MEMORANDUM

To: All Interested Vendors

From: Edward Woda
               Procurement Manager

Date: July 26, 2021

Subject: Addendum No. 1
               RFQ 21-010- Managed Data Center Services
               Summary of Pre-Proposal Conference
               Questions and Answers Submitted in Writing
               Questions and Answers at the Pre-Proposal Meeting

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Part I. Summary of Pre-Bid Meeting

On Monday, July 26, 2021 at 11:00 AM the Columbus Metropolitan Library ("CML") conducted a pre-proposal meeting for the RFP for Managed Data Center Services. The pre-proposal meeting was held electronically through a Microsoft Teams meeting, which attendees were provided in advance of the meeting. CML sent the following representatives:

Justin Bumbico, Director, IT Services
Christopher Cloud, Manager, Capital Planning and Project Manager
Michael Hahn, IT Project Manager
Wendy Mohr, Manager, Risk and Business Processes
Rob Truex, Senior Systems Engineer
Todd Wilder, Network Engineer
Theresa Kauffman-Bidwell, IT Procurement Administrator
Edward Woda, Procurement Manager

The following companies sent representatives:

Amazon
CBTS
Expedient
Presidio
Tierpoint

Mr. Woda welcomed all participants to the meeting and reviewed the solicitation documentation. At the conclusion of the documentation review, company representatives were provided the opportunity to ask questions on the solicitation and selection procedures.

Part II. Questions and Answers Submitted in Writing

Q1:   Does the library have a requirement for where the hosted data center is located (i.e. it must be in Columbus or Ohio)?

A1:   Datacenter locality is important from a latency perspective as well as having a nearby facility that can provide flexibility to meet our needs.

Q2:   Does the library have any cloud connect requirements? For example would there be a current or future need to move from the hosted services to a cloud provider like AWS or Azure?

A2:   The library requires a direct connection to the provider chosen. There is not a need to move from the current provider to AWS or Azure. The library is currently seeking the best solution for the organization and our current requirements.

Q3:   Is there any objection to multi-partner approach (i.e. one company provides the services for another company's hosted data center services)?

A3:   The library prefers a single partner, but is open to receiving proposals with other approaches.

Q4:   Does CML currently engage with Expedient for these services? If so, is there a reason why the work is being put out for proposals? And would the library continue to consider Expedient as a partner?

A4:   CML is required to periodically solicit the public for proposals for Contracted services. The issuance of this RFP does not reflect the quality of services provided by our existing contractor.

Part III. Questions and Answers at the Pre Proposal Conference

Q1:   Does the data center location need to be in Ohio? How would CML define "close locations"?

A1:   Presently CML does not have any hardware located in our current infrastructure as a service provider. However, that may change based upon our needs or the contractor offered solution. If that is the case, we would need to understand the cost and technical implications and ask that this situation, if applicable, be detailed in your technical proposal.

Q2:   What hypervisors does CML use for its disaster recovery?

A2:   VMware.

Q3:   On the VMs with Azure, how does CML maintain them?

A3:   CML does not have any full VMs in Azure.

Q4:   Does CML use VDI?

A4:   No.

Q5:   Does CML have the RPO and RTO defined?

A5:   RTOs and RPO requirements are less than 24 hours. We encourage all proposers to detail how they intend to meet this requirement in their technical response.

Q6:   What backup technology does CML currently use?

A6:   Our backup solution has the ability to backup full VMs as well as file level recovery within the same parameters as our existing SLA.

Q7:   Does our current contractor provide all of the services outlined in the RFP?
A7:   CML manages from the OS up, however there are services (patching, monitoring, and anti-virus) that we would consider having a vendor provide in the future. All other services listed in the RFP are currently being provided by our existing vendor.

Q8:   Does CML have any specific regulations or government requirements? Does CML have defined retention periods?
A8:   We will need at least three (3) months of backups at any given time. We have PCI and PII in our environment and would expect the contractor to provide industry standard protocols and best practices. In addition, all of our data is subject to State of Ohio open records laws, so additional information may be called upon during this Agreement.

Q9:   Does CML have specific latency requirements that the Contractor will have to meet?
A9:   Not at this time. Our current connectivity is fiber based through Spectrum. If proposers are providing an alternate solution, we would ask that it be clearly defined so we can assess the viability of the Contractors response.

Q10:   What type of connectivity does CML have via Spectrum between the existing provider and the 22 locations?
A10:   Its part of an MPLS network.

PROPOSERS ARE REQUIRED TO ACKNOWLEDGE THE RECEIPT OF THIS MEMORANDUM (ADDENDUM NO. 1) ON THE ACKNOWLEDGEMENT OF ADDENDA FORM IN THE RFP DOCUMENTS