



ADDENDUM # 1

Request for Proposal (RFP)

Cloud Migration and Ongoing Cloud Operations

RFP Number: TS-RFP-001-2026

Issued: ~~March 11, 2026~~ **April 3, 2026**

Questions Due: March 20, 2026

Responses Due: ~~April 10, 2026~~ **April 24, 2024**

Contact Information

IBTS Technology Services Department

Attn: RFP – Cloud Migration and Ongoing Cloud Operations Project

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Revised Proposal Schedule

Milestone	Date
RFP Issued	March 11, 2026
Vendor Questions Due	March 20, 2026 4:00pm EST
IBTS Responses	March 27, 2026
IBTS Responses	April 3, 2026
Proposal Submission Deadline	April 24, 2026 4:00pm EST
Vendor Selection/Notification	May 2026 (Tentative)
Project Kickoff (Target)	June 2026

Vendor Questions		IBTS Response
1	Can IBTS provide a detailed server inventory, including:	Yes
2	o OS versions (Windows/Linux distribution)	Windows and Linux
3	o Server roles (DB, web, app, file, domain controllers, etc.) All	All
4	o What are the database platforms and versions (e.g., SQL Server, Oracle, MySQL)?	MS SQL Server
5	o Are there any legacy or end-of-life systems that require special handling?	Possibly
6	What percentage of workloads are:	
7	o Business-critical	30%
8	o Medium/low priority	70%
9	Are applications 3-tier, 2-tier or microservices-based?	Yes
10	Are there any hard-coded IPs, hostnames, or environment dependencies?	Yes
11	Are applications cloud-ready, or will re-architecture be required?	This is a lift and shift to VM and possibly recommendations for 6Rs
12	Are there any third-party/vendor-managed applications?	No
13	Are source codes available for all internally developed applications?	Not sure if ALL
14	Does IBTS have a preferred migration strategy?	Yes
15	o Lift-and-shift (rehost)	Yes
16	o Replatform (applications)	No (Recommendation)
17	o Modernize	No
18	Is there an expectation to modernize applications (e.g., containers, PaaS)?	No not yet
19	What is the acceptable downtime window per application/system?	Dependent upon system
20	Are there blackout periods or business-critical dates to avoid?	Possibly
21	Should migration be executed:	
22	o Phase-wise	
23	o By environment	Probably This
24	o By business unit	
25	Is there any existing cloud footprint or subscriptions?	Current 365 tenant with Azure already in hybrid mode but no VM's
26	Are there licensing constraints (e.g., Microsoft EA, BYOL)?	Licensing needs to be thoroughly investigated.
27	Are multi-cloud or hybrid architectures required?	Unsure at this time
28	Are there existing security policies, standards, or baselines to follow?	Yes in some ways
29	Are there requirements for:	
30	o MFA	Currently use DUO and MS MFA with conditional access policies
31	How many branch offices need connectivity, and where are they located?	7 spread over the US

32	What are the current WAN technologies in use?	SDWAN in 3 locations and colocation has peering agreements
33	What are the current bandwidth utilization and peak loads?	Not sure
34	Is there a preference for:	
35	o VPN vs Direct Connect -	Would be discussed upon award
36	Are there existing IP address schemes that must be retained?	Yes
37	What types of data are stored:	
38	o Structured vs unstructured	Structured
39	What is the data growth rate (annual % increase)?	Unknown at this time
40	Are there data retention and archival requirements?	We need full DR with offsite replicated immutable backups, but we currently use Druva which may or may not work.
41	What are the backup tools currently in use?	Druva
42	Are there any legal hold or data residency requirements?	Only for email which we already handle
43	28. Is a multi-region DR strategy required?	Interested in this as a DR solution but need more information
44	29. Are DR tests required post-implementation? If yes, how frequently?	Yes, twice a year
45	30. What are the expected SLAs (uptime, response time, resolution time)?	5 9's
46	Will IBTS require 24/7 support?	No
47	Are there any mandated tools for:	
48	o Monitoring	PRTG is currently in use
49	o Backup	Druva is currently in use
50	o Security	Currently use Arctic Wolf
51	Are vendors allowed to propose their own toolsets?	Yes
52	Are there any procurement restrictions or approved vendor lists?	IBTS is a non-profit. There currently are not any procurement restrictions and we do have a preferred vendor list, but open to other vendors/software if cost effective, including the licensing in Azure VM's
53	What level of data validation and reconciliation is required?	Full
54	Are there defined UAT procedures and acceptance criteria?	Currently use UAT and Dev environments
55	What is the expected depth of training:	
56	o Admin-level	Full
57	o End-user level -	None
58	How many users/members of IBTS staff need to be trained?	9 Admins
59	Should pricing be fixed, T&M, or Hybrid -	Firm Fixed Price
60	Any expectations for cost optimization benchmarks?	Yes
61	Are there any phased delivery expectations?	We suggest one environment at a time starting with our most important.

62	What internal resources will IBTS provide to support the project?	Some engineering, development, database, and management engagement, but we expect you to be the expert.
63	Is there a page limit for proposals?	No
64	Are there any hard deadlines or business events driving the migration timeline?	No
65	What level of downtime is acceptable for critical vs non-critical systems?	Depends on the environment
66	What does success look like post-migration (KPIs, SLAs)?	Good performance, Good uptime, good DR process and thorough testing
67	Can you provide a detailed inventory of all 83 servers (OS, roles, dependencies, app workloads)? - Can you run Azure Migrate assessment tool and provide the reports?	Yes
68	Which applications are business-critical vs non-critical, internal vs external facing?	Couple of external facing critical applications and rest internal applications
69	Are there any legacy or unsupported systems?	Yes
70	What databases are in use (SQL Server, Oracle, etc.) and their sizes?	MS SQL, and Azure migrate reports will show.
71	Are there existing performance bottlenecks?	No
72	Do you have an application dependency map available?	No, we've never created a CMDB
73	Which applications require real-time integration with others?	We would have to map that out.
74	Are there any hardcoded IPs, domain dependencies, or licensing constraints?	IP's can probably change, licensing needs to be fully evaluated since we leverage non-profit on-premises Microsoft licensing on cluster environments.
75	Do you currently have the Azure set up?	We do not for VM's but we have Azure tenant with some workloads and infrastructure.
76	Current WAN setup (MPLS, VPN, SD-WAN)?	Fortinet SDWAN at some branch offices.
77	What is the preferred VPN approach?	Site-to-site VPN o ExpressRoute / Direct Connect – up for discussion.
78	Current and expected bandwidth usage?	Unknown at this time
79	What are the required RTO (Recovery Time Objective) and RPO (Recovery Point Objective)?	Dependent upon the environment. We would like to discuss a regional datacenter DR plan.
80	Which systems require high availability vs standard backup?	About 30% vs 70%
81	What are the current backup tools used today?	Druva Enterprise
82	Do you have any third-party software licensing constraints?	Unknown at this time
83	Does IBTS currently hold a Microsoft Enterprise Agreement, Microsoft 365 licensing, or other volume licensing that would enable Azure Hybrid Benefit eligibility for Windows Server and SQL Server workloads?	No

84	What version(s) of SharePoint are currently deployed across the on-premises farms?	Is IBTS's preferred outcome to lift-and-shift the SharePoint infrastructure to Azure IaaS virtual machines, migrate to SharePoint Online / Microsoft 365, or is an evaluation of both options within scope of this engagement? - Azure Migrate should show this
85	Storage Composition of Environment B (316 TB VMware)	4 node Hyperconverged Dell cluster
86	Can IBTS provide a high-level breakdown of the 316 TB in Environment B by data type?	The approximate volumes attributable to file server content, SharePoint content databases, SQL/application data files, and archival or cold storage? We ran Azure migrate and have several reports
87	Can IBTS share details on the current Arctic Wolf MDR deployment. Specifically, the service tier, existing log sources currently feeding into the platform, and any sensor or API configurations in use? We intend to design the cloud-based NGFW with native Arctic Wolf integration (via CEF/Syslog or Arctic Wolf's Cloud Detection and Response API connectors), and this detail will allow us to specify the integration precisely rather than generically.	We can if needed
88	Are there any Third-Party Software licensing constraints? We're not sure.	
89	Are there any business blackout periods or migration calendar constraints? Not currently	
90	Can IBTS provide a detailed CMDB or server/application inventory , including:	
91	Operating system name, version, and architecture (32-bit vs 64-bit)	Yes, we can provide most of this. We do not have a CMDB relational database and some of this we would have to create. I'm attaching documentation from an initial "Azure Migrate" inventory.
92	OS patch levels	
93	Application names and versions	
94	Application owners	
95	Business criticality	
96	Dependencies between systems	
97	Current CPU, memory, storage, and IOPS utilization	
98	Is there hypervisor-level and underlying hardware administrative access available for both the Hyper-V and VMware environments (e.g., vCenter, ESXi hosts, Hyper-V hosts)?	
99	Is there administrative access to on-premises networking equipment , including:	No, our network is handled by a third-party vendor
100	Core and distribution switches	
101	Firewalls	
102	Routers	

103	Load balancers (if applicable)	
104	Are there any applications or workloads that are not eligible for cloud migration due to licensing, vendor support, performance, or regulatory constraints?	We don't know, that's part of the RFP to be analyzed and recommend what can and what should or shouldn't be migrated.
105	Are any systems currently end-of-life (EOL) or end-of-support (EOS) that IBTS expects to:	There are a few EOL migrations we have planned but haven't done them yet. That should show up on the inventory report we give you. I'm not sure where that will land in relationship to migrations to cloud.
106	Upgrade prior to migration?	
107	Upgrade as part of the migration?	
108	Retire entirely?	
109	Is there unstructured data in scope for migration (e.g., file shares, document repositories)?	Yes. There may be file or path length problems. We've encountered them before. We do have a file server, and certain SMB accessed file repositories on some servers.
110	What is the approximate total data size?	
111	Is the data accessed via SMB, NFS, or both (multi-protocol) ?	
112	Are there known file count, path length, permission, or ACL complexity concerns?	
113	Are there any applications that are directly accessible from the public internet today?	Yes we have several sites publicly exposed to the internet. Some of these are .net applications and some SharePoint. We do not currently use a WAF but are interested in deploying and configuring one. I'm not sure if that would happen as part of this
114	If yes, which applications and URLs/IPs?	
115	Are they currently protected by a WAF, reverse proxy, or load balancer?	
116	For internet-facing applications, from which geographic regions do clients access these applications (e.g., US-only, global, specific countries)?	US
117	Do any externally accessible applications require:	
118	Active/active multi-region deployment?	One would be best on the west coast. The rest east coast.
119	Global load balancing or traffic steering?	No
120	Low-latency access from multiple geographies?	No
121	Are there any appliances or physical systems (e.g., scanners, building systems, specialized hardware) that integrate with the virtual server environments?	Arctic Wolf sensors.
122	Are there known performance constraints or resource contention issues in the current environments?	One of our SharePoint crawl servers uses a lot of CPU
123	Are any workloads seasonal or event-driven with significant fluctuations in usage?	No
124	Are there any applications requiring hardware bindings , such as USB dongles, MAC-based licensing, or physical device dependencies?	No

125	Are there large databases or high-IOPS workloads that may require specialized storage or performance tiers in the cloud?	Possibly
126	What database platforms are currently in use (e.g., SQL Server, Oracle, MySQL, PostgreSQL, MongoDB)?	MS SQL Server
127	What versions and patch levels are deployed?	See inventory upon award
128	Are databases clustered, replicated, or using native HA features (e.g., Always On)?	No
129	Are any databases tied to application-level licensing constraints?	Would need an example to further answer accurately
130	Are there acceptable maintenance windows or blackout periods during which migrations must or must not occur?	Yes. Different applications have different requirements in this area.
131	Are there business-defined RTO and RPO targets for:	Yes
132	Tier-1 (mission-critical) workloads	
133	Tier-2 workloads	
134	Tier-3 workloads?	
135	Does IBTS expect vendors to propose multiple migration approaches (e.g., rehost, replatform, refactor, retire)?	Currently, we're looking for heavy lift and shift to Azure VM's however, I'm of the opinion that not everything should be in the cloud and that analysis of each application and role should be analyzed for viability both from functionality and cost, for cloud hosting. Also, heavy lift and shift is more expensive but revamping an application to be cloud friendly may not be viable for this effort, yet.
136	Is IBTS anticipating a phased migration or a single cutover approach?	A phased makes more sense but we need a full analysis and guidance.
137	What is the planned approach for workloads that cannot migrate to the cloud?	
138	Retain in an on-premises data center	Probably
139	Migrate to a colocation or hosted environment	Probably
140	Maintain a long-term hybrid operating model	Probably
141	Are there key business events, audits, or peak operational periods that may impact migration timing?	No
142	Will IBTS require parallel operations or coexistence between on-premises and cloud environments for any period?	Probably
143	Is there a target-state architecture vision (cloud-only vs long-term hybrid)?	At this time Cloud-only

144	Is IBTS expecting a formal application rationalization outcome (retain, retire, replace, refactor, rehost)?	Do not understand the question as relates to the scope of work and unable to respond clearly.
145	Should the assessment include a licensing optimization analysis , including:	
146	Windows Server	Yes
147	SQL Server	Yes
148	VMware	No
149	Third-party software	Unsure at this time
150	Does IBTS expect the assessment to include:	
151	Automated dependency mapping tools	Unclear what this is as relates to scope of work - Look to vendor to assist
152	Application owner interviews/workshops	Probably
153	Should the assessment include organizational and operational readiness for cloud adoption (skills, processes, governance)?	Yes
154	Should vendors document workload-specific migration risks and mitigation strategies ?	Yes
155	Is a cloud landing zone architecture expected as part of the assessment phase?	Yes
156	Is there a preferred cloud platform (Azure or AWS), or should vendors recommend the most appropriate platform?	Yes - Vendor can recommend appropriate platform
157	Does IBTS already have:	
158	Existing cloud subscriptions/accounts?	Limited but not for Azure VM's
159	An Enterprise Agreement (EA), MCA, or CSP relationship?	Yes, but requires further analysis
160	Are PaaS, containerized workloads, or serverless services within scope, or should proposals assume IaaS-only unless justified?	IaaS only right now but open for future recommendation
161	Should vendors assume:	
162	Single-region deployment	Yes but one environment, West Coast hosting would benefit
163	Multi-region active/passive deployment	For Disaster Recovery
164	Are there any legacy authentication or hard-coded dependency concerns (NTLM, LDAP, embedded service accounts)?	Yes
165	Is Active Directory modernization (Entra ID / Azure AD integration, domain redesign) within scope?	No - Already integrated with Entra ID / Azure AD in hybrid mode
166	Should vendors assume image-based (lift-and-shift) migration, application-level rebuild , or a combination?	Lift and Shift

167	Are non-production environments (Dev/Test/UAT) in scope, and should they be right-sized differently from production?	They are in scope and should be sized appropriately.
168	Which regulatory, compliance, or security frameworks apply to IBTS systems and data (e.g., NIST, SOC 2, ISO 27001, CJIS, HIPAA)?	IBTS works on SOC2 for one environment.
169	Does IBTS maintain a formal data classification and handling standard ?	No
170	Are there specific requirements for:	
171	Encryption at rest and in transit	No
172	Customer-managed keys (CMK) vs provider-managed keys	No
173	Key rotation policies?	No
174	What identity and access requirements exist for:	
175	MFA enforcement	Duo – Already in place
176	Privileged Access Management (PAM/PIM)	MS – Already in place
177	Conditional access policies?	Yes – Already in place
178	Are there existing security tools currently deployed (e.g., EDR, SIEM, firewalls, CASB, DLP) that:	Yes Arctic Wolf, Fortinet firewalls
179	Must be integrated with the cloud environment	Yes
180	Are expected to be replaced as part of this engagement?	Unsure
181	IBTS references Arctic Wolf MDR SOC monitoring — should vendors:	
182	Integrate directly?	Arctic Wolf is already in the image of the servers.
183	Design for compatibility only?	Unsure of this part of the question; unable to provide response
184	Include licensing and onboarding in scope?	Yes
185	Are vulnerability scanning, penetration testing, or security baseline validation expected?	Possibly
186	Are there log retention, SIEM ingestion, or audit logging requirements vendors should account for?	No - we use Arctic Wolf
187	Should vendors design the cloud security model using zero-trust principles ?	Yes
188	What networking technologies are currently in use , including:	
189	SD-WAN	Yes
190	SASE	No
191	Traditional site-to-site VPN	Yes
192	For each, please identify the vendor, solution name, and model/platform. Fortinet	Fortinet
193	What firewall solutions are currently deployed (on-prem and/or cloud)?	
194	Vendor Fortinet	Fortinet

195	Model or virtual appliance type	Multiple models depending on site
196	Licensing level	IPS, IPD, SDWAN, not sure the rest
197	HA configuration (active/active or active/passive)	Active Active where SDWAN is deployed
198	Does IBTS currently have or plan to implement:	
199	Azure ExpressRoute	No, but would consider
200	AWS Direct Connect	No
201	If yes, please specify provider, circuit size, redundancy model, and contract ownership.	N/A
202	Should the proposal include procurement, licensing, and configuration of:	
203	Network circuits	No
204	Edge devices	No but we will involve a 3rd party
205	Firewalls	No but we will involve a 3rd party
206	Load balancers?	No but we will involve a 3rd party
207	For each location in scope:	
208	Physical location	One is at our HQ in Ashburn, and the other is Raging Wire NTT datacenter.
209	ISP/provider	Multiple
210	Link type (MPLS, DIA, broadband, LTE/5G)	DIA
211	Bandwidth and redundancy	Two redundant 500 Mbps circuits at HQ, and 100 Mbps upstream limit to multiple tiers at the colocation facility.
212	Are there any latency-sensitive or real-time applications requiring special consideration?	Several externally facing sites are latency sensitive.
213	Are there IP addressing constraints or overlapping CIDR ranges that may impact network design?	Possibly
214	Should the network design account for future branch or site expansion ?	Yes
215	What backup tools and platforms are currently in use?	Druva
216	What are the current:	
217	Backup retention requirements	Currently we use Druva for on-premises and cloud replicated backups.
218	Legal hold or regulatory retention requirements?	Only for email, but we use an external archiver for that.
219	Is IBTS seeking:	
220	Hot standby	Yes
221	Warm standby	Possibly

222	Cold standby	Possibly
223	VM-level vs application-level disaster recovery?	Yes
224	Should DR testing, validation, and documentation be included in scope?	Yes
225	Does IBTS require a full disaster recovery test , including:	
226	A failover to the DR environment	Yes
227	Operating in the DR site for a defined duration (e.g., one week)	Possibly
228	A formal failback to the primary environment?	Yes
229	Are immutable backups or ransomware-resilient storage required?	Yes
230	Is there a requirement for cross-region or cross-account backup replication ?	Interested in this as a possible DR solution
231	What level of training is expected:	
232	Executive overview	Yes
233	Operations staff	Yes
234	Security team	Yes
235	Hands-on administration?	Yes
236	Should training be delivered as:	
237	Instructor-led sessions	Yes
238	Recorded content	Yes
239	Lab-based or sandbox environments?	Possibly
240	Will IBTS require post-migration hypercare, mentoring, or shadowing beyond initial knowledge transfer?	Yes
241	Should training include cloud cost management and optimization practices ?	Yes
242	Is documentation expected to align with internal ITSM or SOP standards ?	Yes
243	Should cost estimates assume:	
244	Reserved Instances / Savings Plans	Yes
245	On-demand pricing	Yes
246	A phased optimization approach?	Yes
247	Are there internal cost governance, tagging, or chargeback/showback models vendors should align with?	No
248	Should proposals include FinOps tooling recommendations , budget alerts, or policy-based cost controls?	Yes
249	Should vendors model year-one vs steady-state operational costs ?	Yes
250	Are cost projections expected to include growth or scaling assumptions ?	Yes