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 - Follow up required.

Red - Change to the RFP that has been documented in an Addendum posted on the PRDE website.

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

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	VENDOR	DATE	QUESTIONS	PRDE RESPONSES
	EVERTEC	01/17/20 P	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)
			Data Center. What are the dimensions required for this cage?	
	EVERTEC	01/17/20 2	. 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 fix es 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.
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		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	
			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

January 22, 2020

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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	. 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 Expansion 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.
		converged solution?	
EVERTEC	01/17/20 7	. Page 16 Security section	
20 EVERTEC	01/17/20	a. Can PRDE clarify with which of the FIPS the proposer should comply?	FIPS 140-2 or newer.
EVERTEC	01/17/20 8	. Page 16 - Remote Backup Services – Proposer Facilities –	
21 EVERTEC	01/17/20	a. In the RFP states requirements for local and Remote Data Center. Do PRDE require both? A	PRDE requires Onsite data backup and recovery, as well as Remote data backup and
		local data center as a repository for a local DR backup (aside from the DE data center) and a	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.
00 EVEDTEO	04/47/00		(See Addendum No 2)
22 EVERTEC	01/17/20	b. For the remote sites. Does the PRDE require Internet connection.? How much bandwidth fo	·
23 EVERTEC	01/17/20	the Internet connection in the 10GbE circuit? c. PRDE requires DR Georedundancy?	needs clarification for a response to be provided. Yes.
EVERTEC EVERTEC		. Page 17– Other Deliverables –	ites.
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)
2. 2.220	01,11,20	to integrate the effort in the proposal.	- 10 cquipmon to to 20 to 100 cq, areposed of decommendation of (200 that of the 2)
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
27 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	
28 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		13. Page 35, Invoicing	
29 EVERTEC	01/17/20		The invoicing and payment provisions will be negotiated by PRDE and the selected
			vendor(s).
30 EVERTEC	01/17/20		The invoicing and payment provisions will be negotiated by PRDE and the selected
			vendor(s).
EVERTEC		14. Page 37, Section B.	The state of the s
31 EVERTEC	01/17/20	·	The selected vendor(s) will NOT be responsible for site security. The statement is corrected
EVEDTEC	01/17/00		in Addendum No. 2.
EVERTEC		15. Page 53	
EVERTEC 32 EVERTEC	01/17/20 01/17/20	Can the PRDE clarify or mention ex amples of: • What is a MAJOR Outage (Hardware malfunction affecting critical functions PRDE	Malfunction that affects <u>ALL</u> critical functions, including HR, Finance, Student Information,
32 LVLKILC	01/11/120		<u> </u>
33 EVERTEC	01/17/20	Operations)? • What is a MAJOR Outage (Hardware malfunction affecting some functions PRDE	MIPE (Special Ed), etc. Malfunction that affects <u>SOME</u> critical functions, including HR, Finance, Student Information,
33 EVERTEC	01/11/120	Operations)?	MIPE (Special Ed), etc.
34 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.
54 EVERTEO	01/1//20	What is a winvert induction (Loss of fariction of their children (NDE):	2033 of function affect from Officeal functions, metading F NDE website, pinning, etc.
35 EVERTEC	01/17/20	Can PRDE define meaning of " affecting critical functions", " affecting some functions"	See immediately preceding responses.
30 EVERTED	01111120	and "Loss of function on non-critical"?	See Infinediately preceding responses.
EVERTEC	01/17/20	16. Page 53, SLA General Requirements	
36 EVERTEC	01/17/20	· ·	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	This to Hopain to Cot folds on To I
		space is requested.	
37 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 a
		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	,
38 EVERTEC	01/17/20		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 (General questions:	
40 EVERTEC	01/17/20	1. What is the ex pected 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	Gethering of Angest Majore Societed Mysre	
EVERTEC	01/17/20	Anguirements & Development Anguler Mant	
EVERTEC	01/17/20	Capacity Statement Superi	
EVERTEC	01/17/20		
EVERTEC	01/17/20	Quality Naucence	
EVERTEC	01/17/20	Risk Monagement Service Level Management	
EVERTEC	01/17/20		
EVERTEC	01/17/20	ASSOCIATION OF THE PROPERTY OF	
EVERTEC	01/17/20	PROJECT PROJECT OPERATION	
EVERTEC	01/17/20	PAGE COME.	
EVERTEC	01/17/20	EVERTEC* Business Lifecycle	
EVERTEC EVERTEC	01/17/20 01/17/20		
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(s) to be signed by March 1. The implementation schedule(s) will
43 EVERTEC	01/11/20		
44 EVERTEC	01/17/20	negotiation? 5. Are there any specific requirements for project management? Can we use our in-house	be negotiated with the selected vendor(s). Each Proposer should described their planned project management process/tool in their
44 LVLKILC	01/11/20		
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. This question is unclear and needs clarification for a response to be provided.
45 EVERTEC	01/11/20	o. Frease provide the data types to be stored in the cloud and the applicable privacy laws.	This question is unclear and needs chamication 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.
40 EVERTEO	01/11/120	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.
		specifies offe-year contract, with three one-year renewar options. Frease crafity.	The fillular performance bond required with 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.

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49	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)
50	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.
51	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 ahove for equinment information)
	IQTEK	01/16/20	•	
	IQTEK	01/16/20	•	
	IQTEK	01/16/20	``	
	IQTEK IQTEK	01/16/20 01/16/20	` '	
52	IQTEK		 One (1) 10/100Mb Ethernet Management port #2- Is it possible to quote 2nd Generation Intel Xeon Scalable Processor? 	Yes, the RFP specifies the minimum requirement.
52	IQTEK		Requirement: Processor: Intel [™] Xeon [™] Scalable Processor Family	res, the Ner Specifies the minimum requirement.
53	IQTEK		#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.
55	IQILK	01/10/20	performance. Which one is more important in the evaluation?	The storage rayer should be part of or comparible with the mypervisor.
	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.	
54	IQTEK	01/16/20	, , ,	
	IQTEK		#5- What are the redundancy requirements for the hyperconverged solution?	This question is unclear and needs clarification for a response to be provided.
56	IQTEK		#6- What levels of failure are supported?	See P. 53 of the RFP and Addendum No. 2
	IQTEK	01/16/20	#7- There are no network requirements on type of switch, port speeds, uplinks speeds, types of	
			ports, etc.	
57	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.
58	IQTEK	01/16/20	#8- Does the solution require the configuration of best practices for the network components outside?	This question is unclear and needs clarification for a response to be provided.
59	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.
60	NETWAVE	01/16/20	1. In page 16 section C form 3.B Customer support and proposer facilities information – remote	The Remote facility must be Tier-3 or better.
			backup services- Proposer facilities indicates that the physical facility must comply with tier $\boldsymbol{3}$	
			or tier 4 levels, considering that currently in Puerto Rico we don't have a data center with those	
			levels. 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.
62	NETWAVE	01/16/20	Rico and USA in addition to a public cloud site? 3. Do the ex ternal sites need to have same infrastructure requested for the DoE Data Center Main site?	(See Addendum No 2) The external sites must have infrastructure that is compatible with the infrastructure of the PRDE Data Center.
63	NETWAVE	01/16/20	4. In the page 10 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.	supplemental Q&A Log to be posted in the next 1-2 days.
64	NETWAVE	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 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.
65	NETWAVE	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	Proposers should include a new monitoring system as part of their proposal.
66	NETWAVE	01/16/20	7. could it be replaced by an equivalent system? If an equivalent system is allowed, do you have a list of those that would be acceptable to you?	Proposers should include a new monitoring system as part of their proposal.
67	NETWAVE	01/16/20	8. Can you indicate the current disk capacity of usable data in the infrastructure?	See P. 7 of the RFP.
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 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 grows, the access to disk will become slower.	The scalable reference is for nodes per cluster up to a maximum of 64.
69	NETWAVE	01/16/20	10. Are the RFP tables found from page 58 to 71 a questionnaire? Since there are points that may differ from what the DOE stated in the opening paragraphs.	Each Proposal should indicate whether their solution meets each line item in the tables. 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 Technical & Functional Requirements - this criteria carries a weight of 30%).

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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 all 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	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	This question is unclear and needs clarification for a response to be provided.
76	NETWAVE	01/16/20	interconnection diagram 17. Are the tape library and backups infrastructure to be considered in part of this RFP?	Yes
	NETWAVE		18. What happens if one of the physical servers in use is not able to be virtualize, for any reason? 19. What type of backup to tape infrastructure does the DOE currently baye, including bardware.	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	01/10/20	19. What type of backup to tape infrastructure does the DOE currently have, including hardware and software solution?	Tape cartridge: LTO-3 Hardware: 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
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 a
80	NETWAVE		systems or need to be a standalone system? 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 next 1-2 days. Yes.
	NETWAVE NETWAVE		22. We must include the removal services of the current racks?23. We must include training credits for internal staff of DOE?	Yes, if necessary. Yes, as specified in the RFP and in the RFP Price Proposal Forms.

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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.
OA TRUENORTU	01/17/00	4.0	V
84 TRUENORTH	01/17/20	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	
		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 ex tensions to disaster recovery site, and load balancing. Since PRDE is	
			supplemental Cash Log to be posted in the next 1-2 days.
		requesting Layer 2 network ex tension, does PRDE requires the possibility of running On-Prem	
		and on the Replication/Cloud Site at the same time to balance Loads?	
TRUENORTH	01/17/20	3. Section 7 – Service Deliverables-	
86 TRUENORTH	01/17/20	a. In this phase, since there is No plan to re-architect current PRDE apps, Does PRDE need to) 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		· · · · · · · · · · · · · · · · · · ·	Yes.
94 TRUENORTH		0	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.	
00	TOUENODIU	01/17/00	Does DDDC souther that ALL Coffees of Charles and Handware Leaves in charles of Charles	Was and subhit from a charle same of Managhia
98	TRUENORTH	01/17/20		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	01/17/20	a. What kind of Evidence is Required, a Letter from the Hardware Manufacturer? Please detail.	A letter from the hardware manufacturer would be sufficient.
	TDUENODTU	01/17/20	0. Form 2.C. Point 2. Llypor converged cyclom muct provide integrated (engagement cypned of	
	IKUENUKIH	01/11/20	9. Form 2-C – Point 2 - Hyper-converged system must provide integrated /engagement support of	
100	TRUENORTH	01/17/20	the virtualized server layer. 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
100	TROLITORITI	01111120	d. out i tibe diding what is on pooled in this request.	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	Supplemental Cart Log to be posted in the next 12 days.
			support future mix ed environments. SSD drives must be high performance devices providing	
			cache-writing functionality	
101	I TRUENORTH	01/17/20	a. Does PRDE want the Option to have Not only the ALL Flash Array Cluster, but also a	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.
400	TOUENGOTU	04/47/00	Solution?	-
102	RUENORIH	01/1//20	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
102	TRUENORTH	01/17/20	Windows Server? Point 5 - Is there a P2V and V2P option?	supplemental Q&A Log to be posted in the next 1-2 days. Yes, a list of the PRDE physical servers has been uploaded to the PRDE at https://de.pr.gov.
103	IKUENUKIH	01/11/20		res, a list of the PRDE physical servers has been uploaded to the PRDE at https://de.pi.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		· · · · · · · · · · · · · · · · · · ·	N/A
	TRUENORTH	01/17/20	12. Form 3-B - CUSTOMER SUPPORT AND PROPOSER FACILITIES INFORMATION – All	
10-	TOUENOETU	04/47/00	Section	W.
107	/ IRUENORTH	01/1//20	a. PRDE is ex pecting 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 1	consider this requirement as NOT a Mandatory one? 3. Since PRDE already has Azure; Does PRDE require these (azure) workload to participate in	Yes.
	n	nicro- segmentation, through a L2 VPN connection from the DR/Cloud Site to PRDE Azure	
	e	nvironment?	