

OSIATD - PUERTO RICO DEPARTEMENT OF EDUCATION - SUPPLEMENTAL VENDOR QUESTION & ANSWER LOG

JANUARY 24, 2020

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

VENDOR	DATE	QUESTIONS	PRDE RESPONSES
1 EVERTEC	1/22/2020	1. SLA – ware are sizing for the specs provided by DE these does not reflect performance desired. We don't know or have control over applications to be executed in the system. What control will placed to reflect app problem will not affect proses.	The expectation is for Proposers to outline expected performance of their proposed solutions, based on vendor expertise.
2 EVERTEC	1/22/2020	2. How evaluation process will process will protect proposers that provide local and continental backup since it cost more against thus offering Continental only?	The Evaluation Committee will evaluate each proposal based on the Evaluation Criteria outlined in the RFP, including vendor pricing.
3 EVERTEC	1/22/2020	3. Are there any obsolete OS currently on the PRDE platform?	Yes.
4 EVERTEC (Question No. 10 on 1/22/20 Q&A Log)	01/17/20	iii. Please provide a logical and physical diagram of current network	A physical diagram of the current network will be posted on the PRDE website (https://de.pr.gov) on or before Monday, 1/27/2020.
5 EVERTEC (Question No. 37 on 1/22/20 Q&A Log)	01/17/20	a. What sizing was used to arrive to that request? Can we have access to it? 40TB RAW might reduce to 30TB usable, this might not be enough space to store 120TB of data currently on DE servers for this project and have a good retention.	The configuration of the backup server on P. 67 of the RFP indicate MINIMUM SPECIFICATIONS for the servers. PRDE expects vendors to propose a better configuration for the servers, based on the information given about the amount of data in the DE (P. 7 of the RFP).
6 EVERTEC (Question No. 5 on 1/22/20 Q&A Log)	1/17/2020	a. Can the sizing for port count and type which was used to specify the RFP requirements be available to the proposers to verify that it matches the expected performance required by the PRDE? If not, proposer might need to do a performance analysis to determine the sizing of the HCI platform to guarantee performance. This will take time that will affect proposal delivery.	The quantity of the ports by node (hardware nodes) is based in the actual configuration of the blades PRDE has in the actual hyperconverged solution PRDE is using. This configuration is Two (2) 10Gb Ethernet ports, Two (2) 1Gb Ethernet ports and One (1) 10/100Mb Ethernet Management port. For the Virtual Servers, PRDE expects only One Virtual Ethernet port will be needed.
7 NETWAVE (Question No. 62 on 1/22/20 Q&A Log)	01/16/20	3. Do the external sites need to have same infrastructure requested for the DoE Data Center Main site?	No. Tier/Level 3/4 or ANSI/BICSI 002-2019 data center. This is what is specified as requirement for the proposer facilities in Form 3.B Remote Backup Services - Proposer Facilities.

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8 NETWAVE (Question No. 63 on 1/22/20 Q&A Log)	01/16/20	4. In the page10 form 2.B Specific Hyper-Converged Nodes indicates that there must be 1 disk of 400GB for cache use per node, being this a all flash solution mentioned on page 62 form 2.D Virtualized Storage of the RFP Can we add those disks to be part of usable disk space? Note that in an "All Flash" solution where all disks are solid state, it does not make sense to use a disk for cache, because the speed of the cache is the same as the disks where the information is stored. That is why we suggest using all disks as usable space, and not wasting cache space that will not bring any performance improvement.	The Department is willing to consider "other SSD technologies," but proposing vendors should provide evidence of similar or better performance than NVME.
9 NETWAVE (Question No. 64 on 1/22/20 Q&A Log)	01/16/20	5. There is no mention in this RFP about network infrastructure. Could you provide a list of network equipment that should be replaced or updated, including brand, model and provide logical network diagram with the current physical components and system connections?	This information is not available at this time. The equipment that will need to be replaced or updated will depend in large part on the equipment proposed by vendors. To the extent the selected equipment is not compatible with existing equipment, changes or replacements will be required. A physical diagram of the network will be posted at https://de.pr.gov on or before Monday, 1/27/2020,...
10 NETWAVE (Question No. 73 on 1/22/20 Q&A Log)	01/16/20	14. Will the proponent have to use the Agency's existing cabinets, or should they include them as part of the proposal? Should they be included, will the Agency be responsible for providing all the electrical connections necessary to energize them?	PRDE does not know if the existing cabinets meet the needs of the new equipment, so Proposers should include a line item for new cabinets, in the event it is determined that that the existing cabinets cannot be used. With regard to electrical connections, PRDE has electrical connections available for the project.
11 NETWAVE (Question No. 79 on 1/22/20 Q&A Log)	01/16/20	20. The Biometric Solution for the racks must be fully integrated with the currently biometric systems or need to be a standalone system?	The Biometric was only required for the Cage, which has been eliminated from the requirements. Biometric is not needed for the Racks.
12 NETWAVE AND NEPTUNO	1/22/20 & 1/23/20	1- There are some brands like HPE that don't use cache as a way to improve performance in the hyperconverged nodes. please remove the 1x400Gb NV Me or allow SSD to offer other non cached technologies because our technology doesn't require this.	The Department is willing to consider "other SSD technologies," but those proposing vendors should provide evidence of similar or better performance than NVME.

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13 NETWAVE AND NEPTUNO	1/22/20 & 1/23/20	2- There is no evidence on how the resiliency and high availability is needed inside the hyperconverged cluster, our recommendation is to have N+1 and RF2 to secure application performance and availability of the compute and storage resources.	The redundancy and high availability is not for the internal cluster. It is for all of the hyperconverged solution. PRDE needs redundancy in the components of the solution such as, but not limited to, nodes, network cards, power, etc. Vendors are required to demonstrate in their proposals how their solution meets these redundancy requirements.
14 NETWAVE AND NEPTUNO	1/22/20 & 1/23/20	3- the onsite backup solution is only for 40TB RAw including N+1 availability? Can we suppose critical data is below the required capacity?	The configuration requirements of the backup server on P. 67 of the RFP are the MINIMUM SPECIFICATIONS for the servers. PRDE expects vendors to propose a better configuration for the servers, based on the information given about the amount of data in the PRDE (P. 7 of the RFP).
15 NETWAVE AND NEPTUNO	1/22/20 & 1/23/20	4- What is the backup software requirements?	The backup software requirements are in the RFP.
16 NETWAVE AND NEPTUNO	1/22/20 & 1/23/20	5- HPE technology uses the concept of federation to grow clusters up to 96 nodes. Our statistics and performance tests shows that the best price performance for cluster size is 16 nodes per cluster, but you can have multiple clusters in different datacenters in a federation. The RFP states that is mandatory to grow up to 64 nodes per cluster. can we offer the federation instead to guarantee scalability ?	The answer is No to the federation. The RFP does not mandate growth of up to 64; the RFP identifies a MAXIMUM growth of up to 64. If 16 or 20 nodes meet expectations, PRDE will not need to go up to 64.
17 NETWAVE AND NEPTUNO	1/22/20 & 1/23/20	6- All hyper converged Different vendors uses proprietary virtual controllers to manage the solution. Is the DOE aware what is the minimum usable cores, memory, and storage needed that the proposed solution needed to guarantee, independently from their own technology, please clarify.	Hardware and management requirements are stated in the RFP.
18 NETWAVE AND NEPTUNO	1/22/20 & 1/23/20	7- If networking insights, capacity planning , troubleshooting and visibility/analysis is needed, we suggest to include this technology also in the hyper converged nodes Because is key to cover this from the management perspective.	The RFP states the minimum requirements for solutions. Proposers may recommend additional functionality as Proposers deem appropriate to meet PRDE needs, so long as the stated requirements are met.

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19 TRUENORTH		1. References – Of similar work as this one?	Proposers are required to provide a minimum of 3 customer references for <i>similar scope and magnitude</i> of work that Proposer has performed within the past 3 years. References should be for services that are similar enough in scope and/or size to demonstrate Proposer’s ability to perform the services requested in the RFP.
20 TRUENORTH	1/22/2020	a. The refences require are for similar scope and site type of project.	See immediately preceding response.
21 TRUENORTH (Question No. 100 on Q&A Log)	1/17/2020	a. Can PRDE clarify what is expected in this request?	This information is not available at this time.
22 TRUENORTH (Question No. 102 on Q&A Log)	1/17/2020	11. Form 3-A Windows Environment- Points 4 - Is there a bare metal recovery possibility for Windows Server? Point 5 - Is there a P2V and V2P option?	Yes PRDE needs P2V option for the possible physical server to be virtualized. PRDE needs to know if the backup application is capable of that option.
23 TRUENORTH (Question No. 85 on Q&A Log)	1/17/2020	2. Section 7-J Installation and configuration of network security software, to support micro segmentation, Layer 2 extensions to disaster recovery site, and load balancing. Since PRDE is requesting Layer 2 network extension, does PRDE requires the possibility of running On-Prem and on the Replication/Cloud Site at the same time to balance Loads?	The response to this question will be posted on or before Monday 1/27/2020.