



## 182-2019 ADDENDUM 2

### SUPPLY, DELIVERY AND INSTALLATION OF CLOUD BASED DISASTER RECOVERY SOLUTION

#### **URGENT**

**PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL**

ISSUED: May 17, 2019  
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**THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS**

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**Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.**

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#### **PART B – BIDDING PROCEDURES**

Add: B14.32

B14.32 Describe any VMs (include quantity and resources) or appliances that your solution will require to handle the replication.

#### **PART E – SPECIFICATIONS**

Revise: E2.1(c) to read:

E2.1(c) have the capability to replicate data to, failover to and failback from Microsoft Azure Canadian Data Centres.

#### **BIDDERS CONFERENCE INFORMATION**

##### **Bidders Conference – General Discussion**

Bidders are reminded to submit all the submissions requested in B8 of the RFP. Responses should follow the clause number from the RFP, the question or statement and then the response directly below it.

Further to B24.1(a) and B24.1(c), the Award Authority may reject a Proposal as being non-responsive if the Proposal is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities.

#### **QUESTIONS AND ANSWERS**

Q1: Has Microsoft Azure been chosen as a predetermined target?

A1: See E2.1(c) and B14.25.

Q2: How often will failover and failback be tested?

A2: Initial implementation and testing of failover failback are in scope for this engagement. Future ongoing failover and failback are not part of this engagement.

Q3: What are the timeframes associated with the contract award and evaluation process?

A3: In accordance with Form A – Paragraph 10, the offer shall be open for acceptance for 120 Calendar Days following the submission deadline. The City intends to award within 120 days following the end of the submission deadline.

Q4: What are the storage requirements for the 125 VMs? How many Applications and VMs do we have on each of Tier2/Tier3? How many VMs are in house applications and how many are Vendor applications?

A4: Find detail in Table below:

	Applications	VMs	Storage-GB (Est)	Vendor App	In-House App
Tier 2	17	66	207,034	16	1
Tier 3	21	59	47,473	17	3

Q5: Does the city have Multifactor Authentication or single sign-on setup with Azure AD?

A5 The City currently has integrated our on-premise Active Directory with Azure AD. We are currently not setup with Multifactor Authentication.

Q6: Can clarification be provided on the support requirements?

A6: The requirements in B:10.1 and E2.1(p) is asking for 24/7 support for the solution proposed by the vendor. This shall include any software or hardware support proposed in the solution. There are no professional services required after setup and testing of the 125 VMs is completed.

Q7: Can you provide clarification on the 3 year term and D3.3 future acquisitions?

A7 The Total Bid Price shall include 3 years of support for the 125 VMs for any hardware/software proposed in the solution. If this is a subscription model then then the Total Bid Price must include 3 years.

D3.3 sets up a standing offer with the successful proponent where the City can purchase additional products and services based on the detailed breakdown of items specified in Form B for the specified terms

Q8: Can you clarify what is in scope in regards to Azure?

A8: The City is asking for a solution to replicate VMs from our datacenters to Azure. The City will cover any Infrastructure As A Service charges (Compute, Storage, bandwidth) for hosting the VMs in Azure. The vendor will provide pricing for any software or hardware components that are required to replicate the VMs. If there is an Azure Service that provides this replication, the vendor is responsible for providing that cost as part of Form B: Prices.

Q9: Is there a dedicated network link setup today to handle the replication traffic and what is the bandwidth of the link?

A9: The City does not have a dedicated network link setup today but will be expanding and reserving bandwidth for this traffic. The City is planning to setup a direct VPN from on-premise to Microsoft Azure

Q10 Are you looking for the Professional services to present a DR Plan/Strategy to meet the stated RTO and RPO?

A10: The solution must be capable of meeting an RPO of 15 minutes and RTO of 2 Hours per application, as per E2.1(a) and (b). The professional services shall provide the orchestration and setup to handle these requirements on an application basis. An overall DR Plan/Strategy for the entire list of applications is not in scope in this engagement.

Q11: Please confirm whether the budget price shown in section D3.4 (\$252,605.32) is inclusive of: consumption based software licensing and cloud compute resources in Azure (including Azure Site Recovery, Azure Active Directory, storage, and network), and support services over a 36 month term.

A11: See A8

Q12: What is the frequency of the DR failover and failback tests (annual)? What is the length of the DR test (24 hours, 48 hours etc.)?

A12: Any future DR Failover testing is not in scope of the professional services. The professional services shall include the initial setup and testing per application.

Q13: Patch and vulnerability management is requested in E2.1. Is the patching being requested for the on-premise replication software environment or something else?

A13: Patch and vulnerability management refers to any products in the control of the vendor. Patches for vulnerabilities should be made available at least quarterly and vulnerability assessments should be carried out on any hosted platforms at least quarterly.

Q14: Please clarify the following statement D3.3, given that the request for licensing is three years. "Future acquisitions of the product and services shall be in effect for the period of one year after award of the Contract with the option of five (5) mutually agreed upon one (1) year extensions."

A14: See A7.

Q15: Please clarify if the professional services in B10.1c are considered one-time activities, or ongoing services to be provided over the 36 month software term (ex. maintaining orchestration scripts, performing annual DR tests). And is the consumption based cost of running the 125 VMs during a DR test in scope of the budget price shown in section D3.4 (\$252,605.32)?

A15: See A2, and A8. The consumption based cost of running the 125 VMs during a DR test is not in scope of the budget price shown in section D3.4.