



Invitation for Proposal for Backup and Recovery Services Vendor Questions and Answers

1. Does the current Disaster Recovery Site need to be replaced due to growth and/or age? No, our procurement guidelines require RFP after 5 years
2. What are the start and end dates for the service? Start Jan 1, 2021 and contract for up to a 5 year term.
3. Is the DR site in the same region as the on-premise production site? Yes
4. Are there any requirements regarding the location of the DR site/service? No specific requirements on location, but desirable to be at least 30 miles away inside the state of Maine.
5. What model of Firewall is in the production environment? Palo Alto PA-820
6. Will the production site be evolving at all from a technology perspective? No, our production data center is new as of June 2020
7. Does the Veeam solution meet the RTO's and RPO's? Yes
8. What are the Recovery Point Objectives and Recovery Time Objectives (RPO's/RTO's) MSH would like to see met with this solution? RPO = 24 hours and RTO = 4 hours
9. Is the current user access to the DR site via VPN? No, only IT staff access the DR site at this time via a dedicated circuit.
10. What role does the Veeam proxy play in the DR location? Veeam utilizes a proxy for data transfer.
11. Is the existing solution deployed internally? Is there a desire to leverage the existing Veeam licensing/investment? Externally deployed at colocation site running on MaineHousing owned hardware. Yes, we would like to leverage our existing Veeam investment but are open to other technologies that will accomplish our objectives.
12. What hypervisor and version is MSH running? VMWare ESXi 6.7.0
13. How many VM's are being replicated and/or simply backed up? 15 VM replicas and 72 backed up
14. What are the number of VMs that should be protected and CPU, RAM, and Storage requirements in the production environment? Current usage for each are as follows:
 - VMs = 72
 - CPU Totals Max=130GHz, Average= 70GHz
 - Memory = 665 GB
 - Storage = 9.6 TB
15. Are there audit requirements not being met by the current solution? If yes, please elaborate. No
16. The stated 50Mb circuit requirement seems to be undersized. Please confirm 50, or is it perhaps 500Mb? The 50Mb circuit is adequate for the current solution.
17. Is MSH seeking more of a co – managed DR solution whereby MSH has control of DR tests, failover/failback of VM's and have access to the management portal or a fully managed solution? We would be interested in hearing about both solutions if offered.