

**REQUEST FOR PROPOSALS #2026-018
VMware Managed Service
RESPONSE ADDENDUM #1
September 5, 2025**

CLARIFICATION

QUESTIONS

1. How many VMware hosts are in your environment? What are the specifications (CPU, RAM, storage, etc.) of each host?

ANSWER: [Refer to RFP Appendix H and Appendix C](#)

2. How are these hosts configured in clusters? What is your current high availability (HA) and Distributed Resource Scheduler (DRS) configuration?

ANSWER: Primary datacenter: clustered with HA enabled and DRS in fully automated mode.
Secondary datacenter: smaller clusters, HA enabled, DRS partially automated.

3. What is the total number of virtual machines (VMs)? Can you provide a breakdown of the number of VMs per host and their general purpose (e.g., database, web server, application server)?

ANSWER: [Refer to RFP Appendix H and Appendix C](#)

4. What is the average CPU, RAM, and storage utilization across your hosts and clusters?

ANSWER: CPU: 45–60% average.
RAM: 65–75% average.
Storage: Production array 44% used (182 TB of 411 TB). Replication array 66% used (273 TB of 411 TB).

5. What type of storage solution do you use (e.g., vSAN, SAN, NAS)?

ANSWER: NetApp AFF C400 all-flash arrays.
NFS for VMware datastores. No vSAN in use.

6. What is the total and used storage capacity?

ANSWER: Production: 411 TB usable, 182 TB used.
Replication: 411 TB usable, 273 TB used.

7. What are your storage I/O performance requirements (IOPS, latency)?

ANSWER: SSD performance tier with sub-1ms latency.

Typical workloads require tens of thousands of IOPS across clusters.

8. What versions of vSphere, vCenter, and other VMware products (e.g., vSAN, NSX, Horizon) are you currently running?

ANSWER: Version 8 VCenter and ESXI

No NSX, vSAN, or Horizon deployed.

9. Who is responsible for managing VMware licensing and renewals?

ANSWER: Associate Chief Information Officer of Infrastructure

10. Are there any third-party tools or applications integrated with your VMware environment (e.g., Veeam for backup, Zerto for replication)?

ANSWER: Veeam B&R

NetApp SnapMirror and SnapVault for replication.

11. Do you have an existing in-house IT team or managed services provider? What are their current roles and responsibilities?

ANSWER: In-house IT team manages VMware, storage, networking, patching, incident response, and DR. No managed services provider.

ANSWER:

12. How do you currently handle day-to-day administration, maintenance, and patching of your VMware environment?

ANSWER: In-house team manages administration, patching on a scheduled basis.

13. What is your current process for incident and problem management? Do you use a ticketing system?

ANSWER: Internal ticketing/helpdesk system for incidents, problems, and changes.

14. What are your requirements for help desk support (e.g., business hours vs. 24/7/365)?

ANSWER: Business hours support with after-hours on-call coverage for critical issues.

15. What are your expectations for on-site versus remote support? Are there any specific on-site requirements?

ANSWER: Remote support sufficient for most needs.

16. What are your Service Level Agreements (SLAs) for response and resolution times for different priority levels (e.g., P1, P2, P3)?

ANSWER: [Refer to RFP Appendix H and Appendix C](#)

17. What type of reporting do you require on the health, performance, and capacity of your environment? How often do you need these reports?

ANSWER: Monthly health, performance, and capacity reports.
Quarterly summaries for leadership.

18. How do you prefer to communicate with a managed services partner (e.g., email, weekly calls, quarterly business reviews)?

ANSWER: Email for day-to-day, weekly calls for operations, quarterly business reviews.

19. What are your biggest pain points or challenges with your current VMware environment?

ANSWER: Rising licensing costs.
Balancing growth with cost optimization.

20. What are your long-term goals for this infrastructure (e.g., cost optimization, performance improvement, hybrid cloud adoption)?

ANSWER: Cost optimization and performance improvement.
Evaluating hybrid cloud options for backup/DR.

21. Are you planning any major projects in the next 12-24 months, such as migrations, upgrades, or new application rollouts?

ANSWER: Our focus remains on VMware 8.x operations while actively evaluating and planning for migration to a new hypervisor, with particular emphasis on Microsoft Azure Local and Hyper-V.

22. Do you have any specific security or compliance requirements (e.g., SOC 2, ISO 27001, PCI DSS)?

ANSWER: Compliance with cyber insurance requirements, including immutable backups.

23. How do you handle security patching and vulnerability management for your VMware hosts and VMs?

ANSWER: Regular maintenance cycles and prompt remediation of critical vulnerabilities.

24. What is your current disaster recovery (DR) and business continuity plan? Have you tested it recently?

ANSWER: NetApp SnapMirror replication between primary and DR site (90-day retention).
Veeam backups for additional file level recovery flexibility.
DR tabletop exercise recently completed.

25. Regarding the requested prorated invoicing for year 1 (October 2025- June 2026), please advise if UMS will consider allowing annual invoicing (October 2025-October 2026) instead for the services.

ANSWER: No we need the budget aligned with our fiscal year which starts July 1 annually.

26. For the reference requests, please advise if we can provide the name of the client in the RFP response document and separately provide the specific individual contact information after the submission. This is to adhere to client confidentiality requests.

ANSWER: No