

## Public Cloud Infrastructure Managed Services

## Questions and Answers

#	Question	Answer
1	1. What is the estimated cost of the Public Cloud Infrastructure Managed Services?	Information is unavailable
2	2. Has the Department allocated funding for the Public Cloud Infrastructure Managed Services yet? If so, through which source (budget, CIP, state/federal grant, etc.)? If no funding is secured, which sources will be sought and when? If utilizing a grant, would you be able to specify which one?	No
3	3. If a subsequent RFP is released, when does the Department anticipate releasing the solicitation?	Information is unavailable
4	4. When does the Department want this solution to be implemented by?	Information is unavailable
5	5. What other systems will have to integrate or interface with the Public Cloud Infrastructure Managed Services, and what vendor provides each system?	Multiple systems, multiple providers.
6	6. Does the Department need to replace or upgrade any of the integrated systems in the next 5 years? If so, which system and when?	Information is unavailable
7	7. What vendor provides/manages the current on premise data center? When does the contract expire?	The Florida Agency for State Technology. No expiration date.
8	8. Who is the technical contact and/or project manager for the Public Cloud Infrastructure Managed Services effort?	None assigned.
9	9. Does the Department anticipate any professional or consulting services may be needed through separate procurements to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what services does the Department desire and how do they anticipate to procure?	No
10	Total number of VMs (Specify the Operating System count)	
11	1A) Number of Windows based servers	See Section II of the RFI
12	1b) Number of LINUX based Servers	
13	Total number of Databases that need to be Managed	~200
14	2A) Specify- MSSQL, MYSQL, etc.	Oracle, SQL server, MySQL, Cache
15	Total Number of Networking Devices?	None
16	What is the Size of Data ?	~250 TB
17	Is the backup server on the same environment or on different geography?	All backup systems are in the U.S.
18		
19	1. What type of hardware (switching, Router, Firewalls, Server Type, File server, web server, Application server), software, networks, facilities, IP Address, Bandwidth speed etc.?	Various
20	(including all of the information technology related equipment), used to develop, test, deliver, monitor, control or support IT services?	
21	3. Is there a server room / data center at each location?	Yes

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22	4. Infrastructure Software that is being use or need to be transferred over to cloud server.	See Section II of the RFI
23	How many servers & data racks system are at each location.	
24	VM requirements – cores/ram requirement	looking for a managed service only.
25	Storage requirements – how much is needed	looking for a managed service only.
26	For the Backup and Recovery – how many VMs will need to be backed up and what is the estimated storage size	All VMs will be backed up.
27	For the DB – what version of SQL (express, std, enterprise)	Various versions
28	What are their VPN requirements – is there a minimum throughput they'd like and do you know estimated outbound data transfers	looking for a managed service only.
29	For the PaaS db – assuming SQL DB, there are two options for Azure SQL: single DB or an elastic pool. Is there a preference and do you have any idea on Data Transaction Units?	Both types. DTUs will vary by app
30	How many vendors are you considering, and why are you considering us in this process?	information is unavailable
31	Can you go into more detail about your specific requirements or specifications?	See RFI for details.
32	Do you have any examples of past winning bids that might be helpful as we craft our response?	No.
33	What is most important to you when choosing vendors to continue with this process?	information is unavailable
34	As far as your cloud provider is concerned, do you really have a preference or it can be a combination of two or more providers? That is Microsoft Azure Commercial Cloud, Microsoft Azure Stack , Amazon Web Services, VMware Cloud,	
35	or even OpenStack?	We are using Azure and AWS.
36	1.Part III Background ; states DOH is transitioning its infrastructure and will deploy to 3 clouds ... then in Part IV describes goals where there are 4 items + 1 optional PaaS Management items. 3 of 4 required items are Managed Services. The 1 <sup>st</sup> (Virtual Backup & Recovery) is an Azure Service along with Services to coordinate the activities.	
37	<b>Question</b> – Is Lenovo accurate in assuming that Florida DOH already has a provider of Azure and AWS Services, and is only looking for a provider of Professional & Managed Services to managed the Services being consumed as described in Part IV?	Yes
38	2.Part VI item b. asked for a description of the Services	
39	<b>Question</b> – What is an appropriate or expected level of detail given unspecified details in RFI?	Managed Service Descriptions.
40	3. In part III they describe 17,000 employees in 400 locations with 350 applications and 1,600 Servers. Part VI item d. asks for a Proposed Cost Model and Costs for Services listed in Part IV.	

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41	<b>Question</b> – What is expectation for input? Is the goal to understand the structure, i.e. price-per-server-per-month-per x, or is it for budget input? Are there more details that can be shared about each of Part IV items 1 – 4 and optional item 5?	Price per widget (e.g. Server) per unit of time is ideal
42	1. What are the underlying business drivers behind evaluating cloud based solutions? What is FL DOH looking to accomplish by implementing new technology?	DOH is not implementing new technology.
43	2. What personnel does FL DOH currently have either on staff, available via 3 <sup>rd</sup> party outsourced provider or contracted provider relative to system administration?	information is unavailable
44	a. Relative to migration?	information is unavailable
45	3. Does FL DOH have enough of an understanding around current applications to determine which applications are suitable for cloud infrastructure, which would require application refactoring in order to function properly on these platforms, and which applications will require to stay in a legacy state?	information is unavailable
46	a. What personnel/capabilities does FL DOH have relative to being able to preform migration of existing applications and refactoring of existing applications to a cloud platform?	information is unavailable
47	4. What platforms are currently in use today that is hosting these applications? Please list any/all platforms in use today (i.e. Bare Metal, Private Cloud VMware/HyperV/OpenStack, Other, etc.)	information is unavailable
48	5. Do you have any customized, proprietary hardware in place today? (i.e. AS400, Simplivity, 3 <sup>rd</sup> party hyper converged hardware, etc.)	information is unavailable
49	6. What percentage of your applications are externally facing vs internal back office?	information is unavailable
50	7. What Database technology is in use today? (i.e. SQL, MySQL, Oracle, NoSQL, etc.)	All of the above.
51	8. Of the cloud platforms listed in the RFI, are you looking to split certain applications across specific platforms or put all 350 applications on one platform? If looking for a hybrid, please detail your needs specifically related to which applications will reside on which platform.	No applications will be split across clouds.
52	a. Please provide a full, detailed list of your 1,600 servers providing the following information to allow us to appropriately size a solution: (Please segment on a per application basis if possible)	
53	i. Server Name	
54	ii. Server Role	
55	iii. OS	
56	iv. RAM (provisioned vs utilized)	DOH provides the cloud services and all licensing. This is only for the selected managed services listed in the RFI.

#	Question	Answer
57	v. CPU (provisioned vs utilized)	
58	1. In cores or CPU, not MHz or GHz	
59	vi. Storage (provisioned vs utilized)	
60	1. IOPS	
61	9. Does FLDOH own the DB licensing and do we have the option for installing Customer Provided DB licensing in this solution?	
62	10. Please provide your backup and restoration requirements (RTO/RPO).	information is unavailable
63	11. What connectivity methodology is preferred for interconnectivity between 400 locations, and cloud DC's? (MPLS, SD WAN, VPN, etc.)	information is unavailable
64	12. PaaS management – Please detail which PaaS offerings within each platform that FL DOH is considering as Rackspace may or may not support the requested PaaS platform.	Azure and AWS PaaS.
65	13. What security and/or compliance requirements need to be taken into consideration for this environment?	HIPPA and others.
66	a. What security features, tools, practices, and/or expertise does FL DOH have today to meet said security/compliance requirements?	information is unavailable
67	14. Are there specific geographical region(s) that FL DOH is looking to have new infrastructure deployed in?	Yes and DOH will control that.
68	15. What is the propensity for growth relative to the infrastructure deployed? (Ex: Growth seen in FY 2017 vs forecasted 2018 growth).	information is unavailable
69	16. Is Email an application that is in scope for this RFI? If so, is Microsoft O365 a consideration for your email users?	Not in scope. DOH used O365 for email.
70	17. Does FL DOH currently deploy any certain type of Virtual Desktop Infrastructure implemented today? If so, which kind and are you looking to continue with VDI?	information is unavailable
71	1. What are the underlying business drivers behind evaluating cloud-based solutions? What is FL DOH looking to accomplish by implementing new technology?	information is unavailable
72	2. What personnel does FL DOH currently have either on staff or via 3 <sup>rd</sup> party provider relative to system administration? DevOps? Cloud engineers?	information is unavailable
73	3. Does FL DOH have enough of an understanding around current applications to determine which applications are suitable for cloud infrastructure; which would require application refactoring in order to function properly on these platforms; and, which applications will require to stay in a legacy state?	information is unavailable
74	a. What personnel/capabilities does FL DOH have relative to being able to perform migration of existing applications and refactoring of existing applications to a cloud platform?	information is unavailable

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75	4. Would FL DOH be interested in Rackspace performing a Cloud Assessment and Migration Planning SOW?	No
76	5. What platforms are currently in use today that is hosting these applications? Please list any/all platforms in use today (i.e. Bare Metal, Private Cloud VMware/HyperV/OpenStack, Public Cloud, Other, etc.)	information is unavailable
77	6. Do you have any customized, proprietary hardware in place today? (i.e. AS400, Simplivity, 3 <sup>rd</sup> party hyper converged hardware, etc.). Would you need to move it as well?	information is unavailable
78	7. What percentage of your applications are externally facing vs internal back office?	information is unavailable
79	8. What Database technology is in use today? (i.e. SQL, MySQL, Oracle, NoSQL, etc.)	All of the above.
80	9. Of the cloud platforms listed in the RFI, are you looking to split certain applications across specific platforms or put all 350 applications on one platform? If looking for a hybrid, please detail your needs specifically related to which applications will reside on which platform.	No application will be split across clouds.
81	a. Please provide a full, detailed list of your 1,600 servers providing the following information to allow us to appropriately size a solution: (Please segment on a per application basis if possible)	DOH owns all cloud subscriptions and licensing.
82	i. Server Name	
83	ii. Server Role	
84	iii. OS	
85	iv. RAM (provisioned vs utilized)	
86	v. CPU (provisioned vs utilized)	
87	1. In cores or CPU, not MHz or GHz	
88	vi. Storage (provisioned vs utilized)	
89	1. IOPS	
90	10. Does FLDOH own the DB licensing and do we have the option for installing Customer Provided DB licensing in this solution?	
91	11. Please provide your backup and restoration requirements (RTO/RPO).	information is unavailable
92	12. What connectivity methodology is preferred for interconnectivity between 400 locations, and cloud DC's? (MPLS, SD WAN, VPN, etc.)	information is unavailable
93	13. PaaS management – Please detail which PaaS offerings within each platform that FL DOH is considering as Rackspace may or may not support the requested PaaS platform.	Azure and AWS PaaS
94	14. What security and/or compliance requirements need to be taken into consideration for this environment?	HIPPA and others.

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95	a. What security features, tools, practices, and/or expertise does FL DOH have today to meet said security/compliance requirements?	information is unavailable
96	15. Are there specific geographical region(s) that FL DOH is looking to have new infrastructure deployed in?	information is unavailable
97	16. What is the propensity for growth relative to the infrastructure deployed? (Ex: Growth seen in FY 2017 vs forecasted 2018 growth).	information is unavailable
98	17. Is Email an application that is in scope for this RFI? If so, is Microsoft O365 a consideration for your email users?	Email is not in scope. DOH uses O365 for email.
99	18. Does FL DOH currently deploy any certain type of Virtual Desktop Infrastructure implemented today? If so, which kind and are you looking to continue with VDI?	information is unavailable
100	If we need to submit a redacted copy of our response are we allowed to submit it electronically, instead of submitting it on a CD?	Yes
101	You have mentioned 350 Application and 1600 servers are in scope. Please share details of applications topology. Also, please share major technology areas for applications (such as Oracle, SAP, Microsoft Technogym etc.).	information is unavailable
102	Can you provide a descriptive inventory of the IT infrastructure mentioned? Please provide details for 1. Virtualization Ratio 2. CPU Memory Details 3. Hardware Platform 3. Number of Databases 4. Size of Database (classified between Prod, Dev and Test environment) 5. Specific Back and Recover Requirement for databases	All cloud services (Azure & AWS), managed service only.
103	Will the DOH be considering a Hybrid Cloud scenario in case some of the applications are not cloud ready?	information is unavailable
104	Do you have any current infrastructure hosted from a Public Cloud? If yes, then can you please share your current cloud footprint.	Yes DOH is using the Azure and AWS clouds. DOH is only seeking selected management functions with this RFI.
105	Please share a brief of your IT security policy?	HIPPA required.
106	What is the current peak network bandwidths utilized?	information is unavailable
107	Since the response needs to be submitted electronically, are there any size limitations on your email or our files?	Our email size limit is 10mg
108	What are the regulatory and compliance requirements for this RFI? HIPAA, ITAR, SOC?	HIPPA and others.
109	Do you need security services that include tracking Governance, Risk Management, and Compliance (GRE/GRC) with controls?	No
110	What are your requirements around the delivery model, does dedicated Global delivery model work or do you need on-shore resources to manage your environment?	U.S. resources only
111	-Do you need resources to be on your facility?	No

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112	Do you require self -service portal for provisioning?	No
113	How do you measure metrics, do you have KPI's identified across compute, network, database, storage, devops pipeline?	Service metrics will be determined post RFI.
114	How do you obtain transparency on Monitoring and operational management/ Performance management/ Change management /Capacity and license planning, and usage management/Problem management /Service-level management/ Service-level data integration	DOH used ITIL best practices and some ISO/IEC 20000
115	Are you using any tools and technology to design and build automated patterns and workflows?	Yes
116	-How are you orchestrating Infrastructure as a code and what is the configuration management process?	Cherwell, PowerShell and Team Foundation Studio
117	-Do you have a cloud governance setup and standardization for financial and technical policies across multiple cloud platforms?	Yes
118	-In a Hybrid model for cloud platforms, do you have a centralized process to ensure the quality, control, compliance, and audit readiness?	Yes
119	How are you tracking budgets, billing, metering and charge-backs. Do you need an aggregated consumption view that spans across all your cloud spend?	Cloudyn
120	-How do you track utilization of currently spun-up cloud instances?	Cloudyn, Power BI reports and other methods.
121	How are you tracking real-time views for asset inventories and obtain insights for asset optimization across multi cloud platforms?	Cloudyn, Power BI reports and other methods.
122	Do you have requirement to use IPS/IDS? Have you configured it?	Yes and yes
123	Do you use any WAF /DDoS services?	Yes
124	Do you use AD / LDAP? Do you use AWS Directory service? Please provide details.	AD and Azure AD
125	How do you integrate the AWS Ads in each region with the central corporate AD?	information is unavailable
126	How do they sync up?	information is unavailable
127	How do you manage privileged ids?	Azure AD and other methods.
128	-What is the SLA's for resolving issues?	Incident resolution is based upon Impact and Urgency.
129	-And what is the resolution time needed for incidents based on severity?	Incident resolution is based upon Impact and Urgency.
130	-What are the availability service levels for clustered vs standalone environments?	Various
131	-what are the backup service level	Various
132	-Do you need different SLA for different environment? Ex. Dev, Prod	No.
133	What are you using for service ticketing system Integration with them Ticketing tool?	Cherwell.
134	Are you using ServiceNow or other tools for Service desk?	Cherwell

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135	What is network connectivity between DOH datacenters, and between DOH datacenter and Public cloud platforms	information is unavailable
136	Do these sites have interdependency? Ex Primary-Secondary DR	Yes we have DR solutions
137	Do you have data migration requirements?	information is unavailable
138	Do you need to re-host, re-platform or refactor any applications?	Yes
139	Will you be migrating from monolithic SOA to microservices architecture?	information is unavailable
140	Do you need data discovery services? Infrastructure, software, database, compliance discovery?	information is unavailable
141	How do you track, reporting, and notifying compliance for DOH owned and Service Provider owned software licenses to support the provided services?	All licenses are DOH owned.
142	What is the support coverage required - What will be the coverage hours? (8x5,16x5, 24x7)	Will vary by application but 24x7x365 for most production apps.
143	Do you have disaster recovery requirement or deployed?	Yes and yes
144	Are the launch scripts defined?	Yes
145	How many testing cycles you have DR in a year?	information is unavailable
146	What is DR Trigger points? Application or Infrastructure failure?	information is unavailable
147	Do you have business processes in place to activate DR?	information is unavailable
148	What is your patching scheduled for Production workload and how they different from non-prod workload?	Monthly for all workloads.
149	What your specific requirement for using antivirus? Do you need services that includes Host Intrusion Protection (HIPS) and Virus/Malware protection?	DOH already has these services
150	Does customer use Multi Factor Authentication (MFA), if yes provide details	DOH is implementing MFA using the Microsoft EMS suite.
151	Does customer use Single Sign On (SSO), if yes, provide details	DOH uses Azure AD for SSO.
152	Does customer need privileged id management	No
153	Does customer have any runbooks created	Yes
154	Does customer have any batch jobs running, if yes provide details	information is unavailable
155	What is the type of backup strategy and tool do you have / use? Do you use snapshot/file backup or both?	Cloud native tools like Azure Backup
156	What Backup tool is currently used?	Cloud native tools like Azure Backup
157	What is the backup frequency?	Nightly
158	What is the data retention policy? How many years is data held on to for backups?	Varies by application
159	What is the data life cycle management process and what is the data retention period?	Varies by application
160	What is the archiving policy?	Varies by application
161	What is the redundancy policy?	Varies by application
162	What is backup reporting tool / process?	Cloud native tools like Azure Backup
163	What is the data protection policies?	Varies by application
164	Are there encryption requirements?	Varies by application

#	Question	Answer
165	What is the encryption process?	Varies by application
166	What is your automated tools for replication, data-tiering and data-deduplication?	Zerto and others
167	What type of databases need backup?	All databases are backup up
168	Please provide Database instance count	~200 databases
169	DB Type @ minimum and version information if possible.	Oracle, SQL, Cache, MySQL others
170	For SQL Server, how many Database do you have per Instance?	Varies
171	Does current environments have any Cloud based Database implementation (DBaaS) ?	Yes
172	Does Current infra environment have End of Life Databases ?	No
173	Does Current infra environment have community version of open source DB ?	No
174	What are the OS flavors, their versions and their volume?	Windows and Linus - all up to date and for the purposes of this RFI are already in the Azure or AWS cloud
175	How many VMs will need to be provisioned every month?	Unknown
176	Do you have your own image (gold templates)? Or do you require IBM to create new templates for you.	DOH provides golden images for VMs, DBs etc.
177	Do you require IBM to migrate your images?	No
178	How many VMs are hosted on Azure, Azure stack, AWS, VMware Cloud	Currently about 200
179	What is the distribution of VMs between windows and Linux	90% Windows, 10% Linus
180	which instance types are used in the environment, are there any GPU requirements	Various types - no GPU requirements.
181	Does customer use auto scaling, if yes, provide details	Yes - for Function Apps and Web Apps and Data Warehouses hosted in Azure cloud
182	Does customer use containers	Yes - Docker.
183	What are your KPI's for network management across fault management, configuration management, security management, performance management, and accounting management. What are your defined SLAs	ITSM KPIs will be determined as part of this RFI process.
184	How many users accessing the cloud platforms? what is your bandwidth requirement? How does your inbound and outbound traffic look like ?	information is unavailable
185	Are you using any tools today to monitor and manage all IP devices	Yes but information is unavailable
186	Do you need to build/design API/Microservices? Are you looking to self-provision multi-node application stacks across multiple clouds	Yes but information is unavailable
187	Do you need IBM to design and develop Microservices/API build book that contains management best practices, architectures, metrics, standards, patterns and anti-patterns?	No
188	What is your DevOps application adoption criteria and a common set of tool chains	Cherwell, PowerShell and Team Foundation Studio

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189	Do you need design and build of the Continuous Delivery system and develop exemplar CI/CD pipelines	Yes but information is unavailable
190	What are your actionable metrics to track key metrics e.g. Automated build success and delivery velocity	To be determined.
191	Can you share information of middleware and application running across the multi-cloud environment?	No applications cross clouds.
192	Are you running Azure stack today? How big is your Azure stack infrastructure?	Yes. 8 Node
193	-What infrastructure is Azure stack running on? what does your HCI (Hyper converged infra) looks like?	Dell-EMC
194	- Is the procurement and deployment of Azure stack in scope?	Procured.
195	- is it the Azure Stack to be in connected or disconnected mode	Connected.
196	- Does the scope include both Azure services and Azure stack management and operations?	Azure Services only (Public cloud and Stack)
197	- What services are planned on azure stack - compute, storage, network, SQL, WebServices?	All of the above.
198	-What services are running on Azure stack? what IaaS and PaaS workloads running today and what workloads/services running today?	Selected applications - IaaS and PaaS
199	-Are you planning to use Azure stack and Azure in a hybrid model for deploying applications on production in Azure/ backup and recovery?	No
200	-Are you building applications and using devops for cloud native development?	Yes
201	-Do you need managed services to ensure the PaaS services are up to date on the Azure stack?	No
202	What are different type of subscriptions you have (Office365, Azure and Dynamics)	O365 and Azure
203	Are you looking to migrate classic resources to ARM resources	No
204	How many azure regions you have, please list	Two
205	Has customer configured any azure monitoring on VMs	No
206	How many VMs need to be provisioned to azure initially	Already provisioned.
207	How many VMs will need to be provisioned every month	Unknown
208	Do you have your own image or new image need to be created for Azure?	DOH has golden images.
209	Are you looking to bring licenses to Azure	When needed yes
210	Do you have requirement for Azure PaaS services	Yes
211	How many VNETs you have?	~50
212	Which VNET topology has been configured (daisy chain/hub and spoke/mesh)	Spoke - Mesh
213	How many subnets you have, each subnet belongs to server role or department?	~50
214	Do you use NSG? If yes, provide details	Yes
215	Do you use expressroute, if yes, how many?	Yes. One.

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216	Do you want expressroute to be set up by IBM then do they have preferred network provider	Already setup.
217	Do you have load balancers configured, if yes, how many LBs and is it internal/internet/both?	Yes, several, both
218	Does your DNS servers configured or using azure DNS?	Yes
219	Do you have any user Defined Routes (UDR), if yes, for what type of traffic	Yes
220	Do you have site to site VPN for external connectivity, if yes, provide details?	Yes
221	Are you using any Network Virtualization Appliance (NVA) from marketplace, if yes, is IBM expected to manage it?	No
222	Do you have any application gateway or need layer 7 load balancing	Yes
223	Are you using traffic manager for global load balancing	No
224	Do you use Azure AD basic or premium edition	Premium P1
225	Do you use any directory apart from default directory	No
226	Do you sync Azure AD with on premise AD	Yes
227	Do you extend it's on premise AD to Azure (domain controller on VM)	ADFS
228	Have you created domain services for user authentication on Azure (shared domain services by Azure 1)	Yes
229	How many objects are managed in Azure AD or domain services	information is unavailable
230	What is the type of storage account (basic/premium)	Both
231	Do you use blob storage, if yes provide details	Yes
232	Do you use table storage, if yes provide details	Yes
233	Do you use queue storage, if yes provide details	Yes
234	Do you use file storage, if yes provide details	Yes
235	Do you have specific I/O requirements for blob storage	No
236	What type of backup do you use (snapshot/file/both)	Both
237	Do you use storsimple for integrating with on premise	Yes
238	What is the total footprint of instances on AWS	Will be ~200 by Q4 2018
239	Do you have requirement to provision EC2 instances OR do you also require to provision the full stack - including web tier, application tier, DB tier, ELBs, storage, etc?	Full stack
240	Do you want to bring your own licenses to AWS?	When needed yes
241	What are your workflow requirements (including approvals, tools integration/installation, configuration etc) for provisioning?	Custom workflows built in Cherwell ITSM tool
242	What are your requirements for AWS PaaS services?	information is unavailable
243	Are there any instances with multiple NIC interfaces	Yes
244	How many ELB (Load Balancers) are currently in use? (Public vs Private)	None in AWS at this time
245	Are 'Access Logs' enabled for ELB?	Not at this time
246	Are ELB's configured with SSL Certificates, if yes, who manages the certificates currently?	Not at this time
247	Do you Elastic Beanstalk or Container services for deployments?	Not at this time

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248	Auto scaling is used? How is it configured?	Not at this time
249	Do you use Reserved Instances, if so, what is current ratio of usage?	Yes in Azure. ~25% are reserved
250	Which are the instance types are used in your environment?	Various
251	Do you use availability sets? If yes, please provide details.	Yes
252	What are the monitoring set up you have configured on the VMs.	Application Insights, Dynatrace, Ops Manager other
253	What are the different RDS DB in use?	None at this time
254	Is Multi-AZ enabled for RDS?	No
255	Do you have Reserved instances, if so, what is the ratio?	Yes in Azure. ~25% are reserved
256	Do you use Cloudwatch to monitor RDS? If no, please specify the tool you use.	No
257	What are the KPIs you monitor on RDS databases?	None
258	Do you have any in-memory database in use? (eg. Redis, Memcached)	No
259	What process is used to access the RDS instance?	None
260	Do you have RDS logs enabled?	No
261	What is the current 'Snapshot' schedule and retention policy?	Varies by application
262	What is the current 'Maintenance' schedule for the Database?	Monthly or as required
263	Do you have any Big-Data / Warehousing DB?	Yes
264	Please share the size of each of the databases in use	information is unavailable
265	Do you have requirement to use IPS/IDS? Have you configured it?	Yes and yes
266	Do you use any WAF /DDoS services?	Yes
267	Do you use AD / LDAP? Do you use AWS Directory service? Please provide details.	AD and Azure AD P2
268	How do you integrate the AWS Ads in each region with the central corporate AD?	information is unavailable
269	How do they sync up?	information is unavailable
270	Do you use Single Sign On (SSO)? If yes, please provide details	Yes. Azure EMS Suite
271	How do you manage privileged ids ?	Azure EMS Suite and other tools
272	Is MFA enabled on Root Account?	information is unavailable
273	Are IAM users enabled with MFA?	information is unavailable
274	Is password policy set for IAM user?	information is unavailable
275	Is access key and secret key disabled for ROOT Account?	information is unavailable
276	Do you have roles created for AWS resources?	Yes
277	Do you rotate access key and secrete key periodically?	information is unavailable
278	Do you use application proxy to publish applications on internet	Yes
279	Do you have any other specific security requirement? If yes, please provide details.	HIPPA and others
280	How many AWS regions are your resources spread across? Please share the list.	Two
281	How many VPCs do you have?	~10
282	Are accounts split across multiple VPCs in the same region? Provide details of this distribution.	No

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283	Do you use VPN connections? If yes, how many and for what purpose?	information is unavailable
284	Does you use Route53? If no, please specify current DNS service	No
285	Do you use DHCP Options Set? Please provide details.	No
286	Have you customized NACL rules? Please provide details.	No
287	Are you using shared security groups? Please provide details.	No
288	Do you use Shared Services VPC for centralized hosting of monitoring and	
289	management tools? How are your tools distributed across VPCs?	No
290	How many network subnets do you use? How these subnets are spread and used in overall network architecture?	~10 in AWS
291	Please provide details on your Security Group setup.	Irrelevant
292	Do you have AWS Direct Connect, if yes, how many?	No - exploring options
293	Does you use ELBs? How many ELBs are being used? Are these internal OR internet facing?	Yes
294	Please explain your routing table configuration.	information is unavailable
295	Do you use any Network Appliance from marketplace, if yes, is IBM expected to manage them? Please provided details.	No
296	How are the AWS accounts being accessed from your locations (Direct Connect, VPN, SW Appliance)?	VPN
297	Do you use NAT servers or NAT gateways? Please share the details.	information is unavailable
298	How do you access your AWS instances or services (Jumphost, Direct Access, VPN, Direct Connect)?	VPN
299	Do you have any publicly accessible S3 buckets?	No
300	Do you have any static content on S3 hosted as part of CloudFront?	No
301	Do you have any customized permissions set on S3?	No
302	Is S3 versioning enabled?	No
303	Is S3 lifecycle management enabled?	No
304	Do you use cloudwatch for monitoring instances, if no, please specify tool used for monitoring?	No
305	Do you use Cloudfront as a CDN service?	No
306	Are you using a custom certificate for Cloudfront?	No
307	Do you have any file sharing servers for the purpose of distributed storage?	No
308	Do you have any storage gateway connecting to an DC	No
309	Do you use network file storage, if yes provide details	Yes
310	-Where is your VMware cloud deployed or going to be deployed?	Currently VMware is on premise only - may use AWS if needed
311	-Are you looking at Hybrid support model between on-prem VMware infrastructure and VMware cloud?	Possibly
312	-Is your on-premise VMware cloud deployed on HCI (Hyper cloud infrastructure)?	Yes - Dell FX/2
313	-How big is your VMware on-prem and VMware cloud infrastructure?	~150 VMs

## Public Cloud Infrastructure Managed Services

## Questions and Answers

#	Question	Answer
314	-How does your on-prem VMware infrastructure look like, Is it SDDC, with Vsphere, VSAN and NSX?	Vsphere, VSAN
315	-What components of VMware are you running today?	Vsphere, VSAN
316	Is VMware VCF or VCF part of the scope? Specify which one?	No
317	- Is VMware SDDC part of the scope?	No
318	- Is Vrealize part of the scope?	No
319	- How many VCF and/or VCS instance?	No
320	- How many Nodes per instance?	No
321	- Are VMware Log Insights, vRNI available?	No
322	Do you expect IBM to provide managed services on AWS cloud?	Azure and AWS - See RFI for details
323	· How much business has the solution provider done with the client in the past 12 months?	information is unavailable
324	· Is the solution provider the incumbent? If not, is the incumbent bidding?	information is unavailable
325	· How many other groups are replying to this RFX?	information is unavailable
326	· What security clearances if any are required of STG?	To bet determined - but at least HIPPA
327	· Does the help desk/managed support portion mentioned have to be US based?	Yes
328	Are all 3 managed cloud services required or can offerors respond regarding only one cloud model?	Azure and AWS are required at this time
329	Does the migration to the cloud take place before or after the vendor's provided solution is in place?	Migration is happening now. Vendor will managed already migrated systems.
330	Can our partners respond with services based on the Oracle Cloud as well?	For the purpose of this RFI - No.. DOH already has cloud resources in Azure and AWS and is seeking management of those resources.
331	second question is based on the database and platforms to be supported on the Cloud, can those be provided to better understand what will be migrated to the Cloud?	SQL Server, Oracle, MySQL, some NoSQL
332	OS – What Operating System is being referenced for IaaS?	Windows and Linux
333	Database – What Database is being referenced?	SQL Server, Oracle, MySQL, Cache, some NoSQL
334	DevOps – What development platforms and toolchains would be in consideration?	Cherwell, PowerShell, Team Foundation Server
335	Do you currently have a list of submitted questions and responses that are public to share for review?	Yes
336	If so can you point us to it?	Yes
337	If not do you plan to create one?	See above
338	Is the Dept of Health currently in the process of migration of this data to the cloud vendors?	Yes
339	Is that part of the project or will that be a separate proposal?	This RFI is only for systems already migrated to the cloud

#	Question	Answer
340	What databases are in use?	SQL Server, Oracle, MySQL, Cache, some NoSQL
341	Will they stay the same?	Unknown
342	How many separate databases are currently in use?	~200
343	How large are they?	information is unavailable
344	What tools/applications are currently in use to manage database resources?	SQL Server Management Studio, Visual Studio other
345	Do you have a listing of the current servers OS's and the 350 applications that are currently running?	Windows and Linux - modern versions
346	I understand DOH has 17,000 employees in 400 locations across the State of Florida. Its IT infrastructure consists of 350 applications and 1,600 servers. I also understand DOH is transitioning its IT infrastructure from a traditional on-premise data center model to a cloud model. Do you have a project plan (or a scheduled) for the migration of the applications from your on-prem locations to the cloud? Please allow me to explain further, migrating 350 applications, 1,600 servers and likely all the system integrations DOH has will take time. Perhaps you have a goal in mind. For example, DOH would like to migrate 50% of its entire application foot print to the cloud within the next 5 years. It would help to have information about what the goal is.	Migration is irrelevant for this RFI. This RFI is for the management of systems already migrated to the cloud.
347	How many Database Administrators (staff members) do you have today performing the on-premises Database Management & Support role as described by the RFP?	information is unavailable
348	What is the annual spending budget in labor plus benefits for the on-premises Database Administrators (staff members) you have today performing the Database Management & Support role?	information is unavailable
349	How many Network Engineers (staff members) do you have today performing the on-premises Virtual Server Backup & Recovery role as described by the RFP?	information is unavailable
350	What is the annual spending budget in labor plus benefits for the on-premises Network Engineers you have today performing the Virtual Server Backup & Recovery role?	information is unavailable
351	How many Network Engineers (staff members) do you have today performing the on-premises Network Management role as described by the RFP?	information is unavailable
352	What is the annual spending budget in labor plus benefits for the on-premises Network Engineers you have today performing the Network Management role?	information is unavailable
353	How many Network Engineers or System Analysts (staff members) do you have today performing the on-premises Application Management role as described by the RFP?	information is unavailable

## Public Cloud Infrastructure Managed Services

## Questions and Answers

#	Question	Answer
354	What is the annual spending budget in labor plus benefits for the on-premises Network Engineers or System Analysts you have today performing the Application Management role?	information is unavailable
355	The migration to the cloud may cause changes in your organization table. What is DoH's plan when it comes to the staff members currently performing the above listed roles (Virtual Server Backup & Recovery, Database Management & Support, etc.)?	information is unavailable
356	How many service request (work orders) does the team fulfill every month per category (categories listed below)?	information is unavailable
357	A. Server Backup & Recovery	
358	B. Database Management & Support	
359	C. Virtual Server Management	
360	D. Network Management	
361	E. Application Management	information is unavailable
362	What is the average response time for an emergency service request (per category)?	
363	A. Server Backup & Recovery	
364	B. Database Management & Support	
365	C. Virtual Server Management	
366	D. Network Management	information is unavailable
367	E. Application Management	
368	How many staff members per team (Virtual Server Backup & Recovery, etc.) are on call on a given day?	
369	Are all 1,600 servers collocated in the same datacenter? If not, how many datacenters, how many server per datacenter DOH has?	
370	Is your Disaster Recovery site located in another state of the union? We mean other than Florida?	
371	We have questions regarding the platforms being used by the current applications. Is it possible to get information related to how broadly used by the applications are the following platforms?	information is unavailable
372	Linux	
373	Windows	
374	WAS/HIS	
375	JBoss/Apache	
376	Oracle	
377	MS SQL	
378	MySQL	
379	Also, are you looking for information/costs related to migrating the current applications to a cloud solution or only the management of the applications once migrated?	Only the management of already migrated systems.

#	Question	Answer
380	When does the State plan to begin deployment	Cloud deployment has already begun. Implementation timeline for the cloud managed services is unknown.
381	Is there a draft roll-out of "X"aaS services and what is the expected completion timeframe	No
382	Has budget allocation been appropriated	Yes
383	What compliances are required, i.e., HIPPA, PCI, etc.	HIPPA and others
384	Will the services be managed by the State, Vendor or co-managed	Co-managed
385	Can you please provide approximately how much CPU power for each VM, Memory and total storage	we are providing the CPU, memory and storage. We are only looking for a service to manage the cloud instances
386	There are no data sets provided, retention, size of workloads, change rate, etc. we also don't know how many objects to protect. We need for Azure stack and for the IaaS cloud workloads	For the purposes of this RFI, DOH is NOT seeking hardware, software or cloud resources. DOH is seeking management of existing cloud resources. Specific backup policies attributes will vary by application. The sizes of the backups or specifics of the backup polices are not relevant for this RFI. DOH will provide these specifics for each application to the managed service provider