

**Addendum No. 1 (issued on March 25, 2021) to the
Request for Proposals Solicitation #2021-001 (dated March 5, 2021)**

Answers to Questions received through March 24, 2021

Servers

Question: 1. The RFP mentioned the process takes about 4 to 6 hours per month to complete maintenance on all servers. Do you have a server maintenance checklist already developed? If yes, can you provide us a copy? If no, what do you want the server maintenance to entail during this 4-6 hour period?

Answer: Reboot and patch any physical infrastructure.

Question: Can you provide us a list of server operating systems and what role(s) each server performs for you organization?

Answer:

BAS Control System	Windows 10 VM
Envisionware (Public PC's & Printing)	2012R2 VM
Open DHCP	2012R2 VM
Reboot Restore (Public PC Wipe & Manage)	2012R2 VM
Staff Print Server	2012R2 VM
Public Backup DC	2012R2 VM
Wiki	2012R2 VM
Security	2012R2 VM
DHCP	2012R2 VM
Envisionware Branch Manager (RFID)	2012R2 VM
IWS	2012R2 VM
Munis (Finance)	2012R2 VM
O-365 Sync (Azure AD Sync)	2012R2 VM
Spiceworks	2012R2 VM
Staff Backup DC	2012R2 VM
WhoFi (Wifi Stats)	2012R2 VM
Backups	2012R2 Physical
File Server	2012R2 Physical
Hyper1	2012R2 Physical
Hyper2	2012R2 Physical
Public DC	2012R2 Physical
Staff DC	2012R2 Physical
MDT Imaging	2012R2 Physical

Question: Do you include you NAS(s) and SAN(s) in this monthly maintenance?

Answer: Yes

Question: What server platform is the Library currently running and are they currently running active support contracts?

Answer: Dell, Warranty expired on all but one.

Network

Question: You have requested network maintenance monthly. Do you have a network maintenance checklist already developed, and if yes can you provide us copy of it? If no, want do you want the network maintenance to entail?

Answer: Reboot and patch any physical infrastructure. Copy configs from switches and firewall to I:\ drive. Thirty min of Firewall log checking per month. 7 or 8 switches (mostly Aruba, pfSense\Netgate firewall\router.)

Question: You have requested tier 3 troubleshooting. Are you looking for just an hourly rate or are you wanting a pre-purchased block hours agreement?

Answer: Hourly rate.

Question: Is the network maintenance under current support contracts? What models and connections are the Aruba and netgate/pfSense?

Answer: No, NetGate XG-7100, Aruba 2530

Question: Does the Library have a public Wifi network?

Answer: Yes, we manage 11 Aruba IAP-207 WAPs and Volo Broadband manages the connection.

Question: Do Library employees use a VPN?

Answer: Yes, we use OpenVPN through our pfSense firewall.

Backups

Question: Where do you currently store your local backups? Can you provide the full specifications for the backup storage device? Can you provide us with the software vendor you use for backups local and offsite?

Answer: Our local backups are stored on our on premise backup server. We currently use Windows Server backup and then use Cloudberry to send it to a BackBlaze B2 server offsite. This is a very slow manual process that we would like to be replaced with an automated backup solution from the MSP.

Dell PowerEdge R540

16GB RAM

Intel Xeon Silver 4110 CPU @ 2.10GHz

50+ TB available.

Question: How much local backup storage do you have currently? Do you have a Disaster Recovery Plan? How frequently are backups run and at what intervals?

Answer: 14TB, Yes, Nightly server backups, Monthly offsite backups.

Question: What are your current RPO and RTO objectives?

Answer: We would like to be able to restore files in a granular manner. Right now, everything is a full server backup and the restore time would be very long. We would like to create redundancy in as many areas as possible for maximum uptime.

Question: What is your current backup data retention policy for local and cloud backups?

Answer: Local backups are overwritten every night. We try to keep at least 2 different copies of each server offsite.

Hyper-V Storage Clustering

Question: Are the two Hyper-V nodes new and part of this RPF, or they currently in production?

Answer: They are both in production, but are not setup for clustering\failover.

Question: Who is the manufacturer and what is the model number of the two Hyper-V nodes? Can you provide the full specifications for the two Hyper -V nodes?

Answer: Hyper-V version 2012R2, Dell PowerEdge R530 – 128GB RAM, Xeon E5-2623 @ 3GHz (2 Processors) Dell PowerEdge R420 – 128GB RAM, Xeon 2430 @ 2.20 GHz (2 processors)

Question: Who is the manufacture and what is the model number of the current storage device? Can you provide the full specifications for the current storage device?

Answer: We have three 2TB SSDs that we would like setup either in the backup server or in a Synology NAS for this. Both servers currently use local storage.

Question: How is the storage device currently connected to your network? (HBA, 1000Base-T, 10000Base-T, Fiber with SFP(+) module, DAC). Are you using block level network protocols such as iSCSI or Fiber Channel?

Answer: N/A

Question: Are all of your operating systems and software still current, and supported by your vendors? Do you have support contracts in place for all third-party software and line of business applications?

Answer: Yes, No

Dual ISP

Question: Can you provide the model number of your Netgate/pfSense firewall?

Answer: XG-7100

Question: Who is your current ISP provider?

Answer: ICN & Volo

Question: What is the speed of your current ISP connection? (Down/UP in Mbps)

Answer: 100MB/s

Question: How is your current internet connection provided? (Fiber, Coax, HFC, DSL, Wireless). Is your current connection shared with other tenants?

Answer: Fiber, City & County

Question: Have you already chosen your second ISP for failover?

Answer: Volo is going to supply us with 1GB Fiber, but they are having issues with dig permits.

Question: Does the Library currently have a second firewall or will that need to be added to this project?

Answer: We had planned to just use the one firewall, but we are open to suggestions.

Tech Support

Question: Will we have remote access to Library network to perform services, or does all the work have to be done onsite?

Answer: Remote OK, Some on site will be required depending on the type of work.

Question: Would Lombard IL be close enough to meet requirements in section 2.4.5? Does two and half hours of response time meet the Library's requirements?

Answer: Yes

Question: Does the Library expect partners to factor in the separate projects into the monthly number?

Answer: We would like a separate hourly rate for projects and a time estimate for completion.

Question: Is there any incumbent for this contract?

Answer: No

Question: How do vendors need to give their pricing? Exp. Monthly, Hourly, or as-needed basis?

Answer: We would like to have hourly pricing for projects and things such as tier 3 tech support. Monthly would be nice for the maintenance portion.