



CHATHAM COUNTY - SAVANNAH METROPOLITAN PLANNING COMMISSION

Addendum # 2

Date: September 28, 2026
From: Pamela Everett, Assistant Executive Director - Compliance and Operations
RE: RFP NO. 2026-01 Server Back-up Services

These responses address clarification questions received for RFP 2026-01 and must be read together with the RFP and all issued addenda. Repeated or substantially similar questions refer to the first applicable response. Where quantities may change before implementation, Proposers should use the published planning assumptions and identify any exceptions in their proposals.

Security-sensitive information. Detailed infrastructure information, including hostnames, IP addresses, MAC addresses, network maps, and similar configuration details, will be provided only to the selected Proposer after contract execution through an approved secure process. Access arrangements and credentials will be handled separately and shared only when operationally necessary.

Question 1. What is the amount of storage MPC has in use?

Answer: Approximately 40.777 TB is currently in use across the enterprise, consisting of approximately 8.898 TB for MPC and 31.879 TB for SAGIS. For proposal sizing, use approximately 41 TB. Projected growth is not expected to exceed 1 TB per year.

Question 2. What is the retention period for Cloud backup?

Answer: MPC currently uses a 3-2-1 strategy with daily differential backups, weekly consolidation/full backup, monthly media rotation, an annual tape backup rotated off site, and a quarterly mirror to Amazon S3 Glacier using a three-cycle rotation. Proposers should recommend and separately price the future local and off-site retention schedule, including any long-term and immutable retention periods, for final approval during implementation.

Question 3. What is the retention period for Disaster Recovery (DR) data?

Answer: Already answered - please refer to Question 2 and Answer.

Question 4. Are any of the 25 servers physical?

Answer: Yes. MPC has a mixed physical and virtual server environment. Because the inventory is being consolidated and some equipment is being repurposed or retired, proposers should plan for licensing of up to 25 servers, with approximately 20 to 22 servers expected in normal operations. A final host and virtual-machine inventory will be provided to the successful proposer after contract execution.

Question 5. What Hypervisor is in use (e.g., VMware, Hyper-V)

Answer: MPC uses Microsoft Hyper-V, and the covered server environment is Microsoft Windows-based. Detailed versions and per-server mappings will be provided after contract execution during the technical assessment.

Question 6. Are all of the servers in DR? If no, how much data for the servers in DR?

Answer: Yes. All in-scope servers, including physical servers, are to be covered by the disaster-recovery and off-site protection solution. The base solution must support secure off-site backup and restoration. Cloud compute failover or Disaster Recovery as a Service may be proposed as part of, or as an option to, the solution. The final recovery location and recovery sequence will be established during the assessment.

Question 7. If there are physical servers, are they in DR?

Answer: Already answered - please refer to Question 6 and Answer.

Question 8. Does the MPC require state term schedule or other specific contracting requirements

Answer: MPC does not require a specific state term schedule. The successful proposer must satisfy the authorization requirements stated in the RFP. Any required evidence of active good standing must be provided before contract execution. MPC will provide a draft contract to the successful proposer and will request applicable software warranties and supporting documentation for review and comment.

Question 9. Finally, we can quickly activate a comprehensive hurricane preparedness plan when needed. Because we operate nationwide, we aren't positioned to track individual county weather alerts. If you notify us when activation is required, we can respond immediately. Does this work for you

Answer: Yes. MPC IT will issue the operational trigger. MPC generally begins its hurricane action process five days before a possible impact. Once triggered, the proposer must promptly initiate, complete, verify, and document a full or functionally equivalent complete recovery point no later than 24 hours before anticipated impact when sufficient notice exists. A synthetic full or other platform-native method is acceptable if it provides a verified complete recovery point that meets the RFP's recovery intent.

Question 10. I understand the RFP covers approximately 25 production/business-critical servers. Before we prepare a response, could you please confirm whether a vendor using a remote-first delivery model is eligible, and whether there are any mandatory Georgia/local-presence, certification, insurance, or platform requirements we should account for?

Answer: Remote-first delivery is eligible. MPC has no mandatory Georgia local-presence or platform-certification requirement. The firm performing the work must nevertheless possess the qualifications necessary to implement and support its proposed solution.

Answer: The insurance requirements are:

Workers' Compensation in accordance with Georgia law; Public/commercial liability of \$1,000,000 per occurrence,

Personal injury or death \$1,000,000;

General aggregate, \$2,000,000;

Products/completed operations \$2,000,000;

Automobile liability of \$1,000,000 combined single limit;

Umbrella liability of \$2,000,000; and

Errors and Omissions, Cyber Liability, or Technology Errors coverage of \$2,000,000.

Answer: Subcontractors must carry the same applicable insurance limits as the prime contractor. Any request to use a legally valid workers' compensation exemption instead of a certificate will be reviewed by MPC for compliance with Georgia law and the resulting contract.

Question 11. I did have one question about how MPC plans to handle responses and addenda. Will answers be posted to the RFP website as they become available, or is the plan to issue a single addendum by the deadline, which is five days prior to October 1?

Answer: Addendum 1 extended the applicable dates. Addendum 2 provides the consolidated responses to questions and will be posted to the RFP website. Because proposers are not permitted to revise proposals after the submission deadline, proposers should review Addendum 2 before submitting their final proposals.

Question 12. What is the estimated size of the environment, specifically the total capacity currently being used by all VMs?

Answer: Already answered - please refer to Question 1 and Answer.

Question 13. What is the desired retention period for onsite and offsite backups?

Answer: Already answered - please refer to Question 2 and Answer.

Question 14. What equipment does MPC intend to use for the onsite backup infrastructure?

Answer: The existing local backup storage is currently unused and is identified as version GL210R004. It contains twelve 3 TB hard drives, with one drive assigned as a hot spare, and has approximately 30 TB available. It is an older but operational local storage system. Exact manufacturer/model information, interfaces, warranty/support status, and compatibility will be validated with the successful proposer during the assessment. Proposers may include replacement or additional on-premises hardware when needed for their proposed solution.

Question 15. Will the proposed equipment support a standard Veeam Immutability configuration?

Answer: Already answered - please refer to Question 14 and Answer.

Answer: Compatibility with a standard Veeam immutability configuration has not been confirmed. An immutable, offline, or logically air-gapped copy is not currently identified as a mandatory requirement; however, proposers may recommend an immutable solution and should clearly identify its retention-lock period, cost, and operational requirements.

Question 16. Is MPC open to the vendor providing encrypted hardware that supports Veeam Immutability as part of the monthly recurring cost?

Answer: Already answered - please refer to Question 14 and Answer.

Question 17. Alternatively, would MPC prefer to purchase and own the equipment?

Answer: MPC will consider either vendor-provided hardware included in the recurring service or hardware purchased and owned by MPC. The proposal must clearly identify ownership, warranty, and support responsibility, recurring and one-time costs, and end-of-contract treatment.

Question 18. What is the required term of the contract?

Answer: The initial contract term will be one year. Any renewal will be subject to MPC approval, continued appropriations, satisfactory performance, and mutual agreement.

Question 19. Please identify MPC's current backup and recovery platform, including whether MPC currently owns or uses any Veeam licenses, repositories, appliances, or cloud services that it expects the successful proposer to retain or migrate.

Answer: MPC currently uses Veritas Backup Exec and three HP robotic tape libraries for onsite backup. Backups are also mirrored quarterly to Amazon S3 Glacier using a three-cycle rotation. Backup Exec and the tape libraries have reached end of life and will be retired after the new solution has completed enough successful backups and recovery validation to demonstrate operational readiness. MPC does not currently use Veeam and has no Veeam licenses, repositories, appliances, or cloud services to migrate. The existing environment is administered by MPC IT staff; there is no external incumbent backup-service provider.

Answer: Migration of historical Backup Exec or tape backup data is not required. The new solution will establish a new backup environment. MPC will retain legacy media as necessary for any remaining legacy restore obligations.

Answer: MPC IT staff currently administer the backup environment. There is no external incumbent backup-service provider or platform affiliation that a proposer must accommodate.

Question 20. Please provide additional information regarding the approximately 25 servers, including physical versus virtual servers, hypervisor platforms, operating systems, applications/databases, and approximate data volume per server.

Answer: Already answered - please refer to Question 4 and Answer.

Answer: Already answered - please refer to Question 5 and Answer.

Answer: The environment includes two operational domains. The MPC domain supports Hyper-V virtual machines, SQL Server, agenda-management services, Active Directory and DNS, SAN and file access, websites, and legacy financial applications. The SAGIS domain supports Hyper-V, GIS and ArcGIS services, SQL Server, development and production websites, file shares, Active Directory, and DNS. Application-aware protection is expected for applicable directory and database workloads. Detailed per-server dependencies, clustering information, and recovery order will be validated with the successful proposer during the technical assessment.

Question 21. What is MPC's current total protected data volume, approximate daily change rate, and anticipated annual data growth?

Answer: Already answered - please refer to Question 1 and Answer.

Answer: Projected annual growth is not expected to exceed 1 TB. MPC does not currently have a validated daily-change-rate measurement by workload. Proposers may state reasonable sizing assumptions, which will be reconciled to actual measurements during the post-award assessment.

Question 22. The RFP states that MPC will provide the on-premises backup equipment/storage. Please provide the manufacturer, model, usable capacity, configuration, age, warranty/support status, and connectivity of this equipment.

Answer: Already answered - please refer to Question 14 and Answer.

Question 23. If MPC's existing backup equipment is determined to be insufficient or incompatible with the proposed solution, may the proposer include replacement or additional on-premises backup hardware as an option?

Answer: Already answered - please refer to Question 14 and Answer.

Question 24. The RFP requires cloud tenants, subscriptions, repositories, administrative accounts, and related cloud assets to be owned by MPC, with delegated access provided to the selected proposer. Would MPC accept an MSP-managed BCDR solution in which MPC owns its data and maintains guaranteed recovery and portability rights, but the underlying cloud infrastructure and management platform are operated by the technology provider and/or MSP?

Answer: MPC will consider an MSP- or CSP-managed model provided MPC retains ownership of its data, complete administrative access, portability and recovery rights, and the ability to transfer or terminate the service without loss of access. The selected proposer may establish the required cloud resources, but the proposal must clearly identify ownership, billing responsibility, delegated access, credential handoff, and end-of-contract transfer procedures.

Question 25. Please confirm that an enterprise BCDR platform other than Veeam will receive equal consideration provided the proposer demonstrates that the proposed solution meets or exceeds all technical, security, recovery, and service requirements.

Answer: Yes. MPC is not committed to Veeam or any other particular backup platform. Any enterprise solution that meets or exceeds the technical, security, recovery, ownership, and service requirements will receive equal consideration.

Question 26. Does MPC currently have established RPOs and RTOs for any of the 25 servers/applications, or should proposers recommend RPO/RTO tiers as part of their proposed architecture?

Answer: MPC has not established formal per-workload RPO and RTO tiers. Proposers should recommend recovery tiers and recovery order as part of the proposed architecture. For planning purposes, the current design is expected to provide an RPO of no more than 24 hours through overnight differential backups. Local restore capability may be measured in minutes when instant recovery is available; cloud recovery time will depend on the proposed storage and restore method. These are planning expectations and must be validated during implementation and acceptance testing.

Question 27. Does MPC have an existing backup retention policy or minimum daily, weekly, monthly, annual, or long-term retention periods that proposers should use for sizing and pricing?

Answer: Already answered - please refer to Question 2 and Answer.

Question 28. For the approximately 30–35 Microsoft 365 users, can MPC provide the approximate current protected data volume for Exchange Online, OneDrive, SharePoint, and Teams and identify which workloads must be included?

Answer: The base proposal should include protection for approximately 30 to 35 Microsoft 365 users and applicable Exchange Online, OneDrive, SharePoint, Teams, shared mailboxes, archive mailboxes, and other non-user objects. MPC does not currently have a separate Microsoft 365 backup solution. Current data volume and license-SKU details will be validated with the successful proposer during the assessment. Proposers may recommend a SaaS-to-cloud or proxy-based architecture but must clearly identify ownership, security, portability, and cost.

Question 29. For the hurricane preparedness requirement, will MPC consider a verified current recovery point created through incremental, synthetic-full, snapshot, or equivalent BCDR technology to satisfy the requirement for a "complete/full backup," or does MPC specifically require creation of a new traditional full backup of every protected workload?

Answer: Already answered - please refer to Question 9 and Answer.

Question 30. The Service Levels table refers to "Weekly backup service for one year." Please clarify whether MPC expects backup jobs to run and be monitored daily/continuously, with weekly service review, or whether "weekly" describes the intended frequency of backup operations and monitoring.

Answer: Backup jobs are expected to run at the frequency recommended for the applicable recovery tier and to be monitored through automated completion and failure alerting. The reference to weekly service describes an administrative review and reporting cadence, not a limitation to one backup job per week. The selected proposer must provide understandable status reporting, such as a dashboard and exception notifications.

Question 31. Please clarify MPC's expectations for after-hours support. Is 24x7 technical remediation required for critical backup failures and restore requests, or is the requirement limited to after-hours escalation capability and compliance with the incident-notification requirements in Section T?

Answer: For a critical backup failure, restore request, server or SAN failure, hurricane event, or other incident affecting service delivery, MPC expects full after-hours vendor support until critical services and data are restored. Routine issues may be addressed under the proposer's normal support process, provided incident-notification requirements are met.

Question 32. Does MPC have a required minimum frequency for restore testing, or should proposers recommend a restore-testing schedule based on system criticality and proposed RPO/RTO tiers?

Answer: MPC requires the full backup and recovery cycle to be demonstrated during acceptance, including successful bare-metal server recovery. Proposers should recommend and price an ongoing restore-testing schedule based on system criticality and should separately identify any full disaster-recovery simulation included in the base service or offered as an option.

Question 33. Has MPC established an anticipated annual budget or budget range for implementation, licensing, cloud storage, Microsoft 365 protection, and ongoing managed backup services? If so, what is that budget?

Answer: MPC will not disclose a budget range, anticipated contract value, or current annual contract value. MPC believes sufficient funding is available for a solution that meets the RFP requirements.

Question 34. Protected data volume. What is the approximate total amount of currently used/active production data, in TB, across the 25 covered servers? If available, please also provide the approximate daily data-change rate and anticipated annual data-growth rate.

Answer: Already answered - please refer to Question 1 and Answer.

Answer: Already answered - please refer to Question 21 and Answer.

Question 35. MPC-provided local backup equipment. Please provide the manufacturer/model, usable capacity, current configuration, network/interface speeds, and current utilization of the on-premises backup equipment or storage MPC intends to provide for the local backup component.

Answer: Already answered - please refer to Question 14 and Answer.

Question 36. Physical and virtual server mix. Of the 25 covered servers, how many are physical versus virtual? For virtual servers, please identify the virtualization/hypervisor platform(s) and versions currently in use.

Answer: Already answered - please refer to Question 4 and Answer.

Answer: Already answered - please refer to Question 5 and Answer.

Question 37. Operating systems, applications, and databases. Please identify the operating systems and major applications/databases represented within the 25-server environment, including any clustered systems or workloads requiring application-aware backup or specialized recovery procedures.

Answer: Already answered - please refer to Question 5 and Answer.

Answer: Already answered - please refer to Question 20 and Answer.

Question 38. Microsoft 365 protected data. For the approximately 30-35 Microsoft 365 users, can MPC provide the approximate protected data volume associated with Exchange Online, OneDrive, SharePoint, and Teams? Please also indicate whether shared mailboxes, archive mailboxes, shared sites, or other non-user workloads are expected to be protected.

Answer: Already answered - please refer to Question 28 and Answer.

Question 39. Existing backup environment. Is MPC currently using a backup platform? If so, please identify the product, current retention configuration, and whether the successful Proposer will be expected to migrate existing backup data/history or only establish the new backup environment.

Answer: Already answered - please refer to Question 2 and Answer.

Answer: Already answered - please refer to Question 19 and Answer.

Question 40. Network capacity. What Internet/WAN bandwidth is available for off-premises backup traffic, and are there bandwidth limitations, throttling requirements, or other network constraints the Proposer should account for?

Answer: For initial planning, proposers may use 4 Gbps as the effective throughput available to the backup process. At that rate, the 60-hour weekend full-backup window has a theoretical transfer capacity of approximately 108 TB, and a 12-hour weeknight differential window has a theoretical capacity of approximately 21.6 TB. These figures are planning assumptions rather than guaranteed benchmarks. Actual upload/download performance, latency, contention, and any required throttling will be validated after award.

Question 41. Backup and maintenance windows. Are there specific production blackout periods, maintenance windows, or time periods during which backup jobs, initial data seeding, restores, or implementation activities may or may not occur?

Answer: The general weeknight backup window is 6:00 p.m. to 7:00 a.m., with approximately 12 productive hours assumed for differential backups. The weekend full-backup window is Friday at 6:00 p.m. through Monday at 6:00 a.m. Maintenance, implementation, restore testing, and any exceptions that could affect production will be coordinated with MPC IT.

Question 42. Retention requirements. Does MPC have any established minimum backup-retention requirements beyond the records-retention obligations referenced in the RFP, or should the Proposer recommend the complete daily, weekly, monthly, annual, and long-term retention matrix?

Answer: Already answered - please refer to Question 2 and Answer.

Question 43. RPO, RTO, and criticality tiers. Does MPC currently have established server criticality classifications, Recovery Point Objectives (RPOs), or Recovery Time Objectives (RTOs), or should the Proposer develop and recommend the initial criticality tiers and recovery objectives?

Answer: Already answered - please refer to Question 26 and Answer.

Question 44. Cloud platform and data-residency requirements. Does MPC have an existing or preferred cloud platform/tenant for the off-premises repository? Are there requirements concerning geographic data residency, cloud region, government-cloud use, FedRAMP, or other cloud/security standards that should be reflected in the proposed design and pricing?

Answer: MPC has no required or preferred cloud provider. Proposers may recommend the platform and region that best meet the RFP. The design must encrypt data at rest and in transit, provide MPC with required ownership and administrative access, and clearly identify the storage region and any applicable compliance characteristics.

Answer: MPC is not aware of a mandatory geographic-region, government-cloud, or FedRAMP requirement for this procurement. The proposer must identify where the data will be stored and disclose any cross-region or cross-border processing.

Question 45. Software licensing and registration. Should backup software subscriptions/licenses be purchased and registered directly in MPC's name, or may the successful Proposer procure and resell annual licensing to MPC as part of the managed service while maintaining the required ownership, renewal, support, and administrative documentation?

Answer: Either direct purchase in MPC's name or proposer-procured/resold licensing is acceptable, provided MPC receives complete administrative access and all ownership, renewal, support, entitlement, and transfer documentation needed to continue or transition the service.

Question 46. Off-premises recovery scope. When the RFP refers to off-premises recovery capability, is MPC seeking secure off-premises backup storage from which protected workloads can be restored, or is MPC also expecting cloud-based compute/failover capability that would allow servers or applications to operate from an alternate environment during an extended outage?

Answer: Already answered - please refer to Question 6 and Answer.

Question 47. Hurricane complete/full backup requirement. For the hurricane preparedness requirement, will MPC consider a platform-native synthetic full or equivalent verified complete restore point to satisfy the requirement for a "complete/full backup," or does MPC require a new active/full backup that rereads or retransmits all protected data when the hurricane procedure is triggered?

Answer: Already answered - please refer to Question 9 and Answer.

Question 48. Monitoring cadence. The RFP references "Weekly backup service for one year" while also requiring immediate notification of loss of remote backup capability and time-sensitive incident notifications. Should Proposers interpret this as continuous/automated monitoring with weekly administrative service reviews, or is a different monitoring cadence expected?

Answer: Already answered - please refer to Question 30 and Answer.

Question 49. Locations and on-site requirements. Are all 25 covered servers and the local backup infrastructure located at a single MPC facility? Does MPC anticipate any mandatory on-site implementation, maintenance, restore, or support activity, or may these functions be performed remotely where technically appropriate?

Answer: The on-premises servers and local backup equipment are located at MPC's facility; Microsoft 365 is cloud-based. Ongoing monitoring and administration may be performed remotely. Proposers should include onsite activity when reasonably necessary for assessment, hardware work, implementation, training, recovery, or support.

Question 50. Remote administrative access. What method does MPC currently use or require for authorized vendor remote access to server and backup infrastructure, and are there specific VPN, MFA, privileged-access-management, logging, or access-control requirements the Proposer should account for?

Answer: Remote administrative access is permitted subject to MPC approval. Single sign-on integration with MPC's on-premises Active Directory or Microsoft Entra ID is not permitted or required. The proposer must use separate administrative credentials and recommend a secure remote-access method that includes MFA, individual user accounts, least-privilege access, appropriate logging, and the ability for MPC to revoke access.

Any vendor-managed or off-site credential system must be isolated from MPC's onsite systems. A compromise of the vendor's credential store or external environment must not provide access to MPC's internal network, servers, backup infrastructure, or data. The proposed solution must not synchronize credentials, create persistent trust, or otherwise allow an external credential compromise to affect MPC's onsite environment.

The final remote-access method and security controls will be reviewed, approved, and documented with the successful proposer.

Question 51. Implementation schedule. Please clarify whether November 2, 2026 remains the anticipated project start date and required implementation-completion date, as the General Provisions identify November 2, 2026 while the Estimated Schedule later lists Project Start and Required Implementation Completion as TBD.

Answer: The project start date, assessment duration, implementation completion date, and acceptance schedule will be negotiated with the successful consultant. November 2, 2026 should not be interpreted as a mandatory implementation-completion date. The technical assessment will occur after award and contract execution.

Question 52. Insurance coverage limits. Section II identifies required insurance categories but specifies a monetary limit only for Professional Liability (\$1,500,000 per occurrence). Please provide or confirm the required minimum coverage limits for General Liability, Automobile Liability, Workers' Compensation, and Employer's Liability.

Answer: Already answered - please refer to Question 10 and Answer.

Question 53. Anticipated budget (if available). If MPC is able to disclose this information, has an anticipated budget range or not-to-exceed amount been established for the initial implementation and first year of service?

Answer: Already answered - please refer to Question 33 and Answer.

Question 54. What is the current protected data volume (TB)?

Answer: Already answered - please refer to Question 1 and Answer.

Question 55. What virtualization platform(s) are in use?

Answer: Already answered - please refer to Question 5 and Answer.

Question 56. How many physical servers vs virtual servers comprise the 25 servers?

Answer: Already answered - please refer to Question 4 and Answer.

Question 57. What retention periods are expected?

Answer: Already answered - please refer to Question 2 and Answer.

Question 58. Are SQL, Exchange, or other application-aware workloads present?

Answer: Already answered - please refer to Question 20 and Answer.

Question 59. The General Provisions state that the anticipated award date, project start date, and implementation deadline is November 2, 2026, while the Estimated Schedule lists Project Start and Required Implementation Completion as TBD. Please confirm the required implementation completion date, and whether November 2, 2026 refers to the award and project start date, the implementation completion date, or both.

Answer: Already answered - please refer to Question 51 and Answer.

Question 60. So that Proposers can meaningfully assess the in-house backup component and identify limitations in their proposals, please provide the make, model, usable storage capacity, current configuration, support status, and network connectivity of the on-premises backup equipment or storage that MPC will provide.

Answer: Already answered - please refer to Question 14 and Answer.

Question 61. Please describe the server environment for the 25 covered servers: the virtualization platform(s) in use (for example VMware vSphere or Microsoft Hyper-V), the approximate split between physical and virtual servers, the primary operating systems and database platforms, and the approximate total protected data volume.

Answer: Already answered - please refer to Question 1 and Answer.

Answer: Already answered - please refer to Question 4 and Answer.

Answer: Already answered - please refer to Question 5 and Answer.

Answer: Already answered - please refer to Question 20 and Answer.

Question 62. Please provide the approximate total data volume across Exchange Online, OneDrive, SharePoint, and Teams for the 30 to 35 licensed users. Additionally, is there an incumbent backup solution or service provider currently in place, and if so, will migration or retention of existing backup data be required?

Answer: Already answered - please refer to Question 19 and Answer.

Answer: Already answered - please refer to Question 28 and Answer.

Question 63. Please confirm whether ongoing monitoring, administration, and support services may be performed remotely, with on-site visits scheduled for the initial assessment, implementation, training, and as otherwise reasonably required.

Answer: Already answered - please refer to Question 49 and Answer.

Question 64. Given that the cloud tenant, subscriptions, and repositories are to be owned by MPC, does MPC have an existing cloud tenant or preferred cloud platform (for example Microsoft Azure) that Proposers should assume for the off-premises component, or may Proposers recommend the platform in their proposals?

Answer: Already answered - please refer to Question 44 and Answer.

Question 65. Please provide the application, database, hypervisor, physical/virtual status, criticality, and interdependencies for each covered server.

Answer: Already answered - please refer to Question 4 and Answer.

Answer: Already answered - please refer to Question 5 and Answer.

Answer: Already answered - please refer to Question 20 and Answer.

Question 66. What is the total size of the data we'd be protecting?

Answer: Already answered - please refer to Question 1 and Answer.

Question 67. What are the approximate daily data change rate, annual data-growth rate, and sizes of the individual workloads?

Answer: Already answered - please refer to Question 21 and Answer.

Question 68. Which Microsoft 365 objects must be protected-including shared and archive mailboxes, Teams, OneDrive, and SharePoint?

Answer: Already answered - please refer to Question 28 and Answer.

Question 69. Which workloads require application-consistent backups, such as Active Directory, SQL Server, or other transactional applications?

Answer: Already answered - please refer to Question 20 and Answer.

Question 70. What backup frequencies (for example, hourly, daily, weekly, or monthly) and retention periods are required?

Answer: Already answered - please refer to Question 2 and Answer.

Answer: Already answered - please refer to Question 30 and Answer.

Question 71. Does Savannah Metropolitan Planning Commission (MPC) have minimum RPO and RTO requirements by system tier, or should proposers recommend all recovery objectives?

Answer: Already answered - please refer to Question 26 and Answer.

Question 72. What restore tests are required, how frequently must they occur, which recovery types must be tested, and what constitutes successful acceptance?

Answer: Already answered - please refer to Question 32 and Answer.

Question 73. Where should the off-premises disaster recovery copy be stored (for example, in a colocation facility or Microsoft Azure)?

Answer: Already answered - please refer to Question 6 and Answer.

Answer: Already answered - please refer to Question 44 and Answer.

Question 74. How does MPC anticipate using the disaster recovery copy (for example, testing, data restoration, system recovery, or workload failover)?

Answer: Already answered - please refer to Question 6 and Answer.

Question 75. In the event of a total disaster, where does the data need to be recovered?

Answer: Already answered - please refer to Question 6 and Answer.

Question 76. What backup platform, hardware, licenses, repositories, retention history, and backup data are currently in place? Must legacy backups be migrated or remain accessible?

Answer: Already answered - please refer to Question 2 and Answer.

Answer: Already answered - please refer to Question 19 and Answer.

Question 77. Should the off-premises solution use an existing MPC-owned cloud tenant or subscription, or should the proposer establish new MPC-owned resources?

Answer: Already answered - please refer to Question 24 and Answer.

Question 78. Are there required or prohibited cloud providers, geographic regions, or data-residency locations?

Answer: Already answered - please refer to Question 44 and Answer.

Question 79. Is an immutable, offline, or logically air-gapped backup copy mandatory (required by policy or regulation)? If so, what retention-lock period is required?

Answer: Already answered - please refer to Question 15 and Answer.

Question 80. Who must own and manage encryption keys, and are customer-managed keys required?

Answer: The proposer is expected to recommend and implement an appropriate encryption-key model. MPC must receive and retain the administrative credentials, keys, recovery information, and documentation necessary to access and recover its data. A specific customer-managed-key model is not mandated, but key ownership, custody, rotation, emergency recovery, and transition procedures must be explained in the proposal.

Question 81. Must the solution integrate with MPC's MFA, single sign-on, SIEM/syslog, ticketing, or other security-management and/or ITSM systems?

Answer: Already answered - please refer to Question 50 and Answer.

Question 82. What internet bandwidth and connectivity are available at MPC's primary site for sizing the off-premises backup component?

Answer: Already answered - please refer to Question 40 and Answer.

Question 83. What is MPC's identity environment (on-premises Active Directory only, hybrid Active Directory/Microsoft Entra ID, or cloud-only) for purposes of designing role-based access control and credential separation?

Answer: The server environment uses on-premises Active Directory. Microsoft 365 uses Microsoft Entra ID. The proposed solution should address the applicable identity systems while maintaining separate roles and credentials for backup administration.

Answer: The base proposal should include protection of applicable Microsoft Entra ID configuration data, including users, groups, role assignments, and conditional-access policies.

Question 84. Is remote administrative access to the backup environment permitted under MPC's security policy?

Answer: Already answered - please refer to Question 50 and Answer.

Question 85. If vendor support requires diagnostic evidence, what process must be followed to transfer applicable system logs outside the backup environment?

Answer: Diagnostic evidence must be transferred only through a secure method approved by MPC. The vendor must also provide a plain-language incident summary that identifies the affected service, impact, corrective action, and any action required from MPC rather than relying only on raw error messages. The detailed transfer procedure will be finalized after award.

Question 86. How many of the 25 servers run Windows, and how many run Linux? Please identify the applicable operating-system versions.

Answer: Already answered - please refer to Question 5 and Answer.

Question 87. May all required work be performed remotely, or should proposers include onsite services?

Answer: Already answered - please refer to Question 49 and Answer.

Question 88. Does MPC require continuous 24/7 human monitoring, or will 24/7 automated alerting with review during defined service hours satisfy the requirement?

Answer: Already answered - please refer to Question 30 and Answer.

Question 89. Does MPC require after-hours response only for critical incidents and hurricane events, or for routine backup failures and restore requests as well?

Answer: Already answered - please refer to Question 9 and Answer.

Answer: Already answered - please refer to Question 31 and Answer.

Question 90. Does MPC require the proposer to provide a dedicated support hotline telephone number? If so, must it be staffed 24/7, and what response expectations apply for emergency and hurricane-related calls?

Answer: Already answered - please refer to Question 9 and Answer.

Answer: Already answered - please refer to Question 31 and Answer.

Answer: MPC does not prescribe one hotline format; support arrangements may vary by proposer. The proposal must provide a reliable 24x7 emergency contact method and define incident priorities and acknowledgment, response, restoration, and resolution targets. MPC does not have validated monthly ticket-volume figures for backup failures, restores, test restores, or other support requests.

Question 91. Please define service-request priorities and the required acknowledgment, response, restoration, and resolution targets for failed backups and restore requests.

Answer: Already answered - please refer to Question 90 and Answer.

Question 92. What are the expected monthly volumes for backup failures, restore requests, test restores, and other support tickets?

Answer: Already answered - please refer to Question 90 and Answer.

Question 93. For hurricane readiness, must the proposer continuously monitor official advisories during nights and weekends, or will MPC IT issue the operational trigger?

Answer: Already answered - please refer to Question 9 and Answer.

Question 94. What are MPC's normal hours of operation?

Answer: MPC's normal operating hours are Monday through Friday, 8:30 a.m. to 5:00 p.m., excluding holidays. Approved backup and emergency-support windows may extend outside normal operating hours.

Question 95. What are the production operating hours and approved backup windows for the covered systems?

Answer: Already answered - please refer to Question 41 and Answer.

Question 96. Please confirm the required implementation schedule. Page 5 references November 2, 2026 as the award date, start date and implementation date, while the estimated schedule lists the project start and completion dates as TBD.

Answer: Already answered - please refer to Question 51 and Answer.

Question 97. What are the implementation acceptance criteria?

Answer: Already answered - please refer to Question 32 and Answer.

Answer: Acceptance will include successful completion and documentation of backup jobs, monitoring and reporting, administrative access, training, and a demonstrated recovery cycle that includes a bare-metal server recovery. Any deficiencies identified during acceptance must be corrected before final acceptance.

Question 98. Should pricing include unit rates for adding or removing servers and Microsoft 365 users during the contract?

Answer: Proposers should include unit pricing for adding or removing servers and Microsoft 365 users so that changes during the contract can be priced consistently.

Question 99. Should cloud retrieval, API, transaction, egress, restore, immutability, and data-export charges be excluded from the fixed-price quote, or estimated and included, or shown separately?

Answer: The proposal must clearly identify all cloud retrieval, API, transaction, egress, restore, immutability, and data-export charges. Costs not included in the fixed price should be separately estimated and the applicable pricing assumptions stated.

Question 100. What transition assistance, data import/export, secure deletion, and credential handoff will be required when the contract begins and ends?

Answer: No migration of historical backup data is required at the beginning of the contract. The proposal should include implementation and credential handoff and should describe end-of-contract data export, transfer assistance, administrative-account handoff, and secure deletion confirmation.

Question 101. Please provide the required minimum limits for the general liability, automobile, workers' compensation, and employer's liability policies. Is cyber liability coverage also required?

Answer: Already answered - please refer to Question 10 and Answer.

Question 102. Which workloads are subject to federal-award record requirements, and are there additional security, privacy, or regulatory standards the solution must satisfy?

Answer: MPC follows applicable State of Georgia records-retention requirements and schedules. No additional federal-award requirement has been identified for the base scope. Proposers must identify any additional security, privacy, or regulatory standard on which their proposed design relies.

Question 103. Would MPC receive any procurement or administrative benefit from using an existing contract vehicle, such as NASPO ValuePoint, OMNIA Partners, or a GSA Schedule? If so, please identify any preferred or acceptable vehicle.

Answer: MPC is open to using an existing cooperative, state, federal, or other contract vehicle when its pricing and services are consistent with the RFP specifications and applicable procurement requirements.

Question 104. Page 5 states that the anticipated award date, project start date, and required implementation deadline are all November 2, 2026, while the Estimated Schedule on page 17 lists Selection and Notification,

Project Start, and Required Implementation Completion as TBD. Could MPC confirm the intended dates, and whether implementation completion is expected on the same date as award?

Answer: Already answered - please refer to Question 51 and Answer.

Question 105. To size licensing and storage accurately, could MPC provide the approximate split between physical and virtual servers among the 25 in scope, and the hypervisor platform and version in use?

Answer: Already answered - please refer to Question 4 and Answer.

Answer: Already answered - please refer to Question 5 and Answer.

Question 106. Could MPC provide the approximate total protected data volume across the 25 servers, and the expected annual growth rate? Cloud storage and retention pricing depend directly on these figures.

Answer: Already answered - please refer to Question 1 and Answer.

Answer: Already answered - please refer to Question 21 and Answer.

Question 107. Could MPC provide the make, model, and usable capacity of the on-premises backup equipment or storage it intends to supply for the local backup component?

Answer: Already answered - please refer to Question 14 and Answer.

Question 108. The RFP identifies Exchange Online, OneDrive, SharePoint, and Teams for approximately 30 to 35 licensed users. Does MPC wish Proposers to include protection of Entra ID configuration data — users, groups, role assignments, and conditional access policies — as part of the base proposal, or should it be presented as an optional item?

Answer: Already answered - please refer to Question 28 and Answer.

Answer: Already answered - please refer to Question 83 and Answer.

Question 109. Can you please confirm the types of workloads included in the requested scope for the on-premises 25-server environment? (Such as File, Block, VMware, Nutanix, etc.)

Answer: Already answered - please refer to Question 20 and Answer.

Question 110. The RFP references approximately 30–35 licensed Microsoft 365 users and applicable Exchange Online, OneDrive, SharePoint, and Teams data. Should identity services, including Entra ID, also be included within the protection scope?

Answer: Already answered - please refer to Question 28 and Answer.

Answer: Already answered - please refer to Question 83 and Answer.

Question 111. Can you please provide the aggregate front-end data capacity, in terabytes, across the 25 servers covered. If available, please also provide capacity by server, workload, or criticality tier?

Answer: Already answered - please refer to Question 1 and Answer.

Question 112. Can you please provide the total TB of data that is currently stored for the 30-35 Microsoft 365 users?

Answer: Already answered - please refer to Question 28 and Answer.

Question 113. Can you please provide the estimated daily data change rate for the covered workloads, with the expected annual data growth rate? If this is unknown, we can use the industry standard for each workload.

Answer: Already answered - please refer to Question 21 and Answer.

Question 114. Can you please identify the required Recovery Point Objectives (RPOs) and/or Recovery Time Objectives (RTOs) by workload or by environment?

Answer: Already answered - please refer to Question 26 and Answer.

Question 115. Can you please confirm the desired retention requirements for daily, weekly, monthly, annual, and long-term backups?

Answer: Already answered - please refer to Question 2 and Answer.

Question 116. Should I recommend a retention schedule based on operational, legal, regulatory, and records-retention requirements, or are specific retention periods prescribed? Please also confirm whether long-term retention is required and, if so, the applicable data scope and retention duration.

Answer: Already answered - please refer to Question 2 and Answer.

Question 117. Service-Levels language — “weekly backup service” The Service Levels table refers to a “weekly backup service for one year.” Our proposed solution provides continuous automated monitoring with backup frequencies as often as every six hours for critical systems. Does the Commission interpret “weekly” as (a) a minimum required backup frequency (i.e., backups must occur at least weekly), or (b) a weekly human-reviewed operations and reporting cadence layered on top of more frequent automated backups? Our proposed Recovery Point Objectives depend on this interpretation.

Answer: Already answered - please refer to Question 26 and Answer.

Answer: Already answered - please refer to Question 30 and Answer.

Question 118. Encryption-key custody and responsibility Our proposed architecture uses client-side encryption with Commission-held encryption keys, meaning the Commission generates and retains sole custody of the master key and the vendor never holds a decryptable copy. Does the Commission accept this key-custody model, or does the Commission require the vendor to hold or escrow the encryption key? This affects both the security design and the Commission's own recovery responsibilities.

Answer: Already answered - please refer to Question 80 and Answer.

Question 119. Commission-provided on-premises backup hardware — specifications The RFP states the Commission provides the on-premises backup hardware. To size the local backup component accurately, can the Commission provide the make/model, available storage capacity, and current configuration of the on-premises hardware it intends to use — or confirm that these details will be made available to the awarded vendor during the assessment phase?

Answer: Already answered - please refer to Question 14 and Answer.

Question 120. Records-retention requirements We distinguish operational backup retention from the Commission's legal records-management obligations. Does the Commission have a specific records-retention schedule (e.g., under the Georgia Archives Local Government Records Retention Schedules) that the backup retention configuration must accommodate, and if so, can the Commission provide or reference it? This ensures retention is configured to the Commission's actual legal obligations rather than a default.

Answer: Already answered - please refer to Question 2 and Answer.

Answer: Already answered - please refer to Question 102 and Answer.

Question 121. Existing backup data and migration Does the Commission have existing backup data or a current backup solution in place that must be migrated, retained, or run in parallel during transition to the new service — or will the awarded vendor be establishing backup protection from a clean starting point? This affects the implementation timeline and any one-time migration effort.

Answer: Already answered - please refer to Question 19 and Answer.

Question 122. Data volumes — servers and Microsoft 365 To refine capacity and pricing, can the Commission provide (or confirm will be provided at assessment) the approximate total protected data volume across the 25 servers, and the approximate Microsoft 365 data volume for the 30–35 users? We have priced against a documented planning assumption and will reconcile to actuals at assessment; any figures the Commission can share now improve accuracy.

Answer: Already answered - please refer to Question 1 and Answer.

Answer: Already answered - please refer to Question 28 and Answer.

Question 123. Insurance and workers'-compensation requirements Regarding the insurance and certification requirements: for a small firm with no additional W-2 employees, can the Commission confirm whether a workers'-compensation exemption is acceptable in lieu of a workers'-compensation policy, and confirm the exact coverage types and limits required to be bound at time of award versus at proposal submission?

Answer: Already answered - please refer to Question 10 and Answer.

Question 124. To accurately size cloud storage and licensing, can MPC share a summary of the 25-server environment: approximate total protected data (TB), mix of physical and virtual servers, hypervisor platform (VMware, Hyper-V, other), and major applications or databases?

Answer: Already answered - please refer to Question 1 and Answer.

Answer: Already answered - please refer to Question 4 and Answer.

Answer: Already answered - please refer to Question 5 and Answer.

Answer: Already answered - please refer to Question 20 and Answer.

Question 125. What is the available internet bandwidth at 110 East State Street for offsite replication?

Answer: Already answered - please refer to Question 40 and Answer.

Question 126. What is the make, model, and usable capacity of the MPC-provided local backup equipment?

Answer: Already answered - please refer to Question 14 and Answer.

Question 127. Does MPC currently use a backup product or hold existing Veeam or other backup licenses that may be reused? Is there a current provider for this service?

Answer: Already answered - please refer to Question 19 and Answer.

Question 128. The Service Levels table lists "Weekly backup service for one year." Please confirm the expected backup frequency (for example, nightly incrementals with weekly fulls) versus weekly reporting cadence.

Answer: Already answered - please refer to Question 30 and Answer.

Question 129. The General Provisions list November 2, 2026 as the anticipated award date, project start, and implementation deadline. Please confirm the expected implementation completion date.

Answer: Already answered - please refer to Question 51 and Answer.

Question 130. "Services shall be invoiced in annual installments." Is the annual installment payable in advance or in arrears?

Answer: Proposers should clearly state whether the annual installment is proposed in advance or in arrears. The final invoicing schedule will be established in the resulting contract.

Question 131. Does MPC have a preferred cloud provider or an existing Azure subscription associated with its Microsoft 365 tenant?

Answer: Already answered - please refer to Question 44 and Answer.

Question 132. After the initial assessment, is ongoing work expected to be performed remotely, with on-site presence only as needed?

Answer: Already answered - please refer to Question 49 and Answer.

Question 133. Under Georgia law, firms with fewer than three employees are generally not required to carry workers' compensation. Will MPC accept a statement of exemption in place of a workers' compensation certificate?

Answer: Already answered - please refer to Question 10 and Answer.

Question 134. Will MPC accept combined technology errors and omissions and cyber liability coverage to satisfy the \$1,500,000 professional liability requirement?

Answer: Already answered - please refer to Question 10 and Answer.

Question 135. Can MPC share an estimated budget range for implementation and annual services?

Answer: Already answered - please refer to Question 33 and Answer.

Question 136. What Hypervisor(s) host the 25 servers? e.g., VMware, Hyper-V, or "physical servers only"

Answer: Already answered - please refer to Question 5 and Answer.

Question 137. What is the used space (aka "front-end data size") of the 25 servers that are in scope?

Answer: Already answered - please refer to Question 1 and Answer.

Question 138. Are there any servers in scope with an especially high change rate? If yes, what are the approximate sizes? e.g., a 2 TB SQL server with ~300 GB of change per day.

Answer: Already answered - please refer to Question 20 and Answer.

Answer: Already answered - please refer to Question 21 and Answer.

Question 139. Can MPC provide the current total storage footprint (usable terabytes) across the 25 production servers, as well as the estimated annual data growth rate?

Answer: Already answered - please refer to Question 1 and Answer.

Answer: Already answered - please refer to Question 21 and Answer.

Question 140. What hypervisor and operating system environments comprise the 25 servers (e.g., VMware vSphere, Microsoft Hyper-V, Nutanix AHV, or physical bare-metal Windows/Linux)?

Answer: Already answered - please refer to Question 5 and Answer.

Question 141. What specific database engines or enterprise applications are hosted on the 25 servers requiring application-aware image processing (e.g., Microsoft SQL Server, Oracle, GIS geodatabases, proprietary ERP systems)?

Answer: Already answered - please refer to Question 20 and Answer.

Question 142. Regarding the MPC-provided in-house backup equipment or storage, what are the make, model, usable capacity, interface types (e.g., 10GbE, iSCSI, NFS, SAS), and current hardware lifecycle status?

Answer: Already answered - please refer to Question 14 and Answer.

Question 143. Does MPC have a preferred cloud hyperscaler or target for off-premises backup repositories (e.g., Microsoft Azure Blob Storage, AWS S3, Wasabi, or native Veeam Cloud Connect repository)?

Answer: Already answered - please refer to Question 44 and Answer.

Question 144. What dedicated network upload and download bandwidth is available at the primary datacenter for off-site cloud replication and daily change delta transfers?

Answer: Already answered - please refer to Question 40 and Answer.

Question 145. For Microsoft 365 backup (30–35 users across Exchange, OneDrive, SharePoint, and Teams), does MPC prefer a SaaS-to-cloud model hosted directly in MPC's cloud tenant, or an on-premises proxy writing out to local and secondary cloud repositories?

Answer: Already answered - please refer to Question 28 and Answer.

Question 146. Does MPC intend for the contractor to procure Veeam software licenses directly in MPC's name as a reseller, or does MPC maintain an existing enterprise software agreement under which licenses should be co-termed?

Answer: Already answered - please refer to Question 45 and Answer.

Question 147. What is the current backup solution utilized by MPC, and will the selected contractor be responsible for migrating historical backup archives or maintaining legacy restore access?

Answer: Already answered - please refer to Question 19 and Answer.

Question 148. Section Schedule notes that the anticipated project start date and required implementation completion date are both November 2, 2026. What is MPC's expected calendar duration (e.g., 30, 60, or 90 days) for the assessment, implementation, and restore acceptance testing phases?

Answer: Already answered - please refer to Question 51 and Answer.

Question 149. Does MPC require disaster recovery standby compute failover in the cloud (DRaaS), or is the scope strictly focused on off-premises data repository protection and recovery?

Answer: Already answered - please refer to Question 6 and Answer.

Question 150. Regarding the Chatham County hurricane backup requirement, what formal warning triggers or lead-time notification channels will MPC IT establish to initiate the mandatory 24-hour pre-impact verification?

Answer: Already answered - please refer to Question 9 and Answer.

Question 151. Is proof of Georgia Secretary of State business authorization mandatory within the proposal response package, or is evidence of active good standing acceptable prior to final contract execution?

Answer: Already answered - please refer to Question 8 and Answer.

Question 152. In Section 12, MPC requests at least five client references for similar services. Would MPC accept three to four extensive enterprise/public-sector backup and disaster recovery references if five are not available?

Answer: The requirement for five comparable client references remains unchanged.

Question 153. To ensure timely submission and reduce administrative burden, may proposers submit their proposal response electronically via email or secure electronic upload in addition to or instead of physical hard copies?

Answer: The submission method stated in the RFP remains unchanged. Electronic submission is not authorized unless expressly permitted by an issued addendum.

Question 154. Is there a current incumbent providing these services?

Answer: Already answered - please refer to Question 19 and Answer.

Question 155. What is the anticipated contract value?

Answer: Already answered - please refer to Question 33 and Answer.

Question 156. Schedule clarification: The General Provisions state the anticipated award date, project start date, and implementation deadline are all November 2, 2026, while the Estimated Schedule lists Project Start and Required Implementation Completion as TBD. Could MPC clarify the required implementation completion date? If November 2 is the intended project start date, what is the required completion date for full implementation across all 25 servers and the Microsoft 365 workloads?

Answer: Already answered - please refer to Question 51 and Answer.

Question 157. In-house backup equipment: Please provide the make, model, capacity, current utilization, and age of the MPC-provided in-house backup equipment/storage, and whether it is a purpose-built appliance, NAS, SAN, or general-purpose server.

Answer: Already answered - please refer to Question 14 and Answer.

Question 158. Server environment: Of the 25 covered servers, how many are physical versus virtual, what hypervisor and version is in use, what operating systems are present, and what is the approximate total protected data volume (front-end TB) along with expected annual growth?

Answer: Already answered - please refer to Question 1 and Answer.

Answer: Already answered - please refer to Question 4 and Answer.

Answer: Already answered - please refer to Question 5 and Answer.

Answer: Already answered - please refer to Question 21 and Answer.

Question 159. Application workloads: Which database and application workloads require application-aware processing (e.g., SQL Server, on-premises Exchange, file servers, GIS/land-management systems)?

Answer: Already answered - please refer to Question 20 and Answer.

Question 160. Network/bandwidth: What is MPC's available internet/WAN bandwidth for off-premises backup transfer, and are there constraints on daytime utilization?

Answer: Already answered - please refer to Question 40 and Answer.

Question 161. Backup/maintenance windows: What are MPC's acceptable backup windows and maintenance windows?

Answer: Already answered - please refer to Question 41 and Answer.

Question 162. Incumbent solution: Are there existing backup licenses, appliances, or cloud subscriptions currently in place, and is there an incumbent provider? If so, what is the current annual contract value?

Answer: Already answered - please refer to Question 19 and Answer.

Answer: Already answered - please refer to Question 33 and Answer.

Question 163. Existing RPO/RTO targets: Does MPC have existing RPO/RTO targets, criticality tiers, or a business continuity/disaster recovery plan the proposed solution should align to?

Answer: Already answered - please refer to Question 26 and Answer.

Question 164. Microsoft 365 environment: Does MPC's M365 tenant have any existing backup or retention solution in place, and which M365 license SKUs are currently in use?

Answer: Already answered - please refer to Question 28 and Answer.

Question 165. Cloud ownership model: Will MPC establish the cloud tenant/subscription directly with the provider, or will the selected Proposer establish it and transfer ownership to MPC? Who will serve as the billing party of record for cloud consumption?

Answer: Already answered - please refer to Question 24 and Answer.

Question 166. Reseller/CSP delivery: Will MPC accept cloud storage delivered through a Proposer-managed reseller/CSP agreement, so long as MPC holds ownership and administrative control, or must the subscription be established MPC-direct?

Answer: Already answered - please refer to Question 24 and Answer.

Question 167. Data residency: Is there a required or preferred geographic region for the off-premises repository, and are there any data-residency restrictions?

Answer: Already answered - please refer to Question 44 and Answer.

Question 168. Backup frequency clarification: The Service Levels table describes "weekly backup service for one year." Please confirm whether this describes the monitoring/service cadence rather than the backup job frequency, and confirm MPC's expectation for daily (or more frequent) backup jobs.

Answer: Already answered - please refer to Question 30 and Answer.

Question 169. cadence: What frequency of periodic restore testing does MPC expect (quarterly, semiannual, annual), and should a full disaster-recovery simulation be included in the base price or priced as an optional service?

Answer: Already answered - please refer to Question 32 and Answer.

Question 170. Training: How many administrator training sessions and attendees should be assumed, and should training be delivered onsite, remote, or both?

Answer: Assume training for three MPC staff members. Proposers should recommend the appropriate number of sessions and may propose onsite, remote, or hybrid delivery. The proposal must identify the delivery method and any associated cost.

Question 171. Onsite presence: Is onsite presence required for routine technician maintenance, and if so, at what expected frequency?

Answer: Already answered - please refer to Question 49 and Answer.

Question 172. Renewal pricing: Should pricing for option years 2 through 4 be firm-fixed, or may Proposers include a price-escalation index?

Answer: Already answered - please refer to Question 18 and Answer.

Answer: Because the initial term is one year, proposers should separately identify renewal pricing and clearly state any proposed escalation index or other renewal assumptions. Renewal is subject to MPC approval, continued appropriations, satisfactory performance, and mutual agreement.

Question 173. Insurance: Does MPC require Cyber Liability / Technology Errors & Omissions coverage in addition to the listed Professional Liability of \$1,500,000 per occurrence, and is that limit per occurrence or in the aggregate? Are subcontractors required to carry the same insurance limits as the prime?

Answer: Already answered - please refer to Question 10 and Answer.

Answer: Subcontractors must carry the same applicable insurance limits as the prime contractor. MPC prefers the prime contractor to hold the applicable platform certifications and cloud partnerships directly. At minimum, the firm that performs the work must hold the certifications required for that work, and the prime contractor remains fully responsible for subcontracted performance.

Question 174. Subcontractor qualifications: Will MPC accept subcontractor-held platform certifications and cloud partnerships in satisfaction of the Firm Qualifications section, or must the prime firm hold them directly?

Answer: Already answered - please refer to Question 173 and Answer.

Question 175. Interviews/presentations: Will interviews or presentations be conducted as part of the evaluation, and if so, approximately when, and how will they factor into scoring?

Answer: MPC does not anticipate conducting interviews or presentations as part of the evaluation.

Question 176. Could you provide the current inventory of the approximately 25 servers, including physical/virtual status and operating system?

Answer: Already answered - please refer to Question 4 and Answer.

Answer: Already answered - please refer to Question 5 and Answer.

Question 177. What is the approximate total amount of data (TB) that currently requires backup?

Answer: Already answered - please refer to Question 1 and Answer.

Question 178. What backup solution is currently being used? Is MPC currently using Veeam Backup & Replication?

Answer: Already answered - please refer to Question 19 and Answer.

Question 179. If Veeam is currently in use, could you provide the current Veeam version and licensing information?

Answer: Already answered - please refer to Question 19 and Answer.

Question 180. Could you provide the make, model, usable capacity, and current utilization of the existing on-premises backup equipment/storage?

Answer: Already answered - please refer to Question 14 and Answer.

Question 181. What backup retention period is required for the local and off-site backups?

Answer: Already answered - please refer to Question 2 and Answer.

Question 182. Does MPC have specific RPO and RTO requirements for the 25 servers?

Answer: Already answered - please refer to Question 26 and Answer.

Question 183. For the approximately 30–35 Microsoft 365 users, could you provide the approximate amount of data requiring protection across Exchange Online, OneDrive, SharePoint, and Teams?

Answer: Already answered - please refer to Question 28 and Answer.

Question 184. Does MPC have a preferred cloud storage provider, or may the proposer recommend a Veeam-compatible immutable cloud storage solution?

Answer: Already answered - please refer to Question 15 and Answer.

Answer: Already answered - please refer to Question 44 and Answer.

Question 185. Would MPC consider a proposer-recommended Veeam-compatible appliance as part of the on-premises backup solution if it meets the required capacity, performance, immutability, and ransomware-protection requirements?

Answer: Already answered - please refer to Question 14 and Answer.

Answer: Already answered - please refer to Question 15 and Answer.

Question 186. At what stage in the process will the technical assessment take place? Is it planned before or after proposal submission? If it happens after submission, we would only be able to offer per-unit pricing without knowing the number of units, which could affect other pricing variables.

Answer: The technical assessment will take place after award and contract execution with the successful proposer. Proposals should use the public planning assumptions and clearly identify any unit pricing or assumptions that must be validated during the assessment.

Question 187. The RFP does not yet include some of the data we need to price accurately, such as a list of server assets covering server space, total drive space available, memory deployed, CPUs versus virtual CPUs, a network map, and IP addresses. When will this data be available?

Answer: MPC will not publish security-sensitive infrastructure information before contract execution. Detailed hostnames, IP addresses, MAC addresses, network maps, CPU and memory information, exact per-server data volumes, and similar configuration details will be provided only to the selected proposer after contract execution through an approved secure process. Access arrangements and credentials will be handled separately and shared only when operationally necessary. Proposers should prepare pricing from the published planning assumptions and identify any assumptions that require post-award validation.

Question 188. Will access to environment details be limited to proposers who qualify based on their responses to the Requirements for Proposal, or will all proposers receive the same information at the same time?

Answer: Already answered - please refer to Question 187 and Answer.

Question 189. Following up on the Assumptions and MPC Responsibilities section, when will the specifics on the 25 servers (hostnames, IP addresses, operating systems, applications, data volumes, and criticality ratings) be shared?

Answer: Already answered - please refer to Question 187 and Answer.

Question 190. What hypervisor is currently in use?

Answer: Already answered - please refer to Question 5 and Answer.

Question 191. Would MPC consider a non-appropriation clause in the resulting agreement? We would like the agreement to expressly recognize MPC's obligations under the Georgia Open Records Act and include an appropriate government non-appropriation provision within the multiyear term, so that it functions as an annual agreement if funds cannot be appropriated in a given year.

Answer: Already answered - please refer to Question 18 and Answer.

Answer: MPC is required to comply with the Georgia Open Records Act and its applicable exemptions. MPC may consider an appropriate non-appropriation clause in the resulting one-year renewable contract. Final contract language will be subject to MPC review.

Question 192. Who is MPC currently backing up to, and is that provider IT certified or affiliated with a particular platform?

Answer: Already answered - please refer to Question 19 and Answer.

Question 193. Who is MPC's current IT services provider? This will help us understand the current setup and any onboarding implications.

Answer: MPC's current IT services are provided by MPC IT staff.

Question 194. Would you recommend that proposers wait for the clarification responses/addendum before mailing their sealed proposals, or should we proceed with submission now and address any subsequent addenda separately?

Answer: Already answered - please refer to Question 11 and Answer.

Question 195. I wanted to see if MPC has an estimated timeline for when responses to questions may be posted.

Answer: Already answered - please refer to Question 11 and Answer.

Question 196. Apologies for the continued bother, we want to ensure our response to RFP 2026-01 is as accurate as possible for the county. Would it be possible to provide notification or an estimate as to when a response to questions will be provided?

Answer: Already answered - please refer to Question 11 and Answer.

Question 197. Would it be possible for me to be notified once the responses have been submitted?

Answer: Already answered - please refer to Question 11 and Answer.

Question 198. I am working with vendors to respond to an RFP for Chatham County MPC. Since the listed contact is away, would you be able to assist with the requested information? Alternatively, would it be possible to schedule a meeting with the RFP originators to better understand the backup environment and ensure we provide accurate quotes?

Answer: MPC does not plan to conduct individual vendor environment meetings before proposal submission. Information available to all proposers will be issued through the formal addendum process. The detailed technical assessment will be conducted with the successful proposer after contract execution.

Question 199. Based on the listed contacts' out of office replies to our questions submission this week, we are not sure if our questions (see attached) are going to be answered in time for us to prepare a sufficiently detailed RFP response in time to meet the Oct. 1st deadline. Please advise if you are the correct alternate contact for us to work with while the listed contacts are out of the office.

Answer: Proposers should use the official contact and submission process identified in the RFP. The RFP website and issued addenda constitute the official source of clarification information.

Question 200. Could you please confirm whether the addendum introduces any other mandatory action for bidders beyond the date adjustments, and whether there are any registration, pre-bid, certification, or submission steps that must be completed before a proposal can be accepted?

Answer: Addendum 1 was issued solely to extend the date for posting Addendum 2 and to change the proposal submission date to October 15, 2026. Addendum 2 provides consolidated question responses. No additional registration, pre-bid meeting, certification, or submission step is created beyond the RFP and issued addenda.