



**AUSTIN**  
Independent School District

**Contract and  
Procurement Services**

**19CSP069 Enterprise Backup System  
Addendum 1  
Questions and Answers**

1. Whether companies from Outside USA can apply for this?  
(like, from India or Canada) **Yes.**
2. Whether we need to come over there for meetings? **Yes, must be available to meet.**
3. Can we perform the tasks (related to RFP) outside USA?  
(like, from India or Canada) **No.**
4. Can we submit the proposals via email? **No. Please refer to cover page of solicitation for submittal options.**
5. Appendix A - Cost Estimate Worksheet is pre-populated with vendor specific part numbers. Are submissions that meet all of the project requirements but have different part numbers acceptable, provided that the specifications are equal or greater than what is listed in the document?
  - a. Specifically, are submissions from other vendors being considered?  
**Cost Estimate worksheet is set up as a template example, vendor should apply specific part numbers for their solution.**
6. What percentage of VMs need to be able to convert from archive copies to cloud instances?  
**None at this time**
7. Please provide the number of backup clients to be supported by the backup solution (virtual machines, hypervisor hosts, and physical servers). **Minimum of 500 clients. Vendor should specify the number of clients supported.**
8. Please list the Operating System versions to be supported by the new backup solution. Specific versions. **Microsoft Windows server 2008-newest and clients, Red Hat Linux 5-newest, CentOS 6-newest, and Solaris 10**
9. The bid requests full migration services as part of the services provided. Please provide details on the quantity and types of data to be migrated in addition to any other special requirements.  
**Approximately 315 clients.**
10. Does the district require that all current backup data be migrated to the new solution, or would the district prefer that only the previous 90 days of backup data be migrated? **All**



11. Should the respondent assume that the 90-day retention policy will apply to all workloads regardless of the current retention on the existing backup solution? **Yes**
12. Please confirm that a single site is in scope for this project. If more than one site will be in scope, please list the sites to be included. **Only one site currently in this scope.**
13. The bid request a backup solution providing 120TB of useable data. Could you please provide the capacity of production data to be protected excluding “whitespace” within provisioned capacity? **Approximately 140TB**
14. Would the district accept a backup solution sized according to vendor knowledge of the current storage infrastructure as opposed to simply providing 120TB of useable capacity? **Yes**
15. Should the new backup solution provide 90 days of retention without tiering to an external archive? **Yes**
16. Is the district interested in battle tested and hardened recovery solution providing an isolated and air-gapped recovery system to address malware and ransomware concerns? **The district is interested in a data protection solution that includes protection against malware and ransomware.**
17. Is the district interested in a backup solution that minimize both the investment needed in network infrastructure and minimizes the network traffic required in general? **Yes**
18. Would the district entertain an alternative to the Rubrik R6410 solution proposed in the bid?  
**Yes**
19. Under Project Summary it mentions in #1 that the vendor will be responsible for surveying each site to verify installation plans including patch cable lengths and counts. Will we need to provide those cables or will AISD procure them on their own.  
**AISD providing standard supplies, unless propriety.**
20. Under System Requirements for #22 and #23 there is a point about trade in and destroying the old EMC equipment. Can we get a list of assets so we can get AISD a trade-in quote to lower the overall costs of the new solution? **AISD is gathering this information and will provide this at a later time.**
21. How many total sites is AISD needing to replicate to? **No replication at the moment, but could be a future possibility.**
22. How many total physical sites is AISD needing to protect? **N/A**



23. How many VMware ESX hosts are in production at AISD? **34**
- How many hosts reside at each site? **16**
  - What version are the hosts? **VMware ESXi, 6.5.0**
  - What is the total number of processors (occupied sockets) across all ESX hosts? **64**
  - What is the total number of terabytes needing to be protected across the virtual environment? **Approximately 90 TBs**
24. How many physical servers are needing to be protected? **Approximately 35**
- What operating systems are those servers running? **Linux, Windows, Solaris**
  - What applications (if any) are those servers running? **File servers and various apps**
  - How many physical servers are at each site needing to be protected? **Varies**
  - What is the total number of terabytes needing to be protected across all physical servers? **Approximately 20 TBs**
25. What cloud vendors is AISD using in production? **Google and Microsoft**
- What is the total number of servers running in each cloud vendor? **N/A**
  - What is the total number of terabytes needing to be protected in each cloud vendor? **N/A**
  - What types of databases are (if applicable) are running in each cloud vendor? **N/A**
26. What amount of bandwidth is available between each site? **10GB**
27. Is Fiber Channel available to the VMware datastores?
- If so, is it 8gb, 16gb, or other? (please describe if other) **8GB**
28. What is the overall desired backup window?
- i.e. – The days/times for backups to begin and end **Daily, during low peak usage, but not limited to, overnight hours between 5pm and 7am**
29. What is the SLA for recovery of an Oracle database? **Vendor should provide typical SLA times for a 2TB database.**
30. How many Oracle databases are needing to be protected? **30+**
- How large is each database? **Varying, up to 2TB**
  - What version(s) of Oracle are being used? **11.2.0.4 and 12.1**
31. Historically, what is the peak number of concurrent backup jobs? **Unknown number. Approx 90% of all backups complete within 15 minutes of beginning at the same time.**
32. What are the top 5 reasons why AISD desires to move away from its current backup solution? **Aging equipment (EOL/EOS), aging software, multiple management points, physical footprint requires 2 racks, running low on storage space.**



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33. Other than Rubrik, what other vendors has AISD met with, interviewed, or otherwise consulted regarding this project? **Dell/EMC, Cohesity, Commvault, VEEAM, and Exagrid**
34. How many systems (physical and/ or virtual) have a recovery SLA of less than 15 minutes? **None**
35. From a high availability perspective, how many systems need to be replicated to a secondary site or cloud for failover in the event of a disaster? **The district utilizes another tool in the event of failover.**
- What is the total number of terabytes that those systems represent? **N/A**
  - How many of these servers are physical? **N/A**
  - How many of these servers are virtual? **N/A**
  - What applications are running on those systems? **N/A**
  - What types of databases are being used by those systems? **N/A**