

# VVTA RFP 2023-10 COMPUTER NETWORK SUPPORT ADDENDUM NO. 2

Thursday, March 23, 2023

This addendum is provided to all known prospective proposers for clarification of the subject Request for Proposal (RFP).

The following are questions received prior to the deadline for questions on Friday, March 17, 2023, at 5:00 PM (PDT) and the responses from VVTA Staff:

Q1: "On page 1, Attachment A, SOW of the RFQ, question number 8, it is mentioned that a spare server shall be made available by the proposer to VVTA. Can you provide details on this server's purpose, roles, and configuration?"

A1: Please see Addendum No. 1

Q2: "Does VVTA have current OEM Warranties on all Hardware?"

A2: Yes

Q3: "Please provide a comprehensive list of all hardware in your IT Environment, including servers, storage, firewalls, switches, routers, wireless access points, etc."

A3: See addendum No. 1

Q4: "Is Telecom support required or just management of VVTA's 3rd Party vendor?"

A4: Telecom will continue to be managed in coordination between VVTA's IT department and Ring Central.

Q5: "Can you expand on necessary SQL support requirements? How many separate databases do you have?"

A5: 7 SQL databases, currently, 2 of which are on one VM Server.

Q6: "For the E3 licenses, does VVTA require Office 365 E3 or Microsoft 365 E3?"

A6: VVTA's current E3 Licenses are Office 365 E3.

Q7: "Who is the VVTA incumbent Managed Service Provider?"

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A7: The current provider is Sonic Systems IT.

Q8: "Does the VVTA MSP incumbent intend to submit a response to the RFP?"

A8: It would be up to the MSP to provide a proposal.

Q9: "P11, section P details items that can be marked as trade secrets; presumably, this can be the following related to every proposer: resumes of our people, project team names, details of our subcontractors, and references."

A9: If there is information within your proposal that you would consider to be confidential, please mark the pages in that way. However, VVTA is a Public Agency and is subject to the CA Public Information Act and the Federal Freedom of Information Act.

Q10: "P9, section M, "proposer is responsible for all taxes "; do you mean that for every piece of equipment that VVTA wants to purchase, the proposer will need to absorb those associated taxes?"

A10: No. VVTA is responsible for paying the sales tax on all equipment. If there are taxes that need to be paid in the Proposers response, then the proposer would be responsible for those taxes. VVTA is not subject to Federal Excise Tax, however.

Q11: "Can you confirm that the servers to be backed up are 5 physical with 12 Hyper VMs, and 5 physical servers in Hesperia and Barstow? Between these 10 physical servers and 60 Hyper-VMs, is 85TB to be backed up?"

A11: See Addendum No. 1 for the correct number of servers. The information in the questions is incorrect.

Q12: "Can you please provide a list of servers and VMs you wish to backup with details of how many vCPU and memory (GB) they use? Please designate which are critical."

A12: All physical and VM Servers are critical.

Q13: "Does VVTA prefer restoration to the cloud in case of a local disaster that makes VVTA's local systems unavailable (e.g., flood, fire, power outage, etc.)?"

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A13: VVTA has both on premise and cloud solutions available in the event of a disaster.

Q14: "What is your recovery time objective for each system in terms of hours (critical and non-critical)?"

A14: Depending on the server, between 1 and 12 hours.

Q15: "Do you have any NAS devices to backup? If yes, what are the brands, and how much data is on each device?"

A15: VVTA does not have any NAS devices to backup.

Q16: "What retention does each server need for backup and DR?"

A16: 12 months.

Q17: "Do you require a separate immutable copy of your data to be stored in an isolated, 'air-gapped' vault to protect against ransomware?"

A17: This will be up to the awarded MSP.

Q18: "Does the vault data need to be scanned and monitored for known threats to protect against ransomware and other cyber-attacks?"

A18: VVTA does not have any vault data.

Q19: "What backup and DR solution does VVTA currently use?"

A19: Acronis

Q20: "Will VVTA consider an extension to the RFQ Response due date?"

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A20: No.

Per a request posed, linked here includes the previous RFP and the resulting contract:

<https://www.dropbox.com/scl/fo/9tnuv9dyw5yiw7111ko4k/h?dl=0&rlkey=4rmg7320tb66txx61pjkz8t0w>

The due date for proposal submission remains Thursday, March 30, 2023, at 3:00 PM (PDT).

All other terms and conditions of the RFP remain the same.

As stated in the RFP, all addenda must be acknowledged. Please use Attachment H of the RFP to acknowledge receipt of this addendum. Failure to acknowledge any addenda to this RFP may be a cause to deem Bidder "Non-Responsive."

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END OF ADDENDUM NO. 2 \*\*\*\*\*