

# PROPOSAL ADDENDUM

MAPCO Auto Parks as Agent for  
Monroe County Airport Authority at  
Frederick Douglass Greater Rochester International Airport  
(The Authority)  
488 White Spruce Blvd.  
Rochester, New York 14623

May 25, 2023

Proposal Addendum #1

Description: Network and Server Infrastructure Upgrade

Please incorporate the following revisions and/or clarifications into the bid.

All other terms & conditions remain unchanged.

End of Addendum

Direct all questions to:

Joe Brown

Purchasing@mapcoparking.com

**This Addendum must be *Signed & Returned* with your proposal.**

\_\_\_\_\_  
Authorized Signature of Vendor

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

1. **Would other qualifying manufacturers be an option for your servers and storage replacements? HPE specifically or is Dell the preferred manufacturer for your server and storage environment?**

Dell is the preferred manufacturer for our server and storage environment.

2. **Will the equipment be owned and operated by the airport or by Mapco?**

The equipment will be owned by Monroe County Airport Authority and the Parking Manager, MAPCO, will operate the equipment.

3. **Will renewal support be to the County or Mapco?**

The support will be for MAPCO Auto Parks, As Agent for MCAA.

4. **Is there a willingness to look at Servers/Storage solutions from other OEMs besides Dell?**

MAPCO prefers Dell for servers and storage.

5. **What will be the Hypervisor for the new platform – VMWare or Microsoft Hyper V?**

VMware.

6. **Should OS/SW LTUs be part of the RFP response?**

VMware licenses should be included. MAPCO will obtain Microsoft Windows Server licenses after determining which OS version will support the migration of the current applications/services.

7. **Please provide existing applications list**

- a. **Is there any specialized software or compute requirements for propriety solution or system integration?**

Current list of applications/services: Domain Controllers (Active Directory, DHCP, DNS), File Server (DFS), SQL Server (Revenue Control System), VCenter, Veeam Backup, Sage Accounting, Exchange Server (Hybrid Environment with Microsoft 365).

8. **Are you open to other manufacturers in bid?**

MAPCO prefers Dell for servers and storage.

9. **Page 7 – What are the current switch interconnect details. Copper or Fiber (Multimode or Singlemode)?**

Switches in the server room and connections between servers and storage are currently via ethernet. The Nexsan is currently using a fiber channel connection directly to the IP video server.

Switches between locations are inter-connected via fiber (combination of multi-mode and single mode).

10. **What are the Firewall configurations? What security services do you want licensed?**

MAPCO will handle the Fortinet configuration of the new firewall. Fortinet UTM, FortiGuard Services, and 24x7 FortiCare with advanced hardware replacement should be included with the new firewall.

11. **Page 8 - DFS Server, is this a DFS-R or DFS-N? How much data will be stored on server? DFS-N.**

The data (VM's) will be stored on the new storage hardware, with the (3) physical server hosts running VMware.

12. **Can you clarify the 2nd bullet vs the 6<sup>th</sup> bullet? Which one is correct (see below)**

**2<sup>nd</sup> bullet:** *The vendor will work with MAPCO IT Staff on installing new virtual servers with Windows Server 2022 and migrating existing services including Domain Controllers (Active Directory, DHCP, DNS), File Server (DFS), SQL Server, VCenter, Exchange Server (Hybrid Environment with Microsoft 365). Prior to the install, the vendor will have to confirm that all the existing applications and services that MAPCO currently uses, will continue to function on Windows Server 2022.*

**6<sup>th</sup> bullet:** *Vendors should also quote professional services for setup and migration of current VMware environment onto the new servers and data storage. The vendor will work with MAPCO IT Staff during this process, to provide hands-on training.*

Vendor assistance will be required for the installation of VMware and Windows Server on the new servers and migration of the current applications and services. As well as assistance of the physical installation of the servers and storage into the racks. MAPCO will handle the configuration of the network switches, assistance will be required for the physical installation of the network switches into the racks and ethernet/fiber connections to the servers and storage.

**13. Page 9 - Do you have a stated retention policy? What are your daily backup file sizes?**

Retention policy for servers: Keep daily backups for 30 days, keep weekly backups for 4 weeks, keep monthly backups for 12 months, keep yearly backups for 5 years.

Daily average incremental backup file size for all servers: 50GB (files that have changed). Runs twice daily = 100GB. Compression and deduplication runs to decrease file storage.

**14. Page 10, Installation, 1<sup>st</sup> bullet – Please expand on the stated zero work downtime. What do you consider normal business hours? What are your current maintenance windows for downtime, and would these be acceptable to perform installations and cutovers?**

We are a 24x7 business, so our network and servers have to be available at all times. We do not have specific maintenance windows for downtime, and simply have to work around the existing environment on any given day to lessen the downtime.

**15. Page 11 section A – The submission date of October 13, 2022 is a typo... Confirming that page 3 is the correct submission date – June 20, 2023 by 1:30. If not, what is the correct date?**

The correct deadline for submission of proposal to MAPCO Auto Parks Ltd. is June 20, 2023, at 1:30pm EST.

**16. Are we responsible for quoting licenses for VMware, Microsoft? If so, which type of licenses do you currently have?**

VMware licenses should be quoted, currently using VMware Essentials Plus. MAPCO will provide Veeam license. MAPCO will obtain Microsoft Windows Server licenses after determining which OS version will support the migration of the current applications/services.

**17. Who will be issuing the Purchase Order and Invoice for the initial order of equipment and Services, MAPCO or Monroe County?**

MAPCO, acting as MCAA's purchasing agent.

**18. Are you open to other server and storage vendors besides Dell and Nexsan?**

MAPCO prefers Dell for servers and storage. Nexsan is the current storage for the IP video server only, however MAPCO will look to replace that with Dell storage as well.

19. **In the event, "Existing Applications and services MAPCO currently uses" will not function on Windows Server 2022, what is the responsibility of the chosen vendor?**

If Windows Server 2022 is not supported, then the vendor will assist with the installation and migration to the latest supported OS.

20. **What level of Support/warranty is desired for Server, Storage and Network Equipment (i.e.: 24 x 7 or Mon-Fri standard business hours? Onsite with 4 hour or next business day response? Parts Exchange?)?**

24x7 Support with 4-hour onsite response and advanced hardware replacement (servers and storage). 24x7 Support and advanced hardware replacement (networking equipment).

21. **Are rack(s) and PDUs required or is their sufficient space and power within your existing rack infrastructure to accommodate the new equipment?**

Current racks and PDUs will support the new equipment.

22. **Is it possible to run a workload assessment to determine proper sizing or are we to simply propose current models with similar features, expansion capabilities, and performance specifications to the existing equipment?**

New models should have similar features, expansion capabilities, and performance specifications to the existing equipment.

23. **Should we be accounting for any particular YoY capacity growth on the storage devices?**

The possibility for storage expansion in the future could be considered, however at this time the current storage capacity is sufficient for the existing server environment.

24. **Is there any desire for Cloud Management of the Server, Storage and Network Equipment?**

There is currently no desire for cloud management of the server, storage, and network equipment.

25. **Is the assumption to include SFPs/Transceivers where applicable for switch communication and uplink?**

That is correct. SFPs/Transceivers should be included, if necessary, for switch communication and uplinks.

**26. What is the current license term for the Veeam Software?**

Current Veeam license expires in August 2023. MAPCO will handle that renewal separately and a Veeam license does not need to be included as part of this RFP.

**27. What is the License type and qty for Veeam?**

Enterprise Essentials (6 sockets).

**28. What type of training is desired?**

Assistance will be required for the installation of VMware and Windows Server on the new servers and migration of the current applications and services. As well as assistance of the physical installation of the servers and storage into the racks. MAPCO will handle the configuration of the network switches, assistance will be required for the physical installation of the network switches into the racks and ethernet/fiber connections to the servers and storage.

**29. Is there any ongoing (block of time, days, weeks, quarterly etc) training or services desired as part of this project?**

MAPCO will be working side-by-side with the chosen vendor during the installation. Specific post-installation training is not necessary, but MAPCO would request that the vendor be available via remote support for any post-installation issues.

**30. On-Site Delivery: White Glove, inside delivery?**

Inside delivery. MAPCO will work with the chosen vendor to move the equipment into the racks when the time comes.

**31. Integration with Existing Network: Please detail existing network if not within this RFP.**

RFP contains details on all the existing networking equipment. The new networking equipment will be configured by MAPCO. If there are specific integration questions, vendor can work with MAPCO to address them.

**32. Submission of Proposal: Section 4 ,A details October 13th 2022. What is the correct date for Proposal Submission?**

The Proposal is due June 20, 2023 by 1:30pm.

**33. Are Vendors allowed to subcontract work within the proposal to authorized third parties and partners to the prime vendor?**

Yes, if the authorized third parties and partners have the knowledge and experience necessary to assist with the configuration and installation of the proposed solution.

**34. Is there any desire for Wireless (Wi-Fi) Capabilities as part of this or future projects?**

There is no desire for Wireless (Wi-Fi) capabilities as part of this project.

**35. What type of policies or details can be shared around Fortinet configurations?**

MAPCO will handle the Fortinet configuration of the new firewall. Fortinet UTM, FortiGuard Services, and 24x7 FortiCare with advanced hardware replacement should be included with the new firewall.

**36. Will there be any VPN other communication policies between multiple locations?**

There are VPN policies between multiple locations, MAPCO will configure them on the new firewall.

**37. How many physical connections are from the servers/storage to the switches?**

Currently, there are 3 physical server hosts, each server has 9 ethernet connections to multiple switches, for a total of 27 ethernet connections. The DR4100 backup appliance has 5 ethernet connections and each EqualLogic SAN has 10 ethernet connections. The Nexsan is currently using a fiber channel connection directly to the IP video server.

**38. How many (if any) connections are required to additional equipment not described within this RFP?**

All the server and storage connections are outlined in this RFP.

**39. Will vendor be required to support additional equipment not described in this RFP?**

No, all the supported equipment is outlined in this RFP.

**40. Will vendor be required to manage connections for equipment not described in this RFP?**

No, all the connections for the equipment are outlined in this RFP.