

ADDENDUM #1- Responses to Requests for Information

Posting Date 02/14/2024

Request for Proposals #1851-24
Backup System and Disaster Recovery

Note: If similar questions were received by multiple parties, questions were combined to form one question representing intent and answered below. In most instances, questions retain wording verbatim, so grammatical and other errors are not on behalf of EHPS.

1. Are the SFP+ connections to be 10GbE? If not, please specify?
 - a. Yes, 10Gbp
2. Is “Off-Site Storage” the second datacenter?
 - a. No, off-site storage is a separate building.
3. Can alerts via emails be used for hardware events instead of audible alerts?
 - a. Yes they can
4. Can you please expand on what is meant by “Cloud Services”?
 - a. Storage in a cloud-provider's datacenter (Amazon, Microsoft, etc.)
5. Clarify offsite backup retention storage – Is the retention policy the same as the primary backup? Or is this long-term retention – if so, what is the long-term retention policy?
 - a. Off-site backup retention storage is long-term retention. 2 yearly backups, 12 monthly backups, 4 weekly backups, and 28 daily incremental backups on the local backup repository, 5 years on the long-term retention repository.
6. Is another appliance preferred or cloud preferred for offsite?
 - a. No preference. Please feel free to propose any solution.
7. In addition to the backup solution, would there be interest in looking at an offering for ransomware resilience and disaster recovery that would shield the district from a cyber-attack?
 - a. We are open to all proposals, and each vendor can propose multiple solutions.
8. Is the networking requirement for 10Gb or 25Gb networking?
 - a. 10Gbps
9. For off-site storage, does EHPS have a preference for whether the second EHPS datacenter should host that or whether it should be in the public cloud?
 - a. Currently, our off-site storage is not in our second datacenter, it is in a separate building altogether. We have no preference. Please feel free to propose any solution.

10. Does EHPS expect to use Veeam vaulting capabilities to move data from the on-site target to off-site storage, or do they expect the storage device to handle it? If the latter, how will Veeam access the off-site copy if there is a need to recover from that?
 - a. We are aware of the ability of Veeam to manage the off-site backups. We are open to proposals in which the device would be responsible for this task, but it is not a requirement.
11. How does EHPS expect recoveries to happen in a DR environment? Do you have DR compute capability at the second EHPS datacenter or in the cloud where you would expect to recover in a disaster? Is there an existing Veeam system there to support recovery for DR?
 - a. We will have a DR site with its own hypervisor (separate from the two datacenters).
12. Does EHPS have established RPO/RTO requirements in a disaster? Would significantly lowering the RTO for a large recovery be of value to EHPS?
 - a. RPO of 24 hours, RTO of 8 hours. We are open to all proposals, and each vendor can propose multiple solutions.
13. Can EHPS elaborate on the requirement for "Failure-prediction-capability"? Does this cover just disks in the system, or the system as a whole?
 - a. Typically, this would cover the components inside the system and not the system itself.
14. Is there a concern about immutability for either the on-site or off-site storage? Is the ability to provide immutable storage seen as an advantage?
 - a. We are open to all proposals, and each vendor can propose multiple solutions.
15. For off-site storage, does EHPS have a preference of cloud provider or any requirements that would limit the selection of acceptable providers?
 - a. We have no preference.
16. Does EHPS expect that costs for cloud storage will be included in the bid, or will EHPS procure that storage separately given a sizing spec?
 - a. We would expect that to be included in the costs.
17. Would there be any chance to entertain replacing VEEAM as a total solution?
 - a. We are open to all proposals, and each vendor can propose multiple solutions.
18. Are you looking for a true disaster recovery solution including failover capabilities for the virtual infrastructure?
 - a. We are open to all proposals, and each vendor can propose multiple solutions.
19. If so, can you provide a list of VMs that would need to be included in a DR plan?
 - a. The district currently has 50 VMs that would need to be recovered in a disaster.
20. What is the hypervisor being used currently by EHPS?
 - a. Hyper-V
21. What RTO (recovery time objective) and RPO (recovery point objective) would you be targeting for your DR plan?
 - a. 8-hour RTO, 24-hour RPO
22. For backup, are you currently using immutable storage? If so, what is the term of immutability being utilized?
 - a. We are not.
23. What type of Veeam licensing do you have currently? (VUL, socket, etc.)

- a.** We currently have perpetual licensing
- 24. Can you provide a list of the workloads being backed up by Veeam?
 - a.** 43 VMS and 4 physical servers
- 25. What are your current data governance requirements for this data?
- 26. How much data would you say you have currently and what is the forecasted growth rate annually?
 - a.** We currently have approximately 14TB worth of data that needs to be backed up. Approximately 10%.
- 27. Do you have a data schema for the current data layout?
 - a.** We do not have databases that need to be backed up.
- 28. What is your current WAN uplink speed?
 - a.** 2 Gbps
- 29. Is there a backup WAN connection to the Internet?
 - a.** Each side of town has a 2 Gbps link. In the event of an outage, the data will travel to the other WAN connection
- 30. How many users would you say need access to this data?
 - a.** 3
- 31. Is there an opportunity to visit or confirm current BDCR configuration?
 - a.** We will not be hosting a walkthrough for this RFP
- 32. Will you require support after the project is completed?
 - a.** That would depend on the solution proposed.
- 33. Will this be a like-for-like sizing to the Production backup target for DR failover or a Long-Term retention repository?
 - a.** The off-site backup should be a long-term retention repository.
- 34. What are the retention policies in place today? Age of data to be tiered off? How long does data need to be stored?
 - a.** Two yearly, twelve monthly, 4 weekly, 28 daily incremental backups. 5 years on the long-term retention repository.
- 35. Does failure-prediction-capability refer to hardware related failures?
 - a.** Yes
- 36. Type of workloads that makeup the 130TB data footprint?
 - a.** Files, server backups, no databases
- 37. Percentage of growth expected? Daily growth? Annual growth?
 - a.** Annual growth of 10%
- 38. Workload specific retention policies? Any compliance level retention policies (i.e., Student data needing to remain on prem for 7 years)?
 - a.** 5 years
- 39. Is M365 data (OneDrive, SharePoint, Teams, Outlook, etc.) included in the scope of data to be protected? Is this data currently being protected today?
 - a.** It is not at this point. We currently do not use Veeam to backup that data.
- 40. Do you have an active contract with a cloud provider today for potential off-site storage? If so, which provider? If not, do you have a preference?
 - a.** We do not have any contracts for off-site storage and have no preference for providers.
- 41. Please define SFP+ requirements (i.e., 10G, RoCE, IWarp)?

- a.** 10 Gbps
- 42. Any fibre channel required?
 - a.** No
- 43. What is the link for replication (i.e., Fibre, 10G Network)?
 - a.** 10 Gbps
- 44. Any RPO requirements?
 - a.** 8-hour RTO, 24-hour RPO