Request for Proposal ("RFP")
Information Technology Management Services
Response to Questions

The following questions were received related to the Information Technology Management Services RFP issued on November 20, 2024. As required by District policy, and as directed in the RFP, the answers to the questions submitted are being made for general access by all interested vendors.

1. Is your ProLiant Gen 10 server set up as a virtual host to support the various workloads outlined (Domain Controller, QuickBooks, File/Print Services, etc.)?
   a. If yes, what virtualization software are you using (Microsoft Hyper-V, VMware or other)? No it's a physical server.
      i. What is the current version of the virtualization software?
   b. If yes, how many Virtual Machine Servers are provisioned?
      i. What are their current versions?
   c. If no, what is the version of the Microsoft operating system for the physical server? Microsoft Windows Server 2016 Standard x64

2. Regarding your Disaster Recovery Solution
   a. What is the technology and manufacturer(s) of the BCDR local device? Carbonite.
      i. For example, some of the providers in the market are DATTO, Rubrik, Axcient, etc.
      ii. What backup software is in use? Common ones are Veeam, Acronix, Veritas, etc. or could be proprietary if its DATTO, Rebrik or Axcient.
   b. What Cloud provider are you using for the offsite backups.
      i. Common ones are AWS, Azure, Google, Wasabi, etc. Carbonite Safe Power.
   c. What is the size in (GB or TB) of the source storage that is being backed up? 500 GB
   d. What is the backup methodology configuration? Backup runs include all full(weekly), incremental, and differential backups for the backup sets.
   e. What is the size of the backup sets? Full backup set is 85GB
   f. Are the backups full images of the Virtual Machine Servers?
   g. Does the local BCDR device support local recovery for servers? Yes.

3. Are you currently using a Managed Services Provider today? Yes.
   a. If yes, are they responding to the RFP? Not known.
   b. Are you satisfied with their services? Yes.

4. What is the reason for releasing an RFP? Current service provider opted not to renew agreement in its current form.