



City of Yakima/Yakima County Purchasing



January 11, 2013

ATTENTION: All Proposers
SUBJECT: **RFP No. C11302-P Data Backup, Restore and Archive System
Addendum No. 1**

Answers to Questions Received:

1. *Question:* Please provide RFP in Word format.
Answer: **Word format has now been posted on our website.**
2. *Question:* Specify version of SharePoint, number of servers in the farm, and IBM AIX.
Answer: **SharePoint 2010, IBM AIX 6.0**
3. *Question:* Specify version of Exchange, number of servers in the Cluster.
Answer: **We are going to be migrating from version 2007 with 1 server to version 2010 with 5.**
4. *Question:* Specify number of ESX hosts that host the 40 Virtual Servers.
Answer: **13**
5. *Question:* IBM Server – Model and AIX OS version?
Answer: **IBM 8205-E6B, AIX 6.0**
6. *Question:* Specify type of SANs (Fibre Channel, iSCSI, etc)
Answer: **iSCSI (Equallogic and MD3000)**
7. *Question:* Are there available ports in the existing SAN environment (1GB, 10GB or FC)
Answer: **1 GB**
8. *Question:* Retention definitions must be defined in order to design the proper amount of storage required. Please specify the amount of time required to retain the data for data protection and archive operations.
Answer: **Have not yet been defined.**
9. *Question:* Is all data required to be kept for the same period of time?
Answer: **No**

10. *Question:* How often are backups required for each data type?

Answer: **Daily**

11. *Question:* Is there a requirement for Legal Searches thus retaining data for an indefinite period that cannot be deleted or modified?

Answer: **Yes**

12. *Question:* Does Yakima County have Recovery Point Objective and Recovery time Objectives requirements based on the criticality of the application

Answer: **Yes**

13. *Question:* According to the Yakima County RFP total data is approximately 12TB of unclassified data; 3.5TB of Tiffs; 1.6TB of Exchange and change rate is not determined. Are there saved reports/spreadsheets/etc that can assist the calculation of the complete dataset?

Answer: **No**

Backup, Recovery, and Archive

14. *Question:* Has data classification been done for the application data referenced in the RFP? If not have Server classification been done and what is the breakout?

Answer (Part 1): **No**

Answer (Part 2): **No**

15. *Question:* The following tiers will need to be determined by the RPO and RTO as described below, please detail your existing or preferred methodologies for the OS, Application, and data;

Answer:

Tier0 - **NA**

Tier1 - **NA**

Tier2 - **NA**

Tier3 - **NA**

RPO – Recovery Point objective – How much data can be lost - none, 15 minutes, 1hour, 4 hours, 1day, etc.:

RTO – Recovery time objective - The amount of time it will take to restore the data and bring the environment back on-line:

16. *Question:* As the RFP states that change rates have not been determined will partners be allocated time to determine change rate in the following categories to ensure proper sizing?

Answer:

% change SQL – **Unknown**

% change Exchange – **Unknown**

% change – AIX - **Unknown**

% change - SharePoint - **Unknown**

17. *Question:* How many dailies, weekly's, monthlies, and yearly's need to be retained on disk for the purpose of data restoration?

Answer: **Two weeks of Dailies, Two months of Weeklies and Three months of Monthlies.**

18. *Question:* What type of backup strategy or combination of strategies will be used?

Answer: **Dependent on the application and how it conducts restorations.**

Full backups a complete copy of all live data

Differential – Cumulative changes

Incremental – just what changed from the last full

If differential or incremental backups are selected what is the required frequency for the full backups?

Answer: **Dependent on the application and how it conducts restorations. Currently doing it once a week.**

19. *Question:* What is the current allowed backup window timeframe? Is that timeframe currently being met?

Answer (Part 1): **6 hours for Nightlies and 24 hours for Weeklies.**

Answer (Part 2): **No**

20. *Question:* Where is the data located (LAN, MAN, WAN)? What are the connection rates for each?

Answer (Part 1): **LAN**

Answer (Part 2): **1 Gb**

21. *Question:* Is Encryption required? If so, is in-flight and/or data at rest protection required?

Answer: **Not at this time.**

22. *Question:* What methodologies are used for backing up VM's currently, host or guest?

Answer: **Guest**

23. *Question:* Does the shared storage for the VM's use individual or shared Datastores?

Answer: **Shared**

24. *Question:* Are there any RDM's in use?

Answer: **Yes**

25. *Question:* Is file level restoration a requirement for the guest OS or is the requirement data only?

Answer: **File Level**

26. *Question:* Are there any existing documented policies for backups and archives that will need to be continued and be adhered too?

Answer: **No**

27. *Question:* Are there and NAS devices and will DMNP for NAS be needed?

Answer: **No**

28. *Question:* Source vs. target based de-duplication, is there currently or in the future and processing or nightly batch jobs that run in the evening and would interfere with the 8 hour maximum back up window?

Answer: **NO**

29. *Question:* Is there separation of application data and OS data? i.e. any data being written to the drives with the OS partition?

Answer: **We attempt to.**

30. *Question:* Requirements for bare metal restores:

Will restores of bare metal servers be done onto similar or dissimilar hardware?

Answer: **Depends on your application capabilities.**

Will all servers being restored to bare metal solutions have shared storage?

Answer: No

31. *Question:* Hot or Cold backup, agent or agent-less backups, are SQL dumps currently being done?

Answer: Yes, but would like to eliminate.

32. *Question:* Will the DBA's support a change to agent based backups if dumps are currently being done?

Answer: Yes

33. *Question:* Any pre and post automation jobs required?

Answer: Yes

34. *Question:* What network switches are in use and is there any requirement to upgrade these to support backup traffic?

Answer: CISCO with no plans to upgrade.

In addition there is a site visit scheduled for January 17th – 23rd. This is an optional choice to run diagnostics on the system. If you are interested please contact Kevin Wickenhagen at 509-574-1992.

Due to the nature of this addendum the due date will be extended to January 31, 2013 at 11:00 am.

If any RFP's have already been received they will be kept by the Yakima County Board of County Commissioners, unopened, and held for the new opening date. All bid specifications and addenda can be viewed on our website at:

<http://www.yakimawa.gov/services/purchasing/openings/>

If you have any questions, please contact me at (509) 576-6787 or colleen.bailey@yakimawa.gov. I apologize for any inconvenience this addendum may have caused you.

Sincerely,

Colleen Bailey, Buyer II
Cc: Kevin Wickenhagen, file