CITY OF PROVIDENCE, RHODE ISLAND

Department: Providence Water

RFP Title: Virtual Computing Services and Support (Exp. 6/30/27)

Opening Date: 04/22/2024

Addendum #: 1

Issue Date: 04/03/2024

The purpose of this addendum is to answer vendor questions

ADDENDUM #1

for

Virtual Computing Service
and
Support

April 3, 2024

Vendor Questions: (*Answers in Blue*)

1. Can you provide an overview of your current IT infrastructure?
   - Please see RFP.
2. Number of Sites
   - Please see RFP.
3. Connectivity between two sites
   - Connectivity between main sites is provided by Fiber.
4. Number of clusters
   - We have a total of 4 clusters within our environment currently.
5. Number of hosts in each cluster
   - We have a maximum of 4 and minimum of 3 hosts per cluster.

6. Number of virtual machines
   - Please see RFP.
7. San Storage Vendor
   - Our SAN storage vendors currently are Dell and Tintri.
8. How SAN storage connected with VMware hosts
   - The SAN storage devices currently connect by NFS and VMFS.
9. If Fiber channel, is SAN switches in scope?
   - N/A
10. NAS Storage vendor
    - Our NAS storage vendors currently are Dell and Synology.
11. How NAS Storage connected with VMware hosts
    - The NAS storage devices currently connect by NFS
12. How NAS is being used as a file server or just backup repository
    - The NAS storage device main duties are related to backup services.
13. how the NAS utilization is monitored and controlled
    - The NAS storage device is monitored through manufacture tools and the Veeam application.
14. Is backup solution in scope?
    - Please see RFP.
15. Is network support in scope?
    - Please see RFP.
16. Chassis or standalone hardware? if chassis, which vendor and is under scope?
    - Current hardware consists of both chassis and standalone configurations. Current vendors are Tintri, Synology and Dell.
17. What all VMware product in use (e.g esxi, vcenter, vrops etc) and level of licensing
    - vCenter Server 7 Standard
    - vSphere 7 Enterprise Plus
    - NSX Data Center Professional

- vRealize Network Insight
- vCenter Server 6 Essentials
- vSphere 6 Essentials

18. What are the specifications of your existing hardware and software environment?
    - Please see RFP.
19. Are there any ongoing issues or challenges with the existing setup that need to be addressed?
    - None to report at this time.
20. Scope is only virtualized environment (VMware) or hosted OS and application (windows and Linux and web services etc) as well.
    - Please see RFP.
21. If yes, only OS support or applications support also (AD, DNS,DHCP, FS..etc)
    - These services and others would need to be supported.
22. Do you have documentation or diagrams outlining the current architecture and configurations?
    - Currently some documentation is available.
23. What is the frequency of maintenance activities (e.g., daily, weekly, monthly, quarterly)?
    - It depends on the current type of maintenance that is in need or present. All the above may be required.
24. How do you currently monitor the health and performance of your virtualized environment?
    - vSphere and current network monitoring tools.
25. What is your current process for applying patches, updates, and security fixes to VMware products?
    - All processes are organized and scheduled within predetermined maintenance windows and follow manufacturer best practices when being applied.

26. Are there any specific compliance requirements or industry standards that need to be followed?
    o Manufacturer best practices will need to be followed.
27. Can you describe your current backup and disaster recovery procedures for the virtualized environment?
    o Current backups and replications between sites are in place.
28. Are there any specific recovery time objectives (RTOs) or recovery point objectives (RPOs) that need to be met?
    o Please see RFP.
29. Do you have off-site backups or replication in place for disaster recovery purposes?
    o Yes
30. What level of support do you currently receive from VMware or other vendors?
    o Currently we do receive basic support from VMware and other vendors when needed.
31. Are there any specific challenges or issues that require collaboration with external vendors?
    o Not at this time.
32. How do you prefer to communicate and collaborate with maintenance providers?
    o Please see RFP.
33. What is the current utilization of the infrastructure and how frequent we see the new project rolled out in environment?
    o Daily current utilization of the virtual infrastructure is no more than 60%. New projects are needed within this infrastructure periodically.
34. What is the frequency of hardware and software refresh?
    o Refreshing hardware and software are usually planned within each financial year and are driven by following manufacturers guidance.