



City of Santa Fe, New Mexico

Addendum No. 4 – July 12, 2016

'16/50/P

Request for Proposal for Primary Data Center Co-Location and Managed Services, and Disaster Recovery Services

Date of Advertisement: June 17, 2016

Due Date and Time: July 22, 2016, 2:00 PM Mountain Time

City of Santa Fe Purchasing Office
Attn: Robert Rodarte
Building "H"
2651 Siringo Road
Santa Fe, New Mexico, 87505

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1. Is the City of Santa Fe looking for a private cage for their racks?
 - No, however, they do need to be secure racks.
 - We are not asking for a price on the physical racks, we may or may not provide the racks.
 2. What power circuits do they need to each cabinet? 2kw cabinets would have a 20amp/120v pair and 5kw cabs would be a 30amp/208v pair.
 - Standard Rack power consumption for all Racks quoted should be 30 amp 208v. The I Series Rack which has slightly higher consumption but should be fine with 30 amp/208v.
 3. How many other cross connectors will they need for other carrier circuits?
 - We are asking for 2 distinct Network circuits at each colocation facility.
 4. Does the City of Santa Fe have a BC/DR plan that they use today?
 - The plan is not complete but the servers and applications that need to failover to the DR Site are listed in the RFP.
 5. Is the City of Santa Fe planning on using the same plan that they use today?
 - ~~We have cannot use the DR plan without a DR site.~~
 - The City is not able to fully execute the DR plan without a DR site.
 6. Does the plan need to be updated?

- No
7. Who will be implementing and test the plan once the new architecture is up and running?
 - ~~Yes~~
 - The City will lead the testing of the plan with cooperation of the primary and DR data center providers.
 8. Do they prefer an in house BC/DR plan or DRaaS?
 - The DR Site can be DRaaS or co location site.
 9. Is a cloud solution a viable solution?
 - Only for the DR site, not the primary.
 10. Is there a minimum distance between Datacenters?
 - No, the only requirements we have is that they are on separate power grids or sub-stations and have suitable bandwidth. We do have an available 1Gbe connection from Santa Fe to 505 Market Station in Albuquerque.
 11. Can the DR site be out of state?
 - Yes.
 - If it is a facility we recommend 100 miles from the primary site, however, if you can prove there's no latency issues, out of state may be an option. Our preference is to remain in-state.
 12. What is the City of Santa Fe using for Replication?
 - Depending on the hardware recommended by the vendor for the Data Center Hardware, associated equipment, and Services RFP.
 13. What are the Data Center's power requirements?
 - Not determined but please list the capacity of your backup generators/UPS in your response.
 14. What kind of security and IT support is needed for the Data Centers?
 - Security would have to be 24x7.
 - Our preference would be to have IT support on-site, however, if there is no IT support personnel on-site, then some sort of monitoring capability is needed.
 - How will we be given access and what's the process for that.
 - Also, if you don't meet the SLA requirements, what are the penalties and resolutions for that?
 15. How many ISP's do you need for the Data Centers?
 - We need 2 ISP providers at the Primary Data Center.
 - Depending on cost, we may or may not need 2 ISP's at the DR Site, but for sure 1 ISP is needed at the DR Site.
 16. Do we need the ISP provider to provide IP Address?
 - No.

17. In terms to the 2 ISP connections, do you want them to have separate AS members or just one single carrier will do ?
 - We need to have them come in from 2 different entrances\paths.

18. How long does the contract have to be?
 - We cannot enter into a contract for more than 4 years.
 - Pricing can reflect a 4 year contract or less.

19. Can you supply the forms related to this RFP?
 - Yes, we will post them to our website.

20. What monitoring reports are needed for the status of the facility?
 - The Best that you can provide.

21. Are you open to other solutions other than Hyper Converged?
 - No.

22. Power consumption or required voltage & Ampere for every physical server?
 - We have not decided on a hardware vendor and most servers will be virtualized so we don't have this info yet.

23. Number of total physical server for which you need space at datacenter.
 - Not determined yet, we are asking for three Full Racks. Please see attachments for more details.

24. Brand (Company Name) and Model details of server hardware
 - Not determined yet

25. Size (Height, Length, width) parameters of server.
 - Not determined yet