

Addendum #2

Questions and Answers in reply to vendor request

1. **Q: How much data is being backed up?**
A: 1.15TB
2. **Q: Are all 6 servers backed up?**
A: Yes, currently.
3. **Q: Does the data need to be replicated to the cloud?**
A: No, as long as it is accessible for recovery.
4. **Q: We can support Veeam, but it has several limitations that you may not be aware of. Do you have data retention requirements? Veeam really struggles with long term data storage. Can we recommend a different backup software?**
A: Please feel free to recommend solutions if you are awarded this contract. The Port does not currently have a policy on data retention requirements.
5. **Q: Is there a disaster recovery server?**
A: Bare metal on hand at vendor.
6. **Q: Is the QNAP running 10Gbe?**
A: Yes.
7. **Q: VOIP - What involvement will we have with overseeing and administering your VOIP solution?**
A: We currently contract with America's Phone Guys; they provide VOIP services and troubleshoot any issues related to phones. IT vendor may need to coordinate with APG if issue seems to relate to server or internet.
8. **Q: Remote Backup: Have you discussed RPO and RTO for remote recovery? How often is your backup plan tested?**
A: Backups are tested quarterly. I don't believe RPO/RTO has been discussed, at least not recently.
9. **Q: Antivirus, AntiSpam & Antispyware Protection: Are you looking to implement a new spam filter? You are using Office 365 for spam filtering? Office 365 typically doesn't catch phishing and spear phishing emails.**
A: We recently started using Defender for O365 P2. Feel free to recommend different solutions.
10. **Q: Hosting: Are any apps co-located currently? It's our understanding that it's not yet set up but you may be looking at co-location in the next 18-24 months.**
A: Currently GIS is hosted outside iFocus and Port control, on a monthly rate, wanting to bring that in house to reduce costs and increase access.
11. **Q: End-User Security Awareness Training - How often would you like training?**
A: 1-2 times per year
12. **Q: End-User Security Awareness Training - Would you like email phishing testing and training?**
A: Yes.