



**Solicitation 16-001**  
***Back and Restore Technology***  
**Response to Written Questions**

March 17, 2016

Question #1: Would you consider a two-week extension to the bid submission so that we might more carefully evaluate your needs and possibly provide a quality solution?

Answer #1: No. However, SRTA will extend the bid submission to 2:00pm EST on Friday, April 1, 2016.

Question #2: How many ESX hosts do you currently have in this environment?

Answer #2: Four (4) in our main offices and three (3) at our remote site.

Question #3: How many VM's are being hosted on each ESX server?

Answer #3: Currently, SRTA is hosting the following:

- Gatoll-esx4 - 9
- Gatoll-esx7 - 10
- Gatoll-esx8 - 21
- Gatoll-esx9 - 16
- Gatoll-dr01 - 2
- Gatoll-dr02 - 4
- Gatoll-dr03 - 2

Question #4: Are all the ESX hosts located at one/same datacenter?

Answer #4: No. There are two datacenter locations, one at the main SRTA site and one at GDOT's Traffic Management Center.

Question #5: Are you currently doing any kind of replication, backup & restore for this environment?

Answer #5: Yes. SRTA is currently running vCloud Air Replication as well as CommVault for Backup and Veeam in Trial Mode.

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Question #6: Do you currently have a recovery/DR site where replication/backup will be sent? If yes, is this a colocation, cloud or your own DR site? If no, would you expect the contractor to provide a colocation as part of the solution?

Answer #6: Yes. SRTA is currently using vCloud Air Replication, which is located in the Cloud.

Question #7: Overall, how much data (in TB) is currently being managed?

Answer #7: SRTA is currently managing approximately 10.5TB.

Question #8: Can you provide details on your operating environment, such as computer resources and capacity required to be backed up?

Answer #8: SRTA can give you what it thinks its capacity requirement will be, which is 32TB.

Question #9: What platform(s) and operating systems are you using?

Answer #9: VMWare ESXi 5.5.0, Build 3116895, Windows Server 2012 R2, CentOS 6.7, RHEL 6.6, Windows Server 2008 R2

Question 10: Do you have the Technical Requirements and specifications referenced in the first paragraph of Page 5: Section 19?

Answer 10: Yes, the requirements are as follows:

- Restore entire VMs in minutesRestore entire VMs, individual files and applications
- Recover individual files
- Quickly and easily restore Microsoft Exchange
- Recover Active Directory objects, entire containers, OUs and user accounts
- Restore entire SharePoint sites
- Provide fast transaction-level recovery and point-in-time restore of Oracle databases and SQL Server databases
- Provide a less than 15-Minute RTO
- Create backups from any storage
- 2-in-1: backup and replication
- Enough licenses to cover 20 dual processor hosts.
- Annual maintenance for 3 years and that ends on July 31 of the third year.
- Built in WAN Accelerator
- Self-service recovery

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- Unlimited Scale out backup repository
- On Demand Sandboxing

Question 11: Are there specific backup and restore product(s) specified?

Answer 11: Veeam or an approved equal or better as outlined in the Scope of Work.

Question 12: On Page 4 Section 12. BID PRICE SHEET : "Bidders must submit a three year fixed price for the goods and services listed on Offer Document 6 – Bid Price Sheet" I don't see Offer Document 6 – is this referring to EXHIBIT D PRICING?

Answer 12: The bid sheet is actually Offer Document No. 5. However, the existing Offer Document 5 will be revised and provided via Addendum No. 1 to this solicitation.

Question 13: Please provide the compute layer details on Server capacities. i.e.: # of servers and CPU-vCPU/Memory/Disk/OS for each server.

Answer #13: Please see the attached PDFs.

Question 14: What are the server platforms (Intel, Unix, AIX, etc.)?

Answer 14: Windows, Linux and CentOS.

Question 15: What is the external disk / SAN environment capacity in TB?

Answer 15: 96 TB.

Question 16: Please provide the breakdown on # of production servers and # of test / dev servers in the recovery environment?

Answer 16: Production – 43, Test – 2, Dev – 4.

Question 17: Is the environment totally virtualized? If not, please provide the number of Virtual (VM's) and Physical servers.

Answer 17: Yes, the environment is totally virtualized.

Question 18: Please provide the production backup software currently used and the backup process used in today's environment?

Answer 18: CommVault for Backup and recovery and Veeam in trial mode in conjunction with Exagrid.

Question 19: Is the server environment tiered by criticality? Please describe the tier levels and the # of servers in each tier.

Answer 19: No.

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Question 20: For the most critical servers, how many are required for restore in the first 15 minutes?

Answer 20: 16 of those currently on vSphere/VCloud Air Replication are required to restore in the first 15 minutes.

Question 21: Does the need for a back up data repository include archive data? If so, what are the retention periods required?

Answer 21: SRTA is still evaluating its requirements for archival data storage; SRTA estimates 3 to 5 years, but it is still under investigation.

Question 22: We request a bid deadline extension.

Answer 22: See answer to Question No. 1.

Question 23: On Offer Document #5 Bid Price Sheet you have listed the following:

Part Number	Description	Quantity
P-VASPLS-VS-P0000-00	Veeam Avail + VMWare-Public Sector	32
V-VASPLS-VS-P01YP-00	Veeam Avail + VMWare 1 Year Additional Maintenance	32
V-VASPLA-VS-PO1MR-00	Veeam Avail + VM Ware 1 Year Additional Maintenance	224

I have highlighted in red areas of discrepancy below.

V-VASPLA-VS-PO1MR-00 is not a valid Veeam Part Number (And the description reflects annual vs monthly) – it is likely that this is a typo and that V-VASPLS-VS-PO1MR-00 is what was intended.

V-VASPLS-VS-PO1MR-00 is a valid Veeam part number and represents monthly maintenance, However  $224/32 = 7$  months.

Please let us know you would like us to quote in order to fulfill the “Initial Term” of 3 years.

Answer 23: Revised part numbers, descriptions, and quantities have been provided below. A revised Offer Document 5-Bid Price Sheet will be provided in Addendum 1 to the solicitation.

**YEAR 1 PRICING**

Part Number	Description	Unit	Quantity	Unit Price (in USD)	Total Price (in USD)
P-VASPLS-VS-P0000-00	VEEAM AVAIL-TY S-TE ENT+VMWARE NEW LICS PUBLIC SECTOR (includes additional 1-year of Production (24/7) maintenance	licenses	40		

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	prepaid for Veeam Availability Suite)				
V-VASPLS-VS-P01PP-00	Year 1 Production (24/7) maintenance for Veeam Availability Suite Enterprise Plus VM Ware (include first year 24/7 uplift)	licenses	40		
N/A	Installation Services	hours	40		

**YEARS 2 AND 3 PRICING**

Part Number	Description	Unit	Quantity	Unit Price (in USD)	Total Price
V-VASPLS-VS-POPMPR-00	Monthly Production (24/7) Maintenance Renewal (includes 24/7 uplift)-Veeam Availability Suite Enterprise Plus for VMWare	months	24		

Question 24: Is there currently a backup solution in place? If so what is the application backing up all data?

Answer 24: CommVault for Backup and recovery and Veeam in trial mode in conjunction with Exagrid.

Question 25: Hardware requirements: what storage unit is currently housing your data? Or is this a new solution?

Answer 25: CommVault for Backup and recovery and Veeam in trial mode in conjunction with Exagrid.

Question 26: Who is maintaining your data at this time?

Answer 26: SRTA is currently maintaining its own data.

Question 27: You want consulting services included in this RFQ after installation and training of the new solution?

Answer 27: Yes.

Question 28: Will the support team be able to manage your backups and support from a remote location?

Answer 28: Yes, that is SRTA's assumption, provided that on-site support is readily available should remote support efforts fail.