



ENTERPRISE BACKUP SOLUTION
BID NO: 20-20071
Addendum No. 2
July 28, 2020

Modification to Addendum 1

Addendum 1 responses to questions #6 and #97 are removed and replaced with the response to question 88 on this Addendum 2.

End of Modification to Addendum 1

Questions and Responses

This Addendum 2 contains responses to the remaining submitted questions and will make reference to Addendum 1 that was posted on July 22, 2020.

1. **Question:** Licensing Question: What quote terms/options (1, 3, 5 Years) you prefer?

Response: *Please refer to Exhibit C Compensation Schedule. We are looking for a base term cost with five optional one year extensions to be paid on an annual basis if exercised.*

2. **Question:** Licensing Question: How does your purchasing process works (ie: steps, people involved, \$\$ amount thresholds, board approval, RFP, etc.)

Response: *Refer to the RFP Section II. Selection Process for information regarding the steps to select a vendor for this project. The SAWS Board of Trustees usually meets the first Tuesday of each month at 9 AM (CT) and formal contracts requiring Board approval are presented before an official award can be made.*

3. **Question:** Licensing Question: Do you need to purchase on a contract? If so, what contracts can you use?

Response: *This is an open market Request for Proposals and a contract will be established with the successful bidder.*

4. **Question:** Does SAWS use Office 365? If yes, does SAWS want to include O365 protection in the vendor solution and if so, how many SAWS users are using O365?

Response: *Refer to response to question 52 in Addendum 1.*

5. **Question:** Please describe current known regulatory requirements managed by SAWS, such as NERC, etc.

Response: *The government guideline is NIST 800-53.*

6. **Question:** What are you defined recovery point objectives for file servers, SQL Databases, other servers?

Response: *Refer to response to question 3 in Addendum 1.*

7. **Question:** Please describe the site configurations of the current Server locations to be protected including number of servers, hypervisors, number of virtual and physical servers at each location (on premise, other datacenter and Azure).

Response: *Refer to response to questions 2, 4, 44, and 33 in Addendum 1.*

8. **Question:** Please describe the total amount of used data at each location with projected data growth?

Response: *Refer to response to question 291 in Addendum 1.*

9. **Question:** Describe the backup frequency (or recovery point objective for VMWare virtual machines and databases.

Response: *Refer to responses to questions 5, 78, 79, and 82 in Addendum 1.*

10. **Question:** Please describe your current SharePoint and Teams Sites deployment across on premise and O365.

Response: *This will need to be part of vendor's solution. SAWS is currently developing these platforms.*

11. **Question:** Does SAWS current Internet connection support bursting for initial replication?

Response: *No, SAWS has Gig circuits on 1Gbps physical hand-offs, so you can't get go above subscribed rate.*

12. **Question:** What is the day and time of the WebEx Bid Opening Meeting?

Response: *The WebEx is the same day/time as the RFP due date/time (August 14, 2020 at 3:00 PM Central Time) and the submittals will be publicly acknowledged.*

13. **Question:** What are the names of the individuals (SAWS employee or others) on the RFP review committee?

Response: *The Technical Evaluation Committee is made up of five individuals from various departments within the organization. The individual names and roles are not applicable to responding to the RFP. As part of this RFP process, all communications must be directed to, or through, Gina Cappa, Contracting and Purchasing Specialist at Gina.Cappa@saws.org or (210) 233-3412. Communications with the individuals on the RFP Technical Evaluation Committee are strictly prohibited.*

14. **Question:** Who at SAWS will make the final selection / decision on this RFP prior to Board approval?

Response: *Per the RFP Section II. Selection Process A. Selection, the Technical Evaluation Committee will review and evaluate the proposals and make a recommendation based on the highest overall score.*

15. **Question:** What vendor(s) solution(s) does SAWS currently use for enterprise backup?

Response: *Refer to responses to questions 17, 19, 34, and 51 in Addendum 1.*

16. **Question:** What Cloud Services Provider(s) does SAWS currently use?

Response: *Refer to response to question 14 in Addendum 1.*

17. **Question:** Please describe your current backup process.

Response: *Refer to response to question 7 in Addendum 1.*

18. **Question:** How many front-end terabytes (FETB's) does SAWS currently backup?

Response: *Refer to response to question 4 in Addendum 1.*

19. **Question:** Is it important for SAWS to select a Vendor that is currently NOT named as a Defendant in an Intellectual Property Infringement lawsuit?

Response: *It depends on whether the subject matter of that lawsuit is related to, or could negatively impact, the types of goods and services that will be provided to SAWS. SAWS asks for this information so that it may make an informed decision.*

20. **Question:** Would SAWS select a vendor or vendor's solution if the vendor is currently named as a Defendant in a Patent Infringement lawsuit?

Response: *It depends on whether the subject matter of that lawsuit is related to, or could negatively impact, the types of goods and services that will be provided to SAWS. SAWS asks for this information so that it may make an informed decision.*

21. **Question:** Does SAWS wish to not have a Data Aggregation step for data restore(s).

Response: *If this is to mean reporting on our enterprise environment, yes.*

22. **Question:** Should the selected vendor solution be able to backup and restore the following without use of third-party software?

- a. Active Directory – Restore of all users, groups, memberships. Restore of selected users, groups, OUs. Recreate deleted objects that cannot be restored from Active Directory Deleted Objects container.
- b. Exchange emails, mailboxes and email contacts

Response: *Preferred to have a single application interface but not required.*

- a. *The goal is to have as many functions on one platform.*
- b. *The goal is to have as many functions on one platform.*

23. **Question:** How many total servers compromise the entire backup environment to be protected?

- a. How many are physical?
- b. How many are virtual hosts? What hypervisors and versions?
- c. Please list all operating systems and versions requiring protection.

Response: *Refer to response to question 4 in Addendum 1.*

- a. *Refer to response to question 44 in Addendum 1.*
- b. *Refer to response to question 4 in Addendum 1, VMware 6.0, 6.5, 6.7.*
- c. *Refer to response to question 9 in Addendum 1.*

24. **Question:** How many total active VM's are running today?
- Response:** *Refer to response to question 4 in Addendum 1.*
25. **Question:** What is the total data footprint of the virtual environment?
- Response:** *Refer to response to question 4 in Addendum 1.*
26. **Question:** What is the total data footprint of the physical server environment?
- Response:** *Refer to response to question 4 in Addendum 1.*
27. **Question:** What is the daily change rate of your VM environment?
- Response:** *Refer to response to question 4 in Addendum 1.*
28. **Question:** What is the daily change rate of your physical environment?
- Response:** *Refer to response to question 4 in Addendum 1.*
29. **Question:** What is the total growth expected for the data center over the next 3 years? E.g. 20% annually
- Response:** *Refer to response to question 291 in Addendum 1.*
30. **Question:** What types of databases are needing protection?
- What platform and versions of databases? e.g. Oracle, HANA, etc.
 - What is the total data footprint of database environment?
 - What size are the largest databases of the environment?
 - For Microsoft SQL, do you leverage AlwaysOn Availability Groups?
 - What is the daily rate of change for the database environment?
- Response:** *Refer to response to question 51 in Addendum 1.*
- Refer to response to question 151 in Addendum 1.*
 - Refer to response to question 77 in Addendum 1.*
 - Refer to response to question 77 in Addendum 1.*
 - Yes.*
 - 100%.*
31. **Question:** Can you provide a list of your critical and primary applications that will be included in the backups? e.g. SAP
- Response:** *Refer to RFP Section 3. Functional Requirements.*
32. **Question:** Please describe data retention policies including longevity and any associated with particular data types or workloads. What is the longest data retention period needed?
- Response:** *Refer to response to question 4 in Addendum 1.*
33. **Question:** Are there established SLAs to the business for applications and services? If so, please describe. What are the recovery-point and recovery-time objectives?
- Response:** *Refer to response to question 3 in Addendum 1.*

34. **Question:** Will you be looking to span more than one cloud (Hybrid cloud)?
- Response:** *SAWS is looking for the best solution with the best value. Vendors should consider all options when developing a solution for the RFP.*
35. **Question:** What LAN & WAN connections do you have between on premise datacenters and to any cloud hosted workloads?
- Response:** *Refer to response to question 6 in Addendum 1, and response to question 11 in Addendum 2.*
36. **Question:** What regulations, if any, must SAWS comply with in regard to the backup environment? E.g. PCI
- Response:** *NIST 800-53.*
37. **Question:** Can you share which departments, staff, and work-roles from SAWS will be part of the demonstrations and interviews?
- Response:** *Refer to response to question 13 in Addendum 2.*
38. **Question:** Is SAWS looking for a “fully managed service”, or a project to implement the system for SAWS to manage with some support from the vendor?
- Response:** *SAWS has outlined the requirements in the RFP. SAWS is not looking for a “fully managed service,” however the solution will need to include a comprehensive support and maintenance plan.*
39. **Question:** Section I.c.2.a. What are responsibilities of this full time employee?
- Response:** *This is for the project install. See response to question 109 in Addendum 1.*
40. **Question:** Section I.c.2.a. Who will direct the daily activities of the full time employee?
- Response:** *This is for the project install. See response to question 109 in Addendum 1.*
41. **Question:** Section I.c.2.a. Will the full time employee be on site or work remote?
- Response:** *This is for the project install. See response to question 109 in Addendum 1.*
42. **Question:** What does SAWS use for your enterprise backup solution today?
- Response:** *Refer to response to question 19 in Addendum 1.*
43. **Question:** Is the vendor required to order Infrastructure from Public cloud provider or provide Solution requirements for SAWS to perform the Ordering?
- Response:** *This RFP is seeking to award to one vendor who meets the specified requirements. The awarded vendor will receive the purchase order directly.*
44. **Question:** What is the current Backup volume for on premise – Private and Public cloud workloads? Is it possible to provide this information per location?
- Response:** *Refer to response to question 4 in Addendum 1.*
45. **Question:** What is the current Backup retention Policy SAWS has currently in place for each type: operational backups, long term and archiving?
- Response:** *Refer to response to question 5 in Addendum 1.*

46. **Question:** Can you provide a storage inventory by technology and allocated capacity?

Response: *Refer to response to question 4 in Addendum 1.*

47. **Question:** How many physical / virtual servers are in your environment?

Response: *Refer to response to question 4 in Addendum 1.*

48. **Question:** How many data centers does SAWS operate and which cloud and SaaS providers do you use?

Response: *Refer to response to question 2, Azure.*

49. **Question:** Can you provide more information on the recovery tiers and the applications in scope and their RTO's/RPO's

Response: *Refer to response to question 3 in Addendum 1.*

50. **Question:** Does application mapping exist today in your environment? I.e. mapping to a business process and the underlying infrastructure?

Response: *Yes, for the server backup system refer to response to question 7. However, the RFP outlines a more enterprise solution.*

51. **Question:** How many sites are in scope? What are their names and/or locations?

- a. Aside from datacenters, remote sites, and co-location sites, please also include and note cloud IaaS environments (ex: Amazon, Azure) as well SaaS environments such as Office 365 that require protection.

Response: *Refer to response to question 2 in Addendum 1 and refer to the RFP Functional Requirements.*

52. **Question:** How much production data (in terabytes) requires protection at each site?

Response: *Refer to response to question 4 in Addendum 1.*

53. **Question:** Will each site require a local copy of data?

Response: *Refer to response to question 21 in Addendum 1.*

54. **Question:** Will it be stored on disk and/or tape?

Response: *Refer to response to question 152 in Addendum 1.*

55. **Question:** What is the length of retention for the local copy/copies?

Response: *Refer to response to question 5 in Addendum 1.*

56. **Question:** Will any sites be sending copies of their data to one or more other sites?

- a. If so, please describe the flow between locations and provide the required retention period.

Response: *Refer to response to question 7 in Addendum 1.*

57. **Question:** Will any location be sending a copy of data to one or more cloud service providers?
a. If so, please indicate what site(s) will be sending backups to what cloud provider(s) storage and provide the required retention period.

Response: *Refer to response to question 15, Azure in Addendum 1.*

- a. *SAWS has outlined the minimum functions in the RFP Section 3. Functional Requirements.*

58. **Question:** How many physical servers host your production data (excluding dedicated hypervisor hosts)?

Response: *Refer to response to question 39 in Addendum 1.*

59. **Question:** What are the operating systems and versions on the physical servers that host your production data?

Response: *Microsoft servers 2012 and above, and Linux.*

60. **Question:** What applications and versions are running on the physical servers that host your production data?

Response: *Most are SQL 2012 and 2016.*

61. **Question:** What databases and versions are running on the physical servers that host your production data?

Response: *Most are SQL 2012 and 2016.*

62. **Question:** How many NAS devices host your production data?

Response: *SAWS currently does not have a NAS.*

63. **Question:** What are the operating systems and versions on the NAS devices that host your production data?

Response: *SAWS currently does not have a NAS.*

64. **Question:** How many virtual machine hosts / hypervisor servers host your production data?

Response: *Refer to responses to questions 4 and 39 in Addendum 1.*

65. **Question:** How many active CPUs are used by these virtual machine hosts / hypervisor servers?

Response: *Refer to response to question 39 and 40 in Addendum 1.*

66. **Question:** How many VMs are you running on-premises?

Response: *Refer to response to question 4 in Addendum 1.*

67. **Question:** What are the hypervisor platforms and versions that host your VM production data?

Response: *Refer to response to question 23 in Addendum 2.*

68. **Question:** What applications and versions are running on the virtual servers that host your production data?

Response: *Refer to RFP Functional Requirements.*

69. **Question:** What databases and versions are running on the virtual servers that host your production data?

Response: *Refer to response to question 30 in Addendum 2.*

70. **Question:** What cloud platforms host your cloud-based VMs?
Response: *Azure will be hosting future VMs.*
71. **Question:** How many VMs are you running in the cloud IaaS environments?
Response: *None.*
72. **Question:** What applications and versions are running on the cloud-based VMs?
Response: *SAWS has SaaS in the Azure cloud for now. Vendor will need to refer to RFP to develop a solution to meet SAWS needs today and future as outlined.*
73. **Question:** What databases and versions are running on the cloud-based VMs?
Response: *SQL 2012.*
74. **Question:** Are you leveraging any cloud-native services that require protection (ex: Amazon RDS)?
Response: *Azure SaaS.*
75. **Question:** Do you require protection for containers (i.e. Docker)?
Response: *Not at this time.*
76. **Question:** Will laptop file data require protection?
Response: *Refer to response to question 53 in Addendum 1.*
77. **Question:** How many people use a local desktop or laptop for work?
Response: *Refer to response to question 53 in Addendum 1.*
78. **Question:** What are the operating systems and versions on desktops and laptops?
Response: *Refer to response to question 53 in Addendum 1.*
79. **Question:** How much is the approximate average amount of file data each user has on their laptops?
Response: *Refer to response to question 53 in Addendum 1.*
80. **Question:** What are you using for email in your company?
Response: *Exchange is the email system.*
81. **Question:** How many active user mailboxes do you have to protect?
Response: *Refer to response to question 52 in Addendum 1.*
82. **Question:** What is the approximate average size of a user mailbox?
Response: *Refer to response to question 94 in Addendum 1.*

83. **Question:** How many active resource mailboxes do you have to protect?

Response: *Refer to response to question 52 in Addendum 1.*

84. **Question:** If journaling is in use today, how much email (by size) is captured each day?

Response: *All mail and attempts 25K a day. After SPAM removal estimate 6,000 per day.*

85. **Question:** Do you require end-user or compliance search features?

- a. If yes, will you need it for mailboxes?
- b. If yes, will you need it for PST / NSF files?
- c. If yes, will you need it for laptops and / or desktop data?
- d. If yes, will you need it for physical / virtual servers and /or NAS filer data?

Response: *Yes, mailboxes and user data folder (one drive).*

- a. *Yes.*
- b. *Yes.*
- c. *Yes.*
- d. *Yes.*

86. **Question:** What are the Recovery Point Objectives for the various production systems?

Response: *Refer to response to question 3 in Addendum 1.*

87. **Question:** What are the Recovery Time Objectives for the various production systems?

Response: *Refer to response to question 3 in Addendum 1.*

88. **Question:** What are the LAN and WAN connectivity speeds for each site?

Response: *LAN – 2 10GB dedicated circuits between sites, WAN - 1GB Internet circuit at both sites and 100Mbps express route to Azure.*

89. **Question:** The bid instructions state that pricing should be submitted under separate cover or in a separate sealed envelope, but the FTP instructions state only file may be uploaded for the response. Will SAWS accept pricing included with the technical response for FTP submissions? Limit files to one (1) pdf file that includes all requested documents, per the Bid Submittal Requirements below. ONLY ONE FILE WILL BE ACCEPTED PER REQUEST.

Response: *Please submit 2 PDF files (one for everything minus pricing and one for just pricing). Name the response file: 20-20071 Enterprise Backup Solution and name the pricing file: 20-20071 Enterprise Backup Solution Pricing.*

90. **Question:** What is the day and time of the WebEx Bid Opening Meeting?

Response: *Refer to response to question 12 in Addendum 2.*

91. **Question:** What are the names of the individuals (SAWS employee or others) on the RFP review committee?

Response: *Refer to response to question 13 in Addendum 2.*

92. **Question:** Who at SAWS will make the final selection / decision on this FFP prior to Board approval?

Response: *Refer to response to question 14 in Addendum 2.*

93. **Question:** What vendor(s) solution(s) does SAWS currently use for enterprise backup?
- Response:** *Refer to response to question 19 in Addendum 1.*
94. **Question:** Please describe your current backup process.
- Response:** *Refer to response to question 7 in Addendum 1.*
95. **Question:** How many front-end terabytes (FETB's) does SAWS currently backup?
- Response:** *Refer to response to question 64 in Addendum 1.*
96. **Question:** In Section C "Scope of Services" point 2 "Support" – SAWS has mandated a "Dedicated full time project level representative". How many hours per week does SAWS consider full time? Does dedicated mean that this individual will not have any other non-SAWS customer responsibilities? Does this representative need to be onsite?
- Response:** *Refer to response to question 109 in Addendum 1.*
97. **Question:** Does SAWS wish to not have a Data Aggregation step for data restore(s).
- Response:** *Refer to response to question 21 in Addendum 1.*
98. **Question:** Is it mandatory that the selected vendor solution provide policy-based auto-protection for virtualized hierarchical levels for VMware environments including VCenter, ESXi Host, Datastore, vAPP, vCloud Director VM, Tags?
- Response:** *Vendors should highlight all solutions features that will work within the Functional Requirements outlined in the RFP.*
99. **Question:** Should the selected vendor solution have the capability to provide Granular object recovery for exchange without the use of third-party tools?
- Response:** *SAWS has outlined the Functional Requirements in the RFP.*
100. **Question:** Is it acceptable for the selected vendor solution to use third-party tools?
- Response:** *SAWS has outlined the Functional Requirements in the RFP.*
101. **Question:** Is frequent re-indexing and repairs for On-premise and cloud backups acceptable to SAWS?
- Response:** *SAWS has outlined the Functional Requirements in the RFP.*
102. **Question:** Is Global De-dup as opposed to Workload limited De-dup a requirement?
- Response:** *SAWS has outlined the Functional Requirements in the RFP.*
103. **Question:** VIRTUAL ENVIRONMENT. What virtualization platform(s) and version(s)? (VMWare, HyperV, Citrix, AHV) and what is the percentage of each overall in the environment?
- Response:** *Refer to responses to questions 33 and 297 in Addendum 1.*
104. **Question:** VIRTUAL ENVIRONMENT. # of Hosts?
- Response:** *Refer to response to question 39 in Addendum 1.*

105. **Question:** VIRTUAL ENVIRONMENT. # of VM Guests?

Response: *Refer to response to question 4 in Addendum 1.*

106. **Question:** VIRTUAL ENVIRONMENT. Do you perform guest or image level backups of VMs? (yes/no/both)

Response: *SAWS does both depending on the business need.*

107. **Question:** Proof of Concept. How much lead time will vendors be given to prepare for the proof of concept?

Response: *The vendor(s) will be given a one month lead time.*

End of Questions and Responses

ACKNOWLEDGEMENT BY RESPONDENT

Each Respondent shall acknowledge receipt of this Addendum No. 2 by noting such and signing below.

This undersigned acknowledges receipt of this Addendum No. 2 and the bid proposal submitted herewith is in accordance with the information and stipulations set forth.

Date

Signature of Respondent

End of Addendum