



September 12, 2016

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY
Database Administration Services
RFP #1731

ADDENDUM #2

The City of Springfield is hereby amending the above mentioned RFP. The original document can be found on the City's website at www.springfield-or.gov. By selecting the hyperlink *Purchasing/Contracts* from the menu on the left side of the home page, interested parties will be linked to the RFP/ITB page.

1. **Question:** What is the approx. number of databases on every instance?
City's Response: Most instances host two to six databases; however one instance host 42 databases.
2. **Question:** What is the biggest database size across all the instances?
City's Response: The largest database is 524550 MB between the data and log files.
3. **Question:** Are all the databases servers configured in same domain or different?
City's Response: All are in a single domain.
4. **Question:** How frequently are the databases backed up?
City's Response: One full database backup per day is the standard for production, transactional databases.
5. **Question:** What is the implemented backup strategy?
City's Response: SQL Server maintenance plans are the standard for database backups.
6. **Question:** Are there any third party tools used for taking database backup?
City's Response: Veritas Backup Exec is used for on one SQL Server instance due to insufficient disk space for SQL Server maintenance plans.
7. **Question:** What is the frequency for log backup?
City's Response: Log backups occur every two hours as a standard practice for production databases?
8. **Question:** What HA features are implemented in current environment?
City's Response: No high availability features have been implemented.
9. **Question:** As most of the mentioned SQL servers are on SQL 2005 and SQL 2008, so any plans for upgrading these to SQL 2014/2016?
City's Response: SQL Server upgrade plans are primarily controlled through the application upgrade requirements. Therefore SQL Server upgrades follow the application upgrade cycles.
10. **Question:** What is the patching schedule for the database servers?
City's Response: The OS is patched monthly by the network support team. SQL Server patching does not follow a strict schedule, but is generally applied quarterly at a minimum.

- 11. Question:** Any plan for implementing Always On Availability groups for production databases?
City's Response: There are no current plans.
- 12. Question:** What are the current permissions for logins (windows authentication is used or SQL login for every individual)?
City's Response: There is a mix of windows authentications and SQL logins. This is dictated by application and other data access needs.
- 13. Question:** Are there any performance issues or other issues currently with respect to current database environment
City's Response: There are no performance issues at this time; however as previously stated, several instance are running on versions no longer supported.
- 14. Question:** Any other databases (like Oracle, MySQL, Mongo DB) also used along with current DB servers?
City's Response: The City currently runs two instances of Oracle 11G R2 and one instance of PostgreSQL; however the scope of this proposal is for the SQL Server instances only.
- 15. Question:** Are the applications using data from multiple databases like SQL Server, Oracle, MySQL
City's Response: All applications currently source a single database type; however Extract, Transform and Load (ETL) processes may source multiple database types.
- 16. Question:** How are the changes and patches implemented to the databases servers (is change management process followed for the same)?
City's Response: There is not a standard change management process currently employed.
- 17. Question:** What ticketing tool are we using for raising tickets and incidents
City's Response: The City is using Manage Engine, ServiceDesk Plus to ticket tracking internally, and the current vendor's HelpDesk tracking system.
- 18. Question:** What monitoring tool do we have in place now (SCOM, Nagios)
City's Response: The City has used SCOM in the past for database monitoring; however monitoring in now supplied through the current database support vendor.
- 19. Question:** Is the Cybersecurity Insurance coverage a must?
City's Response: Yes.
- 20. Question:** Is it mandatory to be registered to do business in the state of OR?
City's Response: At the time of contract execution it would be required that the business be registered with the Secretary of State office to do business in the State of OR.

ALL BIDDERS SHOULD ACKNOWLEDGE AND INCLUDE THIS ADDENDA #2 AS PART OF THEIR SUBMITTAL PACKAGE.