

Foster City HCI 2019 RFP Addendum

1. **Misc (Procurement vehicle).** - Because we deal strictly through the channel. Procurement of our solution will ultimately need to go through a VAR. Does the city of Foster City have a preferred list of VAR's they'd like us to work with? Or can we provide recommendations? Also when filling out the vendor submission would we jointly fill out the information between the VAR and our company?

Please provide recommended VARs you work with. The submission should just come from the VAR.

2. **Section 1.1** - is the award of contract equivalent to releasing a PO, or a written (or verbal) award? This will help us clarify and ultimately factor into our response on the schedule of implementation piece.

Because of the amount of the purchase, we will need to bring this to council for approval. Once it is approved, we will go through the normal PO process. The Council Meeting is scheduled for 1/21/20, Tuesday for the award of the contract.

3. **Section 3.1.2** - could you please help clarify the 'which includes support options'? Would you like to see all support SLA options we can offer (i.e. production support and mission critical support) and the extended support options (i.e. 4yr or 5yr)?

We would like to see production support for 3 years with options for the 4th and 5th years. You can also add implementation support as an option.

4. **Section 3.2** - Understand that you require component-based pricing. Is there a pricing template to follow? Also could you please confirm that the pricing sheet should also include applicable fees (i.e. taxes, shipping & handling, etc.)

We do not have a pricing template to follow. Please include all components and details included in the system. Please also include taxes/shipping and handling (estimates are fine).

5. **Section 4.3** - could you please help clarify what is meant regarding the 3-yr maintenance pricing structure? The way we price our solution (which will be seen on the pricing proposal itself) is that we price the 3-year support as a single line item (not a year over year cost to paid). Is the ask for an additional 3 years of support renewal to the original proposal of a 3yr support solution (totaling 6 yrs)?

Single line item for 3 year support is fine. We will be paying for support upfront so we do not need it to be broken down for each year. We are not looking for an additional 3 years, totaling 6 years. 4 and 5 years can be shown as options.

6. **Misc. (Disaster Recovery)** - there was previous mention that there will be a disaster recovery initiative. Just want to double-confirm that this RFP will not be asking for a Disaster Recovery proposal?

The RFP is not asking for disaster recovery. However, we would like to see it as an option with this proposal.

7. **Section 2 (Server Form Factor)** - understand that the current Foster City cluster is a XC730XD (3 x 1U physical servers). Are 1U servers the requirement? Or subject to the vendor's proposal?

We do not have a requirement in terms of form factor.

8. Is the current Dell XC cluster licensing for Nutanix Pro edition a life of device license or a term subscription? Depending on how long the City has had the cluster, it most probably is Life of Device. You can find this out on the Nutanix support site.

Life of device license.

9. Are there any performance issues with the current installation? We would use that info to determine the best CPU type for the new cluster.

Currently, we are running close to our RAM limit. Current amount of processing power is working well for us.

10. Is there a requirement for all-Flash storage or is hybrid OK? You only mention capacity, so we want to double check.

There is no requirement for all-flash storage. However, we would like to see both proposals if possible.

11. Do you plan to move the VMWare and Windows licensing over to the new cluster? In other words, you do not require any new VMware licensing?

We are planning to move our current VMWare and Windows licensing over to the new cluster.

12. CPU Requirements: Number of cores for the entire cluster? Number of cores per node? And desired frequency?

64 cores maximum, 16 cores maximum per host. This is due to our VMWare and Windows licensing that we will be transferring over to the new system. We have no applications that require intensive CPU, so a higher CPU frequency is not critical.

13. Expected iops or at least desired drive type (SSD's, HDD's or Mix of both). If mix (hybrid) what would be the required amount of usable per tier?

At least hybrid. 30TB usable. When we refer to hybrid, we would not be putting HDD and SSD into separate pools. Instead, in our idea of hybrid, SSD would be used as a read and write cache for HDD. So the vendor will need to determine how to right-size SSD amount for our performance needs

14. Any requirements in regards the the amount of nodes in the cluster?

4 Nodes maximum

15. How many 10GbE RJ45 ports are required per node for VM/Application traffic?

2 Minimum

16. Will all nodes be within the same server room?

Nodes will be in the same server room