, etc.),” We can backup some cloud apps, like O365 and G-Suite. Is Azure and AWS storage domain accessible? If not, then this would require additional services and/or licensing.**

*Answer: We are domain accessible for Azure, but we currently do not use AWS.*

**103. Question: With reference to, “Avg. % Changes,” Are these daily, monthly, yearly?**

*Answer: Change rate is daily.*

**104. Question: With reference to, “Avg. % Changes,” Are these numbers all based on increases of data?**

*Answer: The numbers are total raw space.*

**105. Question: With reference to, “Avg. % Changes,” Does each percentage apply to a certain server? What are they?**

*Answer: The percentage is applied to multiple servers that range in tiers. For example 1-5%, 6%-14%. 63% is the max so it has not gone higher than that. The total beside the change rate is the total space being backed up and the change of that data.*

**106. Question: With reference to, “Avg. % Changes,” Are there data archiving policies and procedures in place?**

*Answer: Historical data is being backed up and kept due to laws and regulations. There are retention policies in place.*

**107. Question: With reference to, “Avg. % Changes,” Are there data pruning/deletion policies in place and how are they handled?**

*Answer: Yes, clean up runs weekly and removes everything that is past the retention policies.*

**108. Question: With reference to, “Retention Specifications,” Are these minimums or set specifications?**

*Answer: We are wanting to adjust the retention to 14 Daily’s, 5 weekly’s, 3 monthly’s for all servers. Please see statement on first page of addendum.*

**109. Question: With reference to, “Retention: 10 dailies, 4 weeklies, each expire after 60 days,” This would be 70 dailies and 12 weeklies stored before pruning of first daily and weekly would occur. Is that correct?**

*Answer: We are wanting to adjust the retention to 14 Daily’s, 5 weekly’s, 3 monthly’s for all servers. Please see statement on first page of addendum.*

**110. Question: With reference to, “File Server Retention: 14 dailies and 5 weeklies, 3 monthlies, each expire after 60 days,” This would be 74 dailies, 13 weeklies, and 5 monthlies stored before first pruning of daily, weekly, and monthly would occur. Is that correct?**

*Answer: We are wanting to adjust the retention to 14 Daily’s, 5 weekly’s, 3 monthly’s for all servers. Please see statement on first page of addendum.*

**111. Question: With reference to, “Flexible Expansion (example: ability to use whatever storage we want to expand our backups),” Are there policy and procedures for doing this in place to maintain any compliance standards?**

*Answer: Policies and procedures are maintained within the county in regards to that, but any compliance standards that are mandated by law are strictly followed for that set of data.*

**112. Question: With reference to, “(example: connecting a USB drive to copy data from backup. Must maintain encryption. No bare data copies, drive cannot leave building, etc.) From Mandatory Project Requirements: Must provide 3 to 5-year minimum solution before expansions.” Why the need to expand if solution is required to be sized for no expansion? Is this for out of scope expansion? Would that require a change order?**

*Answer: We are looking to utilize this solution for 5 years, but we want to know options for expansion. The county has absorbed other departments and entities which requires us to increase backups. We have other projects that are unforeseen which require expansion of backups as well. Even though the solution is required to have 3-5 years, we do not expect vendors to plan for everything. The solution does require the ability to expand if needed and if it is needed at that time we will purchase the expansion space. No change order required.*

**113. Question: With reference to, “Multi-Datacenter for High Availability (example Datacenter A goes down, then Datacenter B can backup and restore),” We have Bi-Coastal datacenters, but it is not a true High Availability solution. There is manual intervention in case of a data center failure. Is that acceptable?**

*Answer: Yes.*

**114. Question: With reference to, “eDiscovery through backup solution,” Retention policies listed in Mandatory Project Requirements would not allow for eDiscovery past 60 days. Are there other policies in place for maintaining greater retention cycles on and off premises? Are there archiving policies in place? What are they? Are they handled separately or need to be included?**

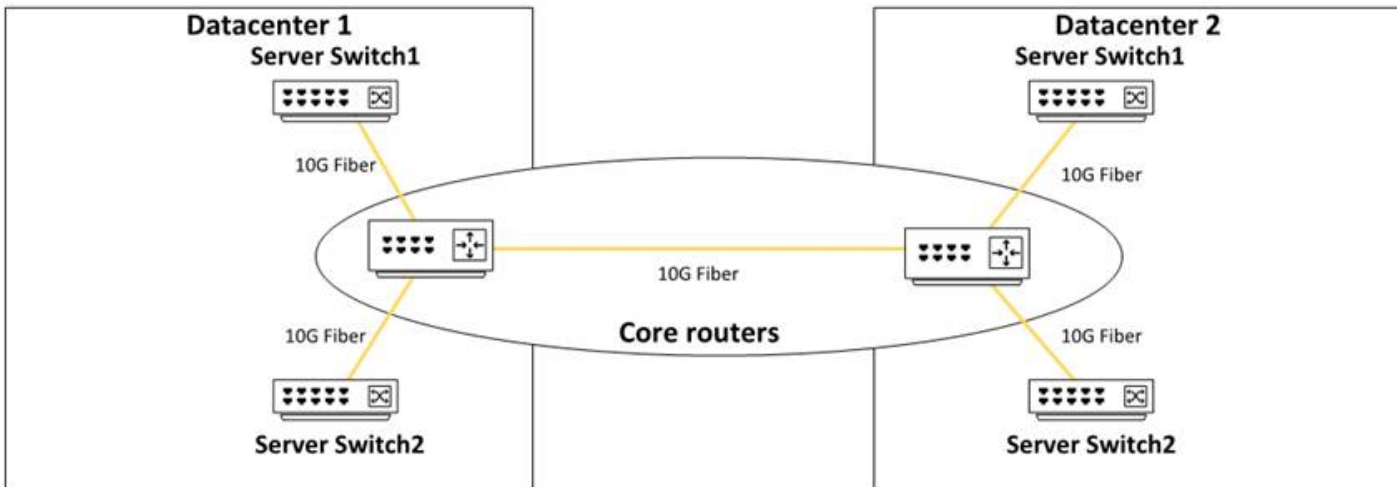
*Answer: This is not a feature we currently have but something we would like. If anyone is under eDiscovery then the retention policy would not matter and would extend past the 60 day mark.*

115. **Question:** With reference to, “No professional services needed for maintenance, upgrades, and expansion of backup solution,” Does this mean no “billable” professional services or Sedgwick County personnel are responsible for all professional services?

*Answer: No billable professional services.*

116. **Question:** Can Sedgwick County provide a diagram of network layout including data center or centers where backups will need to occur?

*Answer: Please see illustration.*



117. **Question:** Can Sedgwick County provide connectivity type and speeds between locations? Example: fiber, ethernet, leased lines (Google, ATT, Comcast, Other) Example: Gigabit, Megabyte, Other

*Answer: Both datacenters are connected together via 10G Ethernet over fiber. Fiber is owned and not leased.*

118. **Question:** What is Sedgwick County’s connection and speed to the internet?

*Answer: 2Gbps symmetrical fiber from Cox and CenturyLink*

119. **Question:** Up and Down speeds?

*Answer: Cox: 1Gbps up/1Gbps down | Centurylink: 1Gbps up/1Gbps down.*

120. **Question:** Are there multiple connections and locations?

*Answer: Yes, one connection per datacenter.*

121. **Question:** Is there a specific connection for backup data to use? What is it?

*Answer: No, backup data will traverse internal networks alongside production traffic.*

- 122. Question: Can Sedgwick County provide allowances of bandwidth on network and internet for backups? During normal business hours on network and internet? After hours on network and internet? Example: 20% during normal business hours and 75% after hours. Example: 200MB during normal business hours and 800MB after hours**

*Answer: This currently cannot be done on a schedule, however QoS policies are applicable. N/A. N/A.*

- 123. Question: V. Scope of Work: Mandatory Project Requirements - Please provide more details regarding the backup retention requirements. The retention is listed as "10 daily's, 4 weekly's each expire after 60 days." We are confused by this requirement, because if we are only keeping 10 daily backups, would they not expire after 10 days? We respectfully request this explanation as soon as possible, as it will affect the sizing and quotes.**

*Answer: We are wanting to adjust the retention to 14 Daily's, 5 weekly's, 3 monthly's for all servers. Please see statement on first page of addendum.*

- 124. Question: V. Scope of Work: Mandatory Requirements – The county has stated “Hardware Support needs to be next day or better.” Please clarify exactly what level of support you would prefer for this project (this will help us to accurately price the appropriate level).**

*Answer: For any replacements, unless you have a high availability system, hardware replacement needs to be 4 hours or next day.*

- 125. Question: How many Sedgwick County employees will require training on the new solution?**

*Answer: 3.*

- 126. Question: What is the backup window for accomplishing the backups each night (i.e. 6 hours, 8 hours, 12 hours, etc.)?**

*Answer: 12 hours.*

- 127. Question: For an on-premises solution should the proposal include both a primary site and DR site?**

*Answer: It is not mandatory that there is a DR site, but the DR site is a desirable item.*

- 128. Question: What WAN connectivity is available between the sites?**

*Answer: Fiber between both data centers.*

- 129. Question: What is the speed of the WAN link?**

*Answer: 10 GB dark fiber between data centers.*

- 130. Question: What hours of the day are available for replication of the backup data?**

*Answer: 5:30pm – 7:00am.*

- 131. Question: What is Sedgwick County's Annual Growth Rate Percentage (AGR%) of your data (i.e. how much does the data grow year-over-year)? If unknown, industry averages will be used.**

*Answer: Unknown year to year. We did provide the daily change rate.*

**132. Question: For 10 Gbps Ethernet network connectivity, what type of connectivity is preferred (SFP+ with optical transceivers, SFP+ with twinax cables, 10GBASE-T)?**

*Answer: SFP+ with optical transceivers.*

**133. Question: What make/model of Ethernet switches does Sedgwick County use for 10 Gbps Ethernet connectivity?**

*Answer: Cisco Catalyst 9300, Cisco Catalyst 3850.*

**134. Question: Of the 20 Physical Servers mentioned in Section V, what operating systems are in use?**

*Answer: 2008 and above but we are migrating off of 2008.*

**135. Question: Of the 225 VMs mentioned in Section V, what guest operating systems are in use?**

*Answer: 2008 and above but we are migrating off of 2008. We also have a few Linux VMs.*

**136. Question: Regarding the File Servers, are these specific NAS devices (i.e. Isilon, NetApp), or are these just Windows File Servers? Please describe.**

*Answer: All file servers are Windows Servers attached to a Nimble SAN.*

**137. Question: For database servers, what software and versions are in use (e.g. MS-SQL Server 2016)?**

*Answer: We will not be directly connecting to back up the SQL servers. DBA's push a flat file out and the backup system comes through and picks that file up multiple times a day. The size of those files are a part of the total size count.*

**138. Question: For database backups, do the DBAs prefer to use backup software with database-specific agents, or do they prefer to use native backup tools and dump the database to a file on storage (for example, MS-SQL native maintenance plans writing to .BAK files, Oracle RMAN backups to NFS exports, etc.)?**

*Answer: We will not be directly connecting to back up the SQL servers. DBA's push a flat file out and the backup system comes through and picks that file up multiple times a day. The size of those files are a part of the total size count.*

**139. Question: For an on-premises solution that can integrate with the cloud (i.e. archive backups to the cloud, spin VMs up into the cloud, replicate and DR in the cloud) should any cloud software be quoted at this time, or should it just be explained in the RFP response?**

*Answer: As of now we do not have a need for cloud but want the option to go to cloud if needed.*

**140. Question: Regarding Professional Services, is Sedgwick County expecting professional services to assist with the complete migration of all backup jobs to the new solution? If not, will you clearly define what services are expected from the vendor (for example, hardware installation, software configuration, testing/validation, configuring initial protection jobs for a certain number of servers or VMs, configuring replication, etc.)?**

*Answer: We want a fully functional solution built from the ground up with support as needed. We will not need to rehydrate old data as we will allow old data to fall off through retention.*



- 141. Question: Regarding the Acceptance Testing, specific tests, deliverables and success criteria will need to be defined. Will the county outline those tests and/or deliverables now so we can appropriately scope any necessary services?**

*Answer: Including but not limited to a fully functional solution built from the ground up with support as needed. Testing of backups, restores and speeds. Physical deliverables are dependent on your solution and what is required.*

- 142. Question: VIII. Required Response Content – Bidders are required to acknowledge receipt of a Business Associate Addendum. This document does not appear to have been included in the bid package. Please provide a copy of the BAA if acknowledgement is required with our bid.**

*Answer: Please see attached.*

- 143. Question: Please provide direction on how you would like pricing presented on the various components of the RFP (equipment, maintenance, professional services, etc.).**

*Answer: Line items and all together please unless you are giving multiple years those can be separate (example 3 year and 5 year).*

- 144. Question: Under the Scope of Work, it states that eDiscovery through the backup solution is desirable. Our solution has a multitude of functionalities relating to this topic. Can you please expand upon the exact capabilities Sedgwick County desires in this area?**

*Answer: We currently do eDiscovery on email and file shares (personal drives and some departmental drives).*

- 145. Question: Can you please provide the number of users (i.e. data owners) whose information will be searched, indexed, held, etc.?**

*Answer: Current count is 75 users but have been up to 100. This number is always in flux dependent on KORA and Legal.*

- 146. Question: How many of the servers stated (23 physical & 225 virtual) are hosts?**

*Answer: None of those are hosts.*

- 147. Question: What is the county's anticipated operating instance (i.e. physical and virtual servers) growth rate year-over-year?**

*Answer: Unknown, please use industry standard.*

- 148. Question: How much front end, uncompressed, un-deduped, raw data is there?**

*Answer: The data shown in the RFP is the front end, uncompressed, un-deduped raw data count.*

- 149. Question: Retention?**

*Answer: We are wanting to adjust the retention to 14 Daily's, 5 weekly's, 3 monthly's for all servers. Please see statement on first page of addendum.*

- 150. Question: OS of servers?**

*Answer: 2008 and above, but working on decommissioning 2008 servers*

**151. Question: What do you mean when you say Instant Recovery of Systems? What are your expectations?**

*Answer: Our view of instant recovery is the ability to spin up a virtual machine with latest data to run temporarily or permanently after a failure, disaster, or testing. We picture instant recovery to be 5-10 minutes or less and a system will be up and running.*

**152. Question: When you list 10 daily backups for retention, are you needing that to be 10 backup points per day?**

*Answer: We are wanting to adjust the retention to 14 Daily's, 5 weekly's, 3 monthly's for all servers. Please see statement on first page of addendum.*

**153. Question: How many sites?**

*Answer: We have 1 AD site but 2 data centers.*

**154. Question: How many systems are at each site?**

*Answer: 247 servers spread across both data centers.*

**155. Question: What is the internet connectivity between the sites?**

*Answer: 10GB dark fiber connection.*

**156. Question: What is the current software?**

*Answer: Avamar & Backupexec.*

**157. Question: What is the desired RTO and RPO for the solution?**

*Answer: Unknown as the county is unique in each department has different requirements. Everything from minimal to no loss to more relaxed.*

**158. Question: What are the makes, models, and firmware version of each SAN that requires backups?**

*Answer: The SAN will not be directly backed up, just the shares through the Windows Servers.*

**159. Question: What version of Exchange is in use?**

*Answer: Exchange 2013.*

**160. Question: What version of SharePoint is in use?**

*Answer: SharePoint 2013 Foundations.*

**161. Question: What Operating Systems are in use?**

*Answer: 2008 and above but moving away from 2008.*

**162. Question: Are any current cloud locations in scope? Which services and what capacity?**

*Answer: Currently, we do not have any cloud locations that would fall under this scope. We do want to have this ability when needed for the future.*

**163. Question: What is the number of VMware hosts and clusters in scope?**

*Answer: Hosts are not being backed up by this software.*

**164. Question: How many network segments, VLANs, subnets are in scope for backup?**

*Answer: Unknown.*

**165. Question: Is there a dedicated backup network today?**

*Answer: No.*

**166. Question: What is the connectivity for data and for storage? 1 Gb Ethernet? 10 Gb Ethernet?**

*Answer: 1GB and a 10GB dark fiber back bone.*

**167. Question: What is the upload and download speed of the available internet connections?**

*Answer: 1GB.*

**168. Question: Is the desire to have VMs be able to run in a cloud solution?**

*Answer: We would like the option.*

**169. Question: Is Cloud acceptable for extended retention requirements, weekly and monthly? (AWS/Azure) with Daily's on site?**

*Answer: Yes, if it fits within budget and does not add a lot of extra overhead for price.*

**170. Question: Is "Instant recovery" a requirement for the Physical servers?**

*Answer: The ability to take a physical server and quickly spin it up into a virtual from a backup is a requirement.*

**171. Question: Are the file server virtualized?**

*Answer: Yes.*

**172. Question: Is Cloud acceptable for extended retention requirements, weekly and monthly? (AWS/Azure) with Daily's on site?**

*Answer: Yes, if it fits within budget and does not add a lot of extra overhead for price.*

**173. Question: Please provide the name of the software system(s) you wish to have covered by this RFP.**

*Answer: We do not have a preferred software. We would like to see the best solution each vendor has to offer that meets the mandatory requirements.*

**174. Question: Please provide the technical architecture diagram for the systems named in the response to the previous question.**

*Answer: N/A.*

**175. Question: Please provide the list of hardware and software specifications for each system.**

*Answer: Currently we have 2008 and above but migrating away from 2008. Hardware is vast but Dell Power Edge is our normal systems.*

**176. Question: Will the county please provide additional details on the requirements for the Open Records Request Management software?**

*Answer: N/A. Please disregard.*

**177. Question: Does the county have any SAN Storage? And what is the amount of data currently being stored on the SAN?**

*Answer: Yes, total counts are what is provided in the RFP.*

**178. Question: With reference to, “Instant Recovery of systems that are backed up,” What is the county’s definition of instant recovery?**

*Answer: Our view of instant recovery is the ability to spin up a virtual machine to run temporarily or permanently after a failure, disaster, or testing. We picture instant recovery to be 5-10 minutes or less and a system will be up and running.*

**179. Question: With reference to, “Ability to backup current infrastructure with specified retention rates,” Please provide the specified retention rates for each software application.**

*Answer: We are wanting to adjust the retention to 14 Daily’s, 5 weekly’s, 3 monthly’s for all servers. Please see statement on first page of addendum.*

**180. Question: How many seats of O365 do they have?**

*Answer: Zero, we currently do not have Office 365 but want the ability to backup when we do.*

**181. Question: What Cloud Services are currently in use and what amount of data may be stored in each?**

*Answer: As of now, nothing. But we have development servers in the Azure cloud that in the future we might need to back up.*

**182. Question: Instant Recovery of Systems that are backed up: Are there specific time requirements to restorations?**

*Answer: Our view of instant recovery is the ability to spin up a virtual machine to run temporarily or permanently after a failure, disaster, or testing. We picture instant recovery to be 5-10 minutes or less and a system will be up and running.*

**183. Question: Multi-Backup Location: What Sites does the County have that may be suitable for securely housing remote backup equipment for the purposes of offsite replication?**

*Answer: We have 3 locations that are suitable, but we will be using 1 or 2 of those data centers depending on the topology of the backup system.*

**184. Question: How far apart are these sites and what type of connection exists between sites? IE: 100Mb/100Mb fiber at both locations connected via IPSec VPN, 100Mb/15Mb coax and 50/50 MPLS at both sites.**

*Answer: The sites are a block apart connected by dark fiber on a 10GB fiber backbone.*

**185. Question: What SAN(s) are in use (brand, model)?**

*Answer: Nimble SAN.*

**186. Question: Are these being used for local snapshots now? Will that continue? Are there servers in the remote data center(s) for failover purposes?**

*Answer: We are taking local snap shots but on a few servers for various reasons. This will not continue with the new system.*

**187. Question: Reporting and monitoring on all backups: Does monitoring in this context require an external entity monitoring the backups, or simply that the success/failure of backups are sent as alerts to designated County staff?**

*Answer: It is mandatory that the reporting system send alerts to designated county staff. It is desirable, but not mandatory, to have an external entity help monitor as well.*

**188. Question: Backup Sizing: Is 121,028GB the raw size, the post-compression/post-dedupe size of all servers from one backup, or total backup storage including all copies based on retention policies?**

*Answer: Raw size from the servers, post-dedupe from one backup.*

Firms interested in submitting a **proposal**, must respond with complete information and **deliver on or before 1:45 p.m. CST, February 18, 2020**. Late **proposals** will not be accepted and will not receive consideration for final award.

**“PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE PROPOSAL RESPONSE PAGE.”**



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Josh Lauber  
Senior Buyer

JL/ch