



**CITY OF DULUTH
PURCHASING DIVISION**

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**Addendum #1
13-16DS Enterprise Back-up Software
Questions-Answers**

This addendum serves to provide questions and answers to the above RFP.

The Due Date has also been officially set for Friday June 21, 2013.

1. Is all virtual machine storage sitting on the NetApp SAN?
 - Yes
 2. Are you using physical RDMS?
 - No
 3. Do you currently have network storage designated to be used as a backup target? If so, how much capacity?
 - We currently have 12TB of SATA space on our main DC SAN and 12TB of SATA space on our secondary DC SAN. We would likely use the secondary SAN for backup storage. We are open to other ideas as well.
 4. How many Exchange mailboxes do you have?
 - ~850
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1. What is meant precisely by "archiving (short-term and long-term)"? Is this simply referring to classifying certain backup jobs with extended retention (such as 7 years), or is the City of Duluth's intention to delete old, stale files from production servers, replacing them with "stub files" pointing to a dedicated archive managed by the enterprise backup software? If the latter, please explain the data types that will be migrated and replaced with stub files (i.e. documents on CIFS share on NetApp filer, Exchange e-mail messages, SharePoint documents, etc.).
 - Classifying certain backup jobs with extended retention (such as 7 years)
 2. Does the City of Duluth require 5 years of hardware support on the server and storage hardware being quoted along with the software licenses?
 - Yes, please include 5 years of hardware maintenance
 3. Does the City of Duluth require 24x7 support on hardware components along with the software components?
 - Yes, If the hardware is required for backup process, 24x7 support is required
 - No, If the hardware is for cold, long term or offsite storage only
 4. Will connectivity to the City of Duluth 10 Gigabit Ethernet infrastructure be made using optical cabling and SFP's or copper (twinax) cabling?
 - Either
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Per Sec 2.3:

1. Is the second backup server, AcrServe v12, located in the secondary data center and what's its backup target, e.g. a tape library or disk?
 - The second backup server is not located in the secondary DC. It is currently backing up to tape. There is a 1GB link to this facility. There is potential for us to move the file shares to our main DC.

2. Are the 75 servers in the backup rotation distributed between the two data centers? If so, can you provide a breakdown of the number of physical and virtual servers backed up in each data center?
 - There are currently no physical servers at the secondary DC that will be part of the backup schema. There are currently 3 virtual servers at the secondary DC.
3. Are you using any of the NetApp SnapManager plug-ins, if yes, which plug-ins?
 - No
4. Are you SnapMirroring and data between data centers, if yes, how much data?
 - No
5. How many Exchange mailboxes are being managed?
 - ~850
6. How much of the CIFS share is hosted in Netapp?
 - No CIF Licensing
7. Regarding the desired retention period, is the intent to retain data on disk for 90 days and continue to use tape for those longer data retention requirements?
 - Looking for recommendation as part of Backup RFP
8. If tape is retained, is it your intent to keep the IBM Tape Library or refresh this hardware?
 - Likely to keep the tape library but open to proposals
9. What is your annual data growth rate?
 - 1.5TB

Per Sec 4.1

1. What is the average recovery time of a VM?
 - Currently not backing up VM's
2. Is the IBM tape library connected over SAN or LAN?
 - Connected to physical server
3. Provide more details on Win2000 servers. Are they Physical or Virtual?
 - 2 Physical
4. Provide more details on Linux servers. Are they Physical or Virtual? If Physical, what OS version? What file systems are in use? Were they built with LVM2? Example: RHEL x64 v6, EXT3/4, Physical, NO LVM2 etc.
 - 1 virtual
 - 2 physical
 - 1 virtual appliance
 - i. None of the above are currently backed up
5. How many drives are there in your current library? How long does it take for a base backup?
 - 2 Drives
 - Full Base Backup ~46 hours 4.1 TB
 - Incremental Base Backups ~2 hours 30Gb
 - Supplemental Backups ~14 hours 1.5TB
6. How often do you prefer to archive to tape? Daily backups? Weekly or monthly?
 - Preferably monthly - must be able to recover files at any time.
7. There is a statement that you have 24 remote sites. Can we get a listing of these sites with the amount of data to be backed up from that site along with the bandwidth available to the central site? Only 2 of them are listed to have a 1 Gbps connection with an ESX server.
 - Only two of the remote sites have data to be backed up each with 1Gb link

8. What is the current role of the secondary site with Netapp 3240? Does it serve purely as a replication/stand-by site? Does this site have anything to protect? Can this FAS 3240 be reused as the backup target for the solution?
 - It is planned as a DR site
 - Can be multi-purposed
 - Data is currently being backed up
 - Yes, can be reused with supporting design and function plan

General Questions:

1. Any other servers part of the enterprise backup project? UNIX? AIX? Solaris?
 - No
2. Is your intent to be able to centrally manage the enterprise backup solution?
 - Yes
3. Is your current solution reliable?
 - Yes, data has outgrown the capacity
4. Are you satisfied with your current backups support structure?
 - Have plans to modify as part of this project
5. What is difficult with your current backup solution?
 - Tape time
 - Retrieval Organization
 - Not taking advantage of current technology
6. Average links between the remote (WAN) sites?
 - 1Gb
7. Are there any physical servers at the remote WAN sites?
 - Yes, Being backed up locally at one location - 40gb Data
8. Do you use or would you like BMR to restore physical servers?
 - No
9. Do you have any challenges with tape today?
 - Time and Organization
10. How long do you current ArcServe backups take?
 - Full Base Backup ~46 hours 4.1 TB
 - Incremental Base Backups ~2 hours 30Gb
 - Supplemental Backups ~14 hours 1.5TB
11. What is your desired backup window?
 - 4:30pm - 7am Weekdays
 - Anytime on Weekends
 - Require Open File Agent
12. Confirm the total amount of data to be protected = 10TB? (Exchange = 400GB, SQL databases = 200GB, Sharepoint = TBD, VM Guest OS = 2TB, Unstructured data = 7TB)
 - Confirmed
13. What is your Recovery Point Objective (RPO)?
 - Currently Daily
14. What is your Recovery Time Objective (RTO)?

- Currently 24hrs
15. What is your primary pain point?
 - Tape Time
 - Retrieval Organization
 - Not taking advantage of current technology
 16. How long do you current backups take?
 - Full Base Backup ~46 hours 4.1 TB
 - Incremental Base Backups ~2 hours 30Gb
 - Supplemental Backups ~14 hours 1.5TB
 17. What is your current backup schema?
 - Full Base Backup ~46 hours 4.1 TB - Weekend
 - Incremental Base Backups ~2 hours 30Gb - Daily
 - Supplemental Full Backups ~14 hours 1.5TB - Daily
 18. How long does it take to recover applications (Corporate/Business/Core Applications) ? SQL/Exchange/SharePoint?
 - Less than 1 hour
 19. How often are recoveries executed?
 - ~Once a week
 20. How long does it take you to recovery a physical server?
 - ~6 hours
 21. How many hours per week does it take to administer your current backup solution?
 - ~5 hours
 22. Is DR in the project scope?
 - No
 23. What is your current DR methodology?
 - Recover any system ASAP - Will be evaluating full infrastructure as part of a later project
 24. How often do you test DR?
 - Will be reevaluated in future plan
 25. Do you have a timeframe to implement a cloud backup solution?
 - N/A
 26. What type of cloud are you considering?
 - N/A
 27. Describe what you are looking to backup to the cloud?
 - N/A
 28. Have you chosen a cloud service provider? What provider?.
 - N/A
 29. What do you like about your current solution?
 - Reliable
 30. Are you planning to backup both sites or just a single site?
 - Both Sites
 31. - Since Snap-Mirror will be involved, will Snap-Vault also be used?
 - Possibly
 32. - Are you currently using any of the NetApp protection suites like VSC, Snap Manager products?
 - No
 33. - Do you plan to replace the NetApp 3140 unit?
 - No

34. - Does the NetApp 3240 have the complete bundle?

- No, we have:
 - i. Data ONTAP Essentials
 - ii. FCP Protocol
 - iii. SnapMirror
 - iv. FlexClone
 - v. SnapRestore