

ADDENDUM #2
December 20, 2024

This Addendum #2 is issued to the Kansas City Public Library's Request for Proposal for DATA STORAGE BACKUP SYSTEM to make the following changes, additions, deletions, and/or clarifications:

Questions/Responses:

The following information is a response to questions asked by firms on December 16-18, 2024. If you feel that a question has been asked that is not represented/ addressed below, please contact Jessica Addo as soon as possible at purchasing@kclibrary.org to address the question. The responses to the questions are indicated in **BOLD**:

1. Will you run a live optics so we can see total number of resources needed for DR?

We will not run a live optics until we have had a chance to vet a vendor's references. This is something we would be able to do during a scoping conversation. The Library's intention with the RFP is to understand the base prices for the services requested from participating vendors so that the Library can evaluate vendor background, service approach, references, and service cost before engaging in developing a contract.

2. Is the preference to have 3 copies of backups? for example: Primary backup, air gap backup, and DR copy.

Our Primary backup will be on premise, as well as an air gapped backup. We are looking for a DR copy to be kept as well as a redundant copy of the on-premise primary backup (if this is not the same as the DR backup). Other services would be considered by the Library by potential vendors.

3. What is the required RPO and RTO?

RPO: for the purposes of answering this RFP, provide costs for 24 hours RPO

RTO: for the purposes of answering this RFP, please provide costs for RTO at 24 hours, 3 days, 7 days, and longer than 7 days.

4. Is the 45TB capacity useable, raw or effective?

The 45TB is useable.

5. Is the Library looking for an array to manage on premises at an offsite location as noted that is 100 miles away or looking for backup as a service with the Disaster recovery as a service as well?

The latter, looking for backup as a service with the Disaster Recover as a service as well.

6. Is the Library achieving any data reduction via compression/deduplication today?

No.

7. What is the planned retention for onsite backups that will continue using Veeam?

These are variable depending on the dataset. Can the vendor be more specific as to what they are asking?

8. What is the current retention / model consuming the 45TB mentioned?

The 45TB is either operational or archival data. It is anticipated it will only grow.

9. What is the planned off-site retention?

Our off-sites are currently set up by number of available restore points. The Daily backups have 20, 35, and 60 restore points, depending on the data set for the Daily. The Weekly backup has 12 restore points. The Monthly backup has 10 restore points.

10. Is there an expected growth rate over the 3 or 5 years?

Yes, approximately 2 TB a year.

11. What is the frequency of access required for backups, and if tiered, provide frequency for each time frame.

Bi-annual or as needed for disaster recovery.

12. Is immutability a requirement and for how long?

Yes, and this is a variable point for different data sets. For the purposes of answering the RFP, use an immutability of 7 days.

13. Noted RTO of 1-7 days; however, what is the RPO (recovery point objective) for DR?

This is not something we have considered before (this is a new topic as we consider this service), but for the purposes of answering the RFP, we would like to look at pricing for an RPO of 24 hours.

14. What is the timeline for the vSphere 6.5 upgrade(s)?

This was a mistake in the RFP documentation. We are currently on vSphere 7.0

15. What is your current Veeam version? q22222222221

V.12

16. Where is the data today?

Our off-site backup in our current vendor's datacenter, as well as in an on-premise backup structure.

17. What are their expectations of migration? (Timeframe, budget, responsibilities)

We are interested in knowing what service options are available for migration. The timeframe would be a 90 day migration.

18. What technology partner does the Library work with today? (Reseller and MITS)

Our reseller is SHI, and our MITS vendor is RSM.

19. What is KCPL using as their Edge Computing?

We are unclear what this question is asking. To best of our understanding, we are not using Edge Computing.

20. Will KCPL have or provide their own virtual firewall?

We would like quotes that encompass all infrastructure identified as needed by a vendor. KCPL's firewalls are physical.

21. Network Bandwidth – what speed is their current network running?

The Library's primary internet from 14 W 10th Street is a 750 Mbps connection; the Library's secondary internet connection is a 200 Mbps connection. The Library is open to increasing these capacities in the event a desired service would make this advisable.

22. Can the services provider run a sizing tool (Such as RVTools) within the Library's environment, to confirm appropriate capacity and VM sizing?

Yes, during a scoping conversation with the desired vendor(s) this would be possible. The Library's intention with the RFP is to understand the base prices for the services requested from participating vendors so that the Library can evaluate vendor background, service approach, references, and service cost before engaging in developing a contract.

23. Is there an allocated budget for this project that would help us engineer a solution that will fit within the allotted budget?

The Library has not set a budget target for this service yet. The purpose of this RFP is to understand what the marketplace is for this type of service and better evaluate how we can enhance our retention and recovery posture within the bounds of budget and offerings. While the Library does need the datapoints provided in the RFP to be answered at minimum so that the proposal can be considered for evaluation, the Library welcomes other additional services or considerations from a vendor that demonstrates their flexible approach to scoping for need and cost. We encourage any vendor that has experience helping like organizations (Government, Schools, or non-profits) with finding the right product portfolio. This would be a useful datapoint in a vendor's description of service approach, which can include not only the initial scoping for a project, but the ongoing scoping/right-sizing that keeps a service from going stale.

24. Can you provide the Virtual Machine export from VROPS? # of VM's, OS Versions, Compute, Memory, Network, Storage allocations

This is not available for this RFP but will be available during a contract scoping conversation.

25. Can you provide Recovery Point Objective and Recovery Time objectives by Virtual Machine/Application?

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RTO: for the purposes of answering this RFP, please provide costs for RTO at 24 hours, 3 days, 7 days, and longer than 7 days.

26. Recovery Time Objective – The RFP states 3 days of recovery. Is the DRaaS Vendor responsible for the recovery of the network or user access methods? If so, please

provide all necessary technical information to provide a network architecture to enable failover including:

- Network visio diagram
- Network Circuit(s)
- Network Equipment (Routers, Firewalls, Load Balancers)
- User Access Method upon disaster – where will users work from and how will they access the environment? VPN or do you have a private access method deployed? Who will manage DNS?

This is not available for this RFP but will be available during a contract scoping conversation. The Library’s intention with the RFP is to understand the base prices for the services requested from participating vendors so that the Library can evaluate vendor background, service approach, references, and service cost before engaging in developing a contract. Some of these details are beyond the Library’s current ability to supply as this is a new service approach for us. What we are asking for is that every vendor provides, “DRaaS proposals where the vendor takes responsibility for handling the whole recovery process (“Managed DRaaS”),” so that proposals can be compared for cost as part of our evaluation process. When the Library moves to scoping, we will work with the chosen vendor to right-size a contract that best utilizes the chosen vendors support footprint and the Library’s staff capacity.

27. Is Veeam One currently deployed and configured?

No.

28. Will Microsoft Azure be considered a viable target location?

Yes.

29. Does the KCPL have a Business Continuity Plan in place? If so, can this be provided?

No. The Library does have an Emergency Response Plan, which the scope pertains to physical threats. It is available upon request. Please contact purchasing@kclibrary.org to request a copy.

30. Is the customer willing or planning to upgrade from vSphere 6.5 to a minimum of 7.x? If the vendor can provide this service, is the customer open to the support?

This was a mistake in the RFP documentation. We are currently on vSphere 7.0.

31. Is the requirement for onshore-only support mandatory?

The Library would be willing to look at an offshore support model. The Library's only requirement for distance is that the physical storage of the backup is a minimum of 100 geographic miles from our main building, 14 W 10th Street, Kansas City, MO 64105.

32. If the customer is looking to move to a cloud model for DR/Backup, is the requirement for local copies of the data relevant? Is the 100-mile radius a hard requirement if so?

Our back-up model currently includes a local copy. This is not being evaluated for deprecation at this time. The 100-mile radius for physical storage of the off-site backup is a hard requirement.

33. Is the customer looking for Day 0/Day 1 support (i.e., DR planning, assessment/readiness, migration), Day 2 support after a migration, or a combination of all the above?

A combination

34. Has there been a recent assessment of the production environment?

Uncertain what this is asking. The scope of what is being backed up has been evaluated in the last six months.

35. How many total VMs are being backed up? How many are DR ready? Have the most critical workloads been identified?

- **33 VMs are currently being backed up; this will increase in the next year to 40 as we divide out the largest server share into multiple server footprints.**
- **We do not have a working definition of what constitutes "DR ready" and do not know how to answer what the vendor is trying to discover.**
- **Yes, the most critical workloads have been identified.**

36. Is there currently any RPO/RTO established?

For the purposes of answering this RFP, use an RPO of 24 hours and RTO cost points at 24 hours, 3 days, 7 days, and longer than 7 days.

37. What is the current rate of storage growth?

Approximately 2 TB a year.

38. Because cloud compute is usage-based, can the Library provide current compute/mem for VM?

That will not be available for this RFP. It will be available during contract scoping.

39. Is the Library looking for separate DR and offsite storage? The two cannot be in the same location.

The Library's only site requirement is that the physical storage of the off-site backup is at least 100 miles from 14 W 10th Street, Kansas City, MO 64105. If DR and storage is at the same location, that is not prohibitive to participation in this RFP. But the Library does want to understand the vendor's own Disaster Recovery Procedures and what, if any, are the potential impacts to the Library's proposed DRaaS service in the event of vendor service disruption, identify the last (if any) data breach for the vendor, and identify the last date (if any) that the vendor ran their own Disaster Recovery exercise for their systems.

40. Is the 3rd party currently providing any day 2 support? We provide day 2 support as part of the managed service, so what is the anticipated role of the 3rd party, if any?

We are interested in understanding the costs for Day 2 support as this is a model that interests the Library under our understanding of the term DRaaS.

41. How many source data centers will be migrated from?

Two.

42. What is the Internet connectivity (speeds) at the source data centers?

The Library's primary internet from 14 W 10th Street is a 750 Mbps connection; the Library's secondary internet connection is a 200 Mbps connection. The Library is open to increasing these capacities in the event a desired service would make this advisable.

43. What is the current connectivity between the source data centers?

10GB

44. How many site-to-site VPNs are currently in use at all source data centers?

None, we use a WAN.

45. How many servers, virtual machines, and physical machines total are at all source data centers?

5 servers, 48 VMs, 4 Hosts.

46. What virtualization software is in use at all virtual data centers, and what is the version of it at all data centers?

VSphere 7.0

47. How many departments are there?

There are 38 financial department units.

48. How many total applications are at all data centers?

Not including functions like print servers and SMTP, there are six (6).

49. How many total databases are at all data centers? Please include the type (SQL, Oracle, Progress, etc.) and versions.

SQL – 4

50. How much total data is at all data centers? Please include the types and versions of storage, broken down by data center if possible.

By datastore:

Name	Capacity	Free	Used
datastore1	337.5 GB	334.99 GB	2.5GB
KCPL_SANVOL1	15 TB	3.88 TB	11.12TB
KCPL_SANVOL2	20 TB	6 TB	14TB
KCPL_SANVOL3	15 TB	6.63 TB	8.37TB
KCPL_SANVOL4	15 TB	7.75 TB	7.25TB

KCPL_SANVOL5	3 TB	2.84 TB	0.16TB
KCPL_SANVOL6	3 TB	2.99 TB	0.01TB
KCPLNAS2	43.64 TB	43.58 TB	0.06TB
NewPlaza	465.5 GB	304.54 GB	160.96GB
Total Used:			41.13 TB

51. How many load balancers are at all data centers? Please include the types.

This is not available for this RFP but will be available during a contract scoping conversation.

52. Is there any Virtual Desktop? If so, Citrix, Horizon, both, or other? Please also include the total number of users and whether they are persistent or not.

No

53. How many Identity Providers are there? Please include the types and versions (e.g., Active Directory Server 2016).

One, Active Directory Server 2019

54. Are any public cloud providers in use? If so, how are they utilized (including Azure)?

None are scoped for this backup. They are all vendor-hosted and managed by the vendors.

55. How many switches and routers are in all data centers?

At the primary data center 8 switches and 2 routers, at the secondary data center 4 switches and 2 routers.

56. What is the WAN connectivity for all data centers?

There is a 10GB WAN connection between the two data centers.

57. What are the compliance requirements across all departments?

We fall under the structure of the State of Missouri as a political subdivision of the State of Missouri and follow the Retention guidelines for data storage for

political bodies. There is minimal other data in the scope of this project that has compliance requirements (most are housed with third-party vendors).

58. Does the Library have any DR sites?

No.

59. Are there any DR requirements across the departments?

Yes.

60. If using VMware for virtualization, rv tools for all sites would be great.

This will not be available for this RFP but will be available during a contract scoping conversation.