

Questions in reference to: RFP

Offsite Disaster Recovery Services Plan

Issued: January 27, 2010

Deadline: 4:00 P.M., March 1,2010

Q: Clarification regarding Section II - B Item 4 :
"Offsite data center must be in a different power grid location ..." Please define power grid. Are you referring to the NERC Regions? Interconnect Regions? RTO's? The answer to this question will have a significant impact as to the potential location of an offsite data center.

A: NOACA offsite data center location must be in a power grid location where we would not experience any power shortages at the same time to both our primary office location in downtown Cleveland and the data center location. NOACA utilizes the Illuminating Company as its main power supplier.

If the proposal places the offsite data center's power grid location outside the agency's RFC Region or the PJM Interconnection Region, then it would qualify under this requirement. NOACA requirements are considered to be minimum requirements. If it cannot be met, please provide an explanation and/or alternative solution.

Q: Why did NOACA decline the last RFP for Offsite Disaster Recovery Services Plan?

A: The bidders either did not meet our qualifications or costs.

Q: Information regarding our servers for RFP consideration.

A: See chart below:

Server	Estimated Raw Space (Gb)	Estimated Used (Gb)	OS (specific)	Agents
Server 1	136	32	Windows 2003 R2 SP2	Sybase
Server 2	204	21	Windows 2003 Std SP2	A.D.Exchange DB
Server 3	900	440	Windows 2003 R2 SP2	AD.
Server 4 (combined services)	409	12	Windows 2003 R2 SP2	IIS,ArcIMS,SQL
Server 5	272	50	Windows 2003 R2 SP2	Symantec Bkup agent

Q: What is your philosophy on differentials for file and DB usage to maximize the available bandwidth you have, or do you prefer to do full backups more often and get a larger pipe to support the data transfer requirements?

A: Currently we run daily differentials, alternating differential and full on the weekends, and run full monthly backups.

Either solution is acceptable but if the latter is proposed, the bidder should include estimated costs and other considerations, if necessary, for the larger pipe to support data transfer.

Q: Do you have a BC plan for the Servers outlined to be higher availability requirements to be up and running quicker than 24 hours, or is the only requirement to have all systems up in 24 hours?

A: All systems are required to be operational and accessible within 24 hours.

Q: Your RTO is clearly 24 hours or defined as above, what is your RPO, or how often do you want the snapshots done, also 24 hours?

A: According to our Director of Finance and Operations: " I guess it all depends on what kind of data has been entered for a particular day. Accounting has data intensive days, and not-so data intensive days. Please provide quotes for RPOs 6-12 hours and 24 hours."

Q: Can you be more clear on User "applications" and how they will be accessed if there is a DR issue with your facility? This is a two part question, as we have a virtual office solution as well that could be used as an additional add-on to allow a fully functional Business Contingency plan.
This isn't a RFP question, but a higher strategic question.
Also on that, are we able to discuss the upgrade plan you are working on? Is that another RFP? I'm asking as there could be benefit jumping right to the full cloud offering for our virtual office solutions.

A: We own the licenses for the applications mentioned in the RFP. We will need access to these applications and data in the event of a disaster or emergency to continue working through a secured firewall solution.

If you are proposing a virtual office solution and it meets the requirements of accessing these services, then it would qualify. There is not another RFP for the upgrade plan. However, we recently upgraded last week to the Office 2007 production suite.