REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2019-005 HYPER CONVERGED DATA CENTER AND backup services

OSIATD - PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

	Yellow - Fo	llow up red	quired.	January 22 , 2020
	•		at has been documented in an Addendum posted on the PRDE website.	
		OTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AN		
	VENDOR	DATE	QUESTIONS	PRDE RESPONSES
	EVERTEC		age 9 - Hyper Converged Data Center Solution General Characteristics –	
1	EVERTEC	01/17/20	a. in the 6th cell there is a request for a cage to host the Hyper converged environment in your	The requirement for the cage has been <u>eliminated</u> from the RFP (See Addendum No. 2)
		01/17/00 0	Data Center. What are the dimensions required for this cage?	
	EVERTEC		Page 9 - Hyper Converged Data Center Solution General Characteristics – it states that	
		S	oftware updates, firmware, patches and fix es must be certified and delivered by proposer.	
2	EVERTEC	01/17/20	a. Are the services related to software updates, patching, firmware updates and fix es a	Yes software updates, firmware patches and fixes for equipment are required throughout the
			recurrent service throughout the contract?	term of the contract.
3	EVERTEC	01/17/20	b. Platform management service throughout the contract required by PRDE for this RFP?	Yes.
		01/17/00		
4	EVERTEC	01/17/20	c. Which are the applications (softwares mentioned on the RFP) that require update?	All applications that pertain to the RFP hardware (switches, Hypervisor, servers, etc.).
	EVERTEC	01/17/20 3.	Page 10 - Specific Hyper Converged Nodes –	
5	EVERTEC	01/17/20	a. Can the sizing for port count and type which was used to specify the RFP requirements be	This question has been referred to the technical team for response; a reply will be posted in a
			available to the proposers to verify that it matches the expected performance required by the	supplemental Q&A Log to be posted in the next 1-2 days.
			PRDE? If not, proposer might need to do a performance analysis to determine the sizing of the	
			HCl platform to guarantee performance. This will take time that will affect proposal delivery.	
	EVERTEC	01/17/20 4.	Page 10 - Specific Hyper-Converged Nodes –	
6	EVERTEC	01/17/20	a. on the last cell is specified that Cache Drives must be 400GB drives. What type of	NVME
			technology is required for those? SSD, NVME or other?	
	EVERTEC	01/17/20 5.	Page 12 - Network Insight General Characteristics –	
7	EVERTEC	01/17/20	a. The current network hardware will continue to be used for the other hardware not impacted	
			by this RFP, taking this into account.	
8	EVERTEC	01/17/20	i. What network equipment will be reused? Indicate model and serial number	Brocade Core Router #MLXE-16 (4 ports; 10 GB); Brocade Top of the Rack Switch #VDX6720
				24-F (31 ports 1GB); Brocade Switch #SX800
	EVERTEC	01/17/20	ii. How many free ports and what type are those ports?	See immediately preceding response
10	EVERTEC	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) in the next 1-2 days

VENDOR	DATE	QUESTIONS	PRDE RESPONSES
11 EVERTEC	01/17/20	iv. The current network equipment that will remain in use comply with the RFP	See response to Question 8 above
		requirements.	
12 EVERTEC	01/17/20	v. Will PRDE need that the proposer to include Network Management Services for the	Yes.
		duration of the contract?	
EVERTEC	01/17/20 6	b. Page 13, 14 and 15 - Data Backup and Recovery Application General Characteristics	
13 EVERTEC	01/17/20	a. Do the PRDE will retain its current backup environment?	Yes.
14 EVERTEC	01/17/20	b. What is the Backup software and the version that is currently in use by PRDE?	IBM Tivoli Backup Version 6.3.1
15 EVERTEC	01/17/20	c. What tape Hardware – brand, model, serial # – is currently used?	1 IBM System Storage TS3200 Tape Library 3573-L4U
			2 IBM System Storage TS3310 Tape Library 3576-L5B
			2 IBM System Storage TS3310 Tape Library Ex pansion 3576-E9U
16 EVERTEC	01/17/20	d. Is the backup software and Hardware currently under maintenance?	Yes.
17 EVERTEC	01/17/20	e. Is backup data migration needed?	Yes.
18 EVERTEC	01/17/20	f. How much retention time is required?	10 Years.
19 EVERTEC	01/17/20	g. Do the PRDE is open to receive an offer for a separate backup environment for the hyper	Yes.
EVERTEC	01/17/00 7	converged solution?	
20 EVERTEC	01/17/20 /	Page 16 Security section a. Can PRDE clarify with which of the FIPS the proposer should comply?	FIPS 140-2 or newer.
EVERTEC		B. Page 16 - Remote Backup Services – Proposer Facilities –	FIPS 140-2 OF New Price
21 EVERTEC	01/17/20	a. In the RFP states requirements for local and Remote Data Center. Do PRDE require both? A	PRDF requires Onsite data backup and recovery, as well as Remote data backup and
21 EVENILO	01/1//20		recovery (a) to a Remote facility in the Continental United States, or (b) to a local Puerto Rico
		US continental Data Center for an additional copy of backup?	facility that replicates directly to a Remote backup facility in the Continental United Stated.
22 EVERTEC	01/17/20	h For the remote sites. Does the PRDF require Internet connection 2 How much handwidth fo	(See Addendum No 2) r PRDE does require Internet connection for remote sites. The second question is unclear and
22 EVENTES	01/1//20	the Internet connection in the 10GbE circuit?	needs clarification for a response to be provided.
23 EVERTEC	01/17/20	c. PRDE requires DR Georedundancy?	Yes.
EVERTEC		9. Page 17– Other Deliverables –	
24 EVERTEC	01/17/20	a. A list of equipment to be decommissioned is required from Department of Education for us	No equipment is to be removed, disposed or decommissioned (See Addendum No. 2)
		to integrate the effort in the proposal.	
25 EVERTEC	01/17/20	b. How PRDE require the data to be disposed? Disk erasure? Disk destruction? Both?	N/A
EVERTEC	01/17/20 1	0. Page 19. Contract term and Performance Bond,	
26 EVERTEC	01/17/20	a. The contract term is for one-year contract, with three one-year renewal or three-year	A performance bond will be required for each year of the contract, including renewal periods.
		contract? Since performance Bond states a 3year contract. Please clarify.	The initial performance bond required will be for one year
EVERTEC	01/17/20 1	1. Page 20, Contract Termination; Event of Default.	

VENDOR	DATE	QUESTIONS	PRDE RESPONSES
EVERTEC	01/17/20	a. Can PRDE provide the E-Rate program Rules?	The reference to the E-Rate program in the RFP was in error. The equipment and services in
			the RFP will be funded by the U.S. Department of Education Restart Fund. See Addendum
			Nn 2
EVERTEC	01/17/20	12. Page 24, Financially Solvent	
EVERTEC	01/17/20	a. What is a non-tax debt document?	A document identifying any debt owed to the Puerto Rico government or the federal
			government that is not a tax debt.
EVERTEC	01/17/20	13. Page 35, Invoicing	
EVERTEC	01/17/20	a. What will be PRDE reimbursement timeframe for the invoiced amounts?	The invoicing and payment provisions will be negotiated by PRDE and the selected vendor(s).
EVERTEC	01/17/20	b. Can it begin at the sign of the contract with delivery of HW and Software (HCI related)?	The invoicing and payment provisions will be negotiated by PRDE and the selected vendor(s).
EVERTEC	01/17/20	14. Page 37, Section B.	
EVERTEC	01/17/20	a. The Section B mention that Proposer is responsible for schools' sites. It is True? What	The selected vendor(s) will NOT be responsible for site security. The statement is corrected
		kind of equipment is the propose	in Addendum No. 2.
EVERTEC	01/17/20	15. Page 53	
EVERTEC	01/17/20	Can the PRDE clarify or mention ex amples of:	
EVERTEC	01/17/20	What is a MAJOR Outage (Hardware malfunction affecting critical functions PRDE	Malfunction that affects <u>ALL</u> critical functions, including HR, Finance, Student Information,
		Operations)?	MIPE (Special Ed), etc.
EVERTEC	01/17/20	What is a MAJOR Outage (Hardware malfunction affecting some functions PRDE	Malfunction that affects SOME critical functions, including HR, Finance, Student Information
		Operations)?	MIPE (Special Ed), etc.
EVERTEC	01/17/20	What is a MINOR Problems (Loss of function on non-critical PRDE)?	Loss of function affect Non-Critical functions, including PRDE website, printing, etc.
EVERTEC	01/17/20	Can PRDE define meaning of " affecting critical functions" , " affecting some functions"	See immediately preceding responses.
		and "Loss of function on non-critical"?	
EVERTEC	01/17/20	16. Page 53, SLA General Requirements	
EVERTEC	01/17/20	a. What PRDE will be going to consider with SLA General Requirement: the Anticipated	The Anticipated Repart Start Time is set forth on P. 53 of the RFP; The Anticipated Mean
		Repair Start Time or Mean Time to Repair?	Time to Repair is set forth on P.54.
EVERTEC	01/17/20	17. Page 67 Form 3.A – A local backup solution with a minimum of 4 hosts with 10TB RAW	
	:	space is requested.	
EVERTEC	01/17/20	a. What sizing was used to arrive to that request? Can we have access to it? 40TB RAW	This question has been referred to the technical team for response; a reply will be posted in
		might reduce to 30TB usable, this might not be enough space to store 120TB of data currently	supplemental Q&A Log to be posted in the next 1-2 days.
		on DE servers for this project and have a good retention	
EVERTEC	01/17/20	b. What is your RTO and RPO for databases?	The Recovery Time Objective and Recovery Point Objective for databases will be
			determined by PRDE with the selected vendor.

VENDOR	DATE	QUESTIONS	PRDE RESPONSES
39 EVERTEC	01/17/20	c. What is your RTO and RPO for all the other data?	The Recovery Time Objective and Recovery Point Objective for other data will be
			determined by PRDE with the selected vendor.
EVERTEC	01/17/20 (Seneral questions:	
40 EVERTEC	01/17/20	1. What is the expected annual data growth? (as a percentage)	This information is not available at this time.
41 EVERTEC	01/17/20	2. Due to unex pected events that PR is confronting, could the PRDE consider extending	No.
		proposal submission calendar?	
42 EVERTEC	01/17/20	3. Can the PRDE provide a server list that includes: server role, Application, OS,	This information will be provided to the selected vendor(s).
EVERTEC	01/17/20		
EVERTEC	01/17/20	Getbering of Project Marriel Sociation Marriel	
EVERTEC	01/17/20	Angulerments & Development Austices Mgent Consulty Robust Mgent	
EVERTEC	01/17/20	Contra and a	
EVERTEC	01/17/20		
EVERTEC	01/17/20	Quality Assesses	
EVERTEC	01/17/20	Risk Management Service Level Management	
EVERTEC	01/17/20		
EVERTEC	01/17/20		
EVERTEC	01/17/20	PROJECT PROJECT OPERATION	
EVERTEC	01/17/20		
EVERTEC	01/17/20	EVERTEC* Business Lifecycle	
EVERTEC	01/17/20		
EVERTEC 43 EVERTEC	01/17/20	4. Is there an expected timeframe for project implementation? Is the timeframe subject to	The goal is for the contract(a) to be signed by March 1. The implementation exhedulo(a) will
43 EVERIEU	01/17/20		The goal is for the contract(s) to be signed by March 1. The implementation schedule(s) will
44 EVERTEC	01/17/20	negotiation?	be negotiated with the selected vendor(s).
44 EVERIEC	01/17/20	5. Are there any specific requirements for project management? Can we use our in-house	Each Proposer should described their planned project management process/tool in their
45 EVERTEC	01/17/20	eBLC Evertec Business LifeCycle) methodology process? 6. Please provide the data types to be stored in the cloud and the applicable privacy laws.	proposal.
45 EVERIEC	01/17/20	o. Please provide the data types to be stored in the croud and the applicable privacy laws.	This question is unclear and needs clarification for a response to be provided.
46 EVERTEC	01/17/20	7. Performance Bond. It is required for a three year contract value while the Contract Term	A performance bond will be required for each year of the contract, including renewal periods.
		specifies one-year contract, with three one-year renewal options. Please clarify.	The initial performance bond required will be for one year. See Addendum No. 2.
47 EVERTEC	01/17/20	8. Does the proposed agreement require approval by the PROMESA Oversight Board?	No.
EVERTEC	01/17/20 (Other Questions:	
48 EVERTEC	01/17/20	1. 3rd paragraph Section III (1). Please provide a copy of the observations for disaster	The Hyper Converged Data Center and Backup Services RFP is drafted to meet disaster
		recovery and business continuity from the Puerto Rico Controller's Office.	recovery and business continuity requirements for PRDE identified by the Controller's Office.

VENDOR	DATE	QUESTIONS	PRDE RESPONSES
EVERTEC	01/17/20	2. Page 26 – 16(g). The reference to the Law therein should be corrected from Law Number	Per the PRDE Law Department, the reference should be Act 1 of January 4, 2018. (See
		184 to Law Number 2.	Addendum No.2)
EVERTEC	01/17/20	3. Page 37 – 11(B) last sentence. " Proposer is responsible for school site security" Please	The selected vendor(s) will NOT be responsible for site security. The statement is corrected
		confirm that it is not applicable to this RFP.	in Addendum No. 2.
IQTEK	01/16/20 #	#1- Are other options possible? For ex ample 10/25 Gbps or 40 Gbps?	Yes, however, if a Proposer proposes 10 or 40GB, the Proposser will be required to provide
			network cards for the Brocade router and top of the rack switches (See response to Question
			8 above for equipment information)
IQTEK	01/16/20	Requirement:	
IQTEK	01/16/20	Each node must have the following network ports:	
IQTEK	01/16/20	Two (2) 10Gb Ethernet ports	
IQTEK	01/16/20	Two (2) 1Gb Ethernet ports	
IQTEK	01/16/20	One (1) 10/100Mb Ethernet Management port	
IQTEK	01/16/20 a	#2- Is it possible to quote 2 nd Generation Intel Xeon Scalable Processor?	Yes, the RFP specifies the minimum requirement.
IQTEK		Requirement: Processor: Intel™ Xeon™ Scalable Processor Family	
IQTEK	01/16/20 +	#3- There are solutions in the market that are not on the Kernel, but can provide better	The storage layer should be part of or compatible with the Hypervisor.
		performance. Which one is more important in the evaluation?	
IQTEK	01/16/20	Requirement: Virtualized storage layer must run on the Hypervisor's kernel	
IQTEK		#4- Section 2.G and 2.H these are really routing/security solution.	
IQTEK	01/16/20	Can this be separated from the hyperconverged solution?	
IQTEK		#5- What are the redundancy requirements for the hyperconverged solution?	This question is unclear and needs clarification for a response to be provided.
IQTEK		#6- What levels of failure are supported?	See P. 53 of the RFP and Addendum No. 2
IQTEK		#7- There are no network requirements on type of switch, port speeds, uplinks speeds, types of	
		ports, etc.	
IQTEK	01/16/20	Are there any specific network requirements? Please confirm.	The solution must be compatible with the equipment described in response to Question 8
			above.
IQTEK		#8- Does the solution require the configuration of best practices for the network components	This question is unclear and needs clarification for a response to be provided.
		putside?	
IQTEK	01/16/20 +	#9- Who would be responsible for the migration (config + installations) of the solution?	The selected vendor will be responsible for migration, working wth a committee of
			representatives from OSIATD and PRDE application developers.
NETWAVE	01/16/20	I. In page 16 section C form 3.B Customer support and proposer facilities information – remote	The Remote facility must be Tier-3 or better.
	I	backup services- Proposer facilities indicates that the physical facility must comply with tier 3	
	(or tier 4 levels, considering that currently in Puerto Rico we don't have a data center with those	
		evels. Can the facility to be used have other certifications or similar requirements?	

VENDOR DATE QUESTIONS PRDE RESPONSES **61 NETWAVE** 01/16/20 2. In page16 section C form 3.B Customer support and proposer facilities information – remote PRDE requires Onsite data backup and recovery, as well as Remote data backup and backup services- Proposer facilities indicates that there must be a local physical location in PR recovery (a) to a Remote facility in the Continental United States, or (b) to a local Puerto Rico and a local location within the US continental. Do DoE need 3 datacenters, The DoE, Puerto facility that replicates directly to a Remote backup facility in the Continental United States. Rico and LISA in addition to a nublic cloud site? (See Addendum No 2) 62 NETWAVE 01/16/20 3. Do the external sites need to have same infrastructure requested for the DoE Data Center Main The external sites must have infrastructure that is compatible with the infrastructure of the site? PRDE Data Center. 63 NETWAVE 01/16/20 4. In the page10 form 2.B Specific Hyper-Converged Nodes indicates that there must be 1 disk of This question has been referred to the technical team for response; a reply will be posted in a supplemental Q&A Log to be posted in the next 1-2 days. 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. 64 NETWAVE 01/16/20 5. There is no mention in this RFP about network infrastructure. Could you provide a list of This question has been referred to the technical team for response; a reply will be posted in a network equipment that should be replaced or updated, including brand, model and provide supplemental Q&A Log to be posted in the next 1-2 days. logical network diagram with the current physical components and system connections? 65 NETWAVE Proposers should include a new monitoring system as part of their proposal. 01/16/20 6. What is the monitoring system for the network equipment that is currently used? Are contemplating in this RFP to update the current monitoring system to the latest version or 66 NETWAVE 01/16/20 7. could it be replaced by an equivalent system? If an equivalent system is allowed, do you Proposers should include a new monitoring system as part of their proposal. have a list of those that would be acceptable to you? See P. 7 of the RFP. 67 NETWAVE 01/16/20 8. Can you indicate the current disk capacity of usable data in the infrastructure? 68 NETWAVE 01/16/20 9. In the RFP indicate that the nodes need to be able to scale up to a maximum of 64 nodes per. The scalable reference is for nodes per cluster up to a maximum of 64. cluster. Can the clusters be less than 64 nodes? Note that for a small environment it is not recommended to have that amount of nodes per cluster. The more a hyper converge system arows the access to disk will become slower 69 NETWAVE 01/16/20 10. Are the RFP tables found from page 58 to 71 a guestionnaire? Since there are points that Each Proposal should indicate whether their solution meets each line item in the tables. may differ from what the DOE stated in the opening paragraphs. Scores will assigned based on the degree to which each proposal meets or exceeds the listed technical requirements. These scores scores will be factored by the Evaluation Committee when rating proposals for the following criteria: "Proposal meets or exceeds RFP

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Technical & Functional Requirements - this criteria carries a weight of 30%).

VENDOR	DATE QUESTIONS	PRDE RESPONSES
70 NETWAVE	01/16/20 11. With respect to remote backups: Is DOE looking for backup and / or replication services?	Yes.
71 NETWAVE	01/16/20 12. If you need backup and replication services Do you want them to be on the DOE site, at the remote site on the island or abroad (continental United States)?	See the response to Question 61.
72 NETWAVE	01/16/20 13. Regarding database backups: Do you need to make backups using the db engine itself, or are infrastructure backups (VMs) enough?	See P. 14 of the RFP for database requirements.
73 NETWAVE	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 al the electrical connections necessary to energize them?	
74 NETWAVE	01/16/20 15. In addition to providing all equipment and components as required in the RFP, will the proponent be responsible for performing all work related to the migration of data and applications to the new system or will this be the responsibility of the Agency? If the answer is yes, should the cost involve in such project should be include on this proposal or is going to be manage	See response to Question 59 above.
75 NETWAVE 76 NETWAVE	 01/16/20 16. Which Agency devices should the proponent's solution interconnect? Include brand, model, capacity and type of the interconnection ports of this equipment. If possible, provide an interconnection diagram 01/16/20 17. Are the tape library and backups infrastructure to be considered in part of this RFP? 	This question is unclear and needs clarification for a response to be provided. Yes
77 NETWAVE	01/16/20 18. What happens if one of the physical servers in use is not able to be virtualize, for any reason?	In that event, the use of the server would be evaluated and it would be either retained or its applications migrated to another server.
78 NETWAVE	01/16/20 19. What type of backup to tape infrastructure does the DOE currently have, including hardware and software solution?	
79 NETWAVE	01/16/20 20. The Biometric Solution for the racks must be fully integrated with the currently biometric	This question has been referred to the technical team for response; a reply will be posted in supplemental Q8A leasts be posted in the post 1.2 days
80 NETWAVE	systems or need to be a standalone system? 01/16/20 21. We must present in the proposal services for migrating the current infrastructure to the new infrastructure requested in the RFP?	supplemental Q&A Log to be posted in the nex t 1-2 days. Yes.
81 NETWAVE	01/16/20 22. We must include the removal services of the current racks?	Yes, if necessary.
82 NETWAVE	01/16/20 23. We must include training credits for internal staff of DOE?	Yes, as specified in the RFP and in the RFP Price Proposal Forms.

VENDOR	DATE	QUESTIONS	PRDE RESPONSES
83 NETWAVE	01/16/20	24. The configuration of the nodes, must be as the RFP mention or we can provide another one	Proposers may propose an alternative to that stated in the RFP.
84 IRUENORIH	01/1//20	1. Due to the current developments in PR; where multiple earthquakes are affecting not only the	Yes, see response to Question 61 and Addendum No. 2.
		South Part of PR, but all of PR with no warnings or time to Prepare, Does PRDE require a Full	
		Deployed Hyper-Converged Hybrid Cloud replicating real time to the Replication or Cloud site? Is	<u>)</u>
		there is any preference that the Replication or Cloud Site being hosted in the Continental USA	
85 TRUENORTH	01/17/20	2. Section 7-J Installation and configuration of network security software, to support micro	This question has been referred to the technical team for response; a reply will be posted in a
		segmentation, Layer 2 extensions to disaster recovery site, and load balancing. Since PRDE is	supplemental Q&A Log to be posted in the next 1-2 days.
		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?	
		·	
		3. Section 7 – Service Deliverables-	
86 TRUENORTH	01/17/20) Yes.
		have seamless integration with your current apps on Prem and on Replication/Cloud site?	
TRUENORTH	01/17/20	4. For Services deliverables on section 7 – Does PRDE Expect:	
87 TRUENORTH	01/17/20	a. 3 years of warranty for all equipment and software?	Yes.
88 TRUENORTH	01/17/20	b. Managed services for the solution for 3 years?	Yes.
89 TRUENORTH	01/17/20	c. Replication/Cloud Site commitment for 3 years?	Yes.
90 TRUENORTH	01/17/20	5. During the Walkthrough of the Data Center we noticed a Full Rack of Tape Library, what will	The configuration in the RFP is the minimum requirement. Proposers may
		be the strategy with the current Backup Strategy?	
91 TRUENORTH	01/17/20	a. What is the Current Backup Strategy and Info?	See response to Question 14.
92 TRUENORTH	01/17/20	b. Is PRDE Keeping the current strategy for a period of year; for archiving purpose? If So, for	10 years,
		how many years?	
93 TRUENORTH		5 5	Yes.
94 TRUENORTH		5 55	Yes, if the proposed new library systems are compatible with existing library.
TRUENORTH	01/17/20	6. During the walkthrough of the Data Center we noticed that all top of the rack switches	
		connects to a Brocade Core Switch. Can you provide the following:	
95 TRUENORTH			See response to Question 8.
96 TRUENORTH			See response to Question 8.
97 TRUENORTH	01/17/20	c. Top of the racks Make, Model, Specs, Ports availability?	See response to Question 8.

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	TRUENORTH	01/17/20	7. Form 2-A – Point 4 – Complete software stack for the Hyper-Converged System, which	
			includes Virtualized Servers, Virtualized Storage, Virtualized Network and Management System.	
			All these systems must be included by the provider of the solution.	
98	TRUENORTH	01/17/20	a. Does PRDE require that ALL Software Stack and Hardware Layer including Firmware,	Yes, preferably from a single console if possible.
			BIOS and Top of The RACK Switches to be updated automatically from a single console?	
	TRUENORTH	01/17/20	8. Form 2-A – Point 10 - Proposer must provide evidence of local availability for replacement	
			parts (within Puerto Rico). This includes spare parts to cover SLAs and required support times	
			for hardware failure	
99	TRUENORTH	01/1//20	a. What kind of Evidence is Required, a Letter from the Hardware Manufacturer? Please detail.	A letter from the hardware manufacturer would be sufficient.
	TRUENORTH	01/17/20	9. Form 2-C – Point 2 - Hyper-converged system must provide integrated /engagement support of	
			the virtualized server layer.	
100	TRUENORTH	01/17/20	a. Can PRDE clarify what is expected in this request?	This question has been referred to the technical team for response; a reply will be posted in a
				supplemental Q&A Log to be posted in the next 1-2 days.
	TRUENORTH	01/17/20	10. Form 2-D Point 3 - Virtualized storage must be configured as AFA (All Flash Array) SSD and	
			support future mix ed environments. SSD drives must be high performance devices providing	
101		01/17/20	cache-writing functionality	Drange are should include all antions for DDDE to consider Drange are think are honoficial or
101	TRUENORTH	01/1//20		Proposers should incude all options for PRDE to consider Proposers think are beneficial or
			Rotational HDDs Cluster for future growth or Not High Demanding Loads within the Whole	appropropriate for the Department.
102	TRUENORTH	01/17/20	Solution? 11. Form 3-A Windows Environment- Points 4 - Is there a bare metal recovery possibility for	This question has been referred to the technical team for response; a reply will be posted in a
			Windows Server? Point 5 - Is there a P2V and V2P option?	supplemental Q&A Log to be posted in the next 1-2 days.
103	TRUENORTH	01/17/20		Yes, a list of the PRDE physical servers has been uploaded to the PRDE at https://de.pr.gov.
			PRDE provide the List of those Servers with Machine Type, Model and Specs?	
104	TRUENORTH	01/17/20	b. Does PRDE want to Virtualize the Physical Servers into the New Hyperconverged	Yes.
			Solution?	
105	TRUENORTH	01/17/20	i. If So, why is Bare Metal Restore needed?	This question is unclear and cannot be responded to without clarification.
106	TRUENORTH	01/17/20	ii. If Not, Will PRDE provide those stand-Alone servers, or need to be quoted?	N/A
	TRUENORTH	01/17/20	12. Form 3-B - CUSTOMER SUPPORT AND PROPOSER FACILITIES INFORMATION – All	
			Section	
107	TRUENORTH	01/17/20	a. PRDE is expecting to install the Hyperconverged System on the Current Data Center?	Yes.

VENDOR	DATE	QUESTIONS	PRDE RESPONSES
108 TRUENORTH	01/17/20	b. PRDE is requesting a 10Gb line from the PRDE Data Center, to the DR site; if Located in	Yes, but this request has been changed to a non-mandaory requirement. See Addendum No.
		PR as Mandatory. Depending on the DR Replication Strategy the bandwidth can be much	2.
		lower 20 to 100 Mbps in must cases and will represent in great savings to PRDE. Can PRDE	
109 TRUENORTH	01/17/20	consider this requirement as NOT a Mandaton one? 13. Since PRDE already has Azure; Does PRDE require these (azure) workload to participate in	Yes.
	r	nicro- segmentation, through a L2 VPN connection from the DR/Cloud Site to PRDE Azure	
	í	environment?	