



CITY OF PANAMA CITY BEACH

April 26, 2024

ADDENDUM NO. 1

PCB24-29 RFP BACKUP AND RECOVERY SOLUTIONS

Required Forms: The addition of a references form has been incorporated into the solicitation. Please utilize the attached form and include it with the submission.

Additionally, the Proposer's Certification was inadvertently omitted from the original solicitation. Please complete the attached and include it with the submission.

Questions:

1. Is there a replication required between City Hall and PD? Are these two sites (one solution at each site)?
A. No. There are two (2) sites, but the data can be stored in one CJIS compliant data center.
2. Of these two environments, how much data resides on physical hosts, and how much data is virtual for each environment? Can you please provide a breakdown, if possible, for each site as to how much data is DB, file, VM? (if not – general assumptions will be made)
A. 45 TB Virtual, 15 TB Physical
3. Storage for M365? (# of licenses needed)
 - a. How many users?
 - b. How much data is in Exchange, SharePoint, and OneDrive?**A. There are 450 Users. Data as follows: Exchange – 2.9 TB, OneDrive – 1 TB, SharePoint – 600 GB**
4. 100% cloud based – is that only for M365? What about physical storage?
A. No, we would like proposers to provide options.
5. Does unlimited storage only apply to M365?
A. We are looking for unlimited scalability for all products.
6. Is Identifying sensitive data from your backups a requirement?
A. No

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7. "Unlimited retention should be included" – Is that just for M365? If it is, what is the desired retention for on-premises?
A. The unlimited retention is not just for M365. The desired on premises retention is 30 days.
8. Connectivity – SFP+ or Base-10?
A. Base-10
9. Does the City leverage SCVMM on your Hyper-V cluster?
A. No
10. What is the quantity of base metal servers or appliances that are included in the environment?
A. There are currently eight (8) bare metal servers.
11. Current Setup and Pain Points:
 - a. What backup and recovery solutions are currently in place for City Hall and the Police Department?
A. Arcserve UDP for City Hall and Quest Rapid Recover for the Police Department.
 - b. What are the pain points or limitations of the current backup and recovery systems?
A. It is a File Only Backup, It cannot restore base metal machines. Memory intensive, creating initial backup renders server performance severely degraded until complete for the Police Department.
 - c. Are there any specific incidents or challenges that prompted the need for a new solution?
A. Not Applicable
12. Data Volume and Growth Projection:
 - a. Can you provide more details about the types of data stored within the 25TB for City Hall and the 45TB for the Police Department?
A. The majority of data is individual files with some Microsoft SQL databases.
 - b. How do you anticipate the storage requirements to grow over the next few years?
A. Potentially to at least double.
 - c. Are there any specific data retention policies or regulations that need to be adhered to?
A. Florida Sunshine Law with seven (7) year minimum.
13. Critical Platforms and Applications:
 - a. Which specific platforms and applications hosted on Office 365 need to be backed up and recovered (Exchange Online, SharePoint Online, OneDrive, Microsoft Teams, Virtual)?
A. Exchange Online, SharePoint, OneDrive, Microsoft Teams
 - b. Are there any other critical systems or databases that require backup and recovery, apart from Office 365 and CJIS Police data?
A. Microsoft Windows Server, Microsoft Active Directory, Microsoft SQL Server Databases.

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14. Retention and Recovery Requirements:

a. Can you elaborate on the desired retention period for backups?

A. Daily backups get consolidated to weekly backups to monthly backups to yearly backups.

- Daily backups for seven (7) days
- Weekly backups for four (4) weeks
- Monthly backups for twelve (12) months
- Yearly backups for seven (7) years

b. What are the recovery time objectives (RTO) and recovery point objectives (RPO) for different types of data and applications?

A. File and SQL database recoverable from any recovery point on the fly. Bare metal recovery of system to different/dissimilar hardware.

c. Do you have any specific requirements for disaster recovery?

A. Bare metal/VM recovery of backup recovery point to same/different/dissimilar hardware.

15. Scalability and Flexibility:

a. How do you envision the backup and recovery needs evolving as the City's digital infrastructure expands?

b. Are there any plans for infrastructure changes or migrations in the near future?

A. Consolidation of data to more centralized locations.

16. Technical Specifications:

a. Are there any specific compliance standards that the backup solution must adhere to apart from CJIS?

A. Housed in US Government Cloud.

b. Can you provide more details about the City's Active Directory architecture and SQL Servers?

A. Primary and Secondary Microsoft AD server at main campus facility. Secondary Microsoft AD server at two (2) remote sites.

c. Do you have any preferences or requirements regarding the encryption standards for securing backups?

A. Data encryption at rest, data encryption in motion, encryption keys stored locally – not in cloud, FIPS Certification for the Police Department.

17. User Access and Administration:

a. Who will be responsible for managing the backup and recovery solution within the City's IT department?

A. City IT Staff as a whole.

b. How many users are expected to have access to the backup solution, and what roles/permissions will they require?

A. Currently six (6) roles.

c. Are there any specific integration requirements with existing IT management tools or systems?

A. No

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18. Support and Maintenance:

- a. What level of technical support and maintenance are you expecting from the selected vendor?

A. Development, Rollout and Training

- b. Are there any specific service level agreements (SLAs) or response time requirements for support incidents?

A. 24/7 remote support

REFERENCES FORM

Bidder shall provide at least three (3) references, for which they are currently providing backup and recovery services for Governmental agencies, preferably within the State of Florida.

BIDDER submits the following professional references of contracts of similar size and scope as follows:

1. Client: _____ Contact: _____

Email Address: _____

Contract Start Date: _____ Contract End Date: _____

2. Client: _____ Contact: _____

Email Address: _____

Contract Start Date: _____ Contract End Date: _____

3. Client: _____ Contact: _____

Email Address: _____

Contract Start Date: _____ Contract End Date: _____

4. Client: _____ Contact: _____

Email Address: _____

Contract Start Date: _____ Contract End Date: _____

5. Client: _____ Contact: _____

Email Address: _____

Contract Start Date: _____ Contract End Date: _____

PROPOSER'S CERTIFICATION

I have carefully examined the Request for Proposal, and any other documents accompanying or made a part of this RFP.

I certify that all information contained in this submittal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this Request for Proposal.

I further certify, under oath, that this submittal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting an RFP for this proposal; no officer, employee or agent of the City of Panama City Beach or of any other proposer interested in said submittal; and that the undersigned executed this Proposer's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

NAME OF BUSINESS: _____

BY: _____

SIGNATURE

NAME & TITLE, TYPED OR PRINTED: _____

MAILING ADDRESS: _____

CITY, STATE, ZIP CODE: _____

TELEPHONE NUMBER: _____

EMAIL: _____

State of: _____

County of: _____

Acknowledged and subscribed before me on the _____ day of _____,
2023, by _____, as the _____
of [business] _____.

Signature of Notary

Notary Public, State of _____

Personally Known _____-OR- Produced Identification of: _____.