



STRICTLY CONFIDENTIAL

QUESTIONS AND ANSWERS – 1

PROVISION OF SERVER AND STORAGE INFRASTRUCTURE UPGRADE

Item No.	Questions	Answers
1.	<p>a) Annexure E: Services p 53 has reference. In terms of the RFP evaluation criteria no reference is made to Annexure E. Please indicate whether the Annexure is relevant to this RFP and if so which services should be described in this Annexure?</p> <p>b) It is our opinion that Project Management Services should be included in this submission. In the RFP document no reference is made to Project Management services. Please elaborate whether we should supply additional pricing on Project Management service?</p>	<p>Annexure is E is critical and very relevant as it details the type of service offerings that comprises the Total Cost of the project.</p> <p>The type of service offering whether Project Management or otherwise must be detailed and stated for evaluation purposes.</p> <p>Bidder is to detail all your service offering and all the relevant costs in order to complete this project</p>
2.	<p>B. Datacenter Server/Storage Refresh & Business Continuity Implementation: Implementation of a dual site, fully redundant virtualized Hyper-V hyper-converged infrastructure. New hyper-converged platform should simplify daily operations and administrative tasks by combining Compute, Server, Storage and Virtualization into a single managed appliance providing full application availability.</p>	<p>Bidder is to supply a 3 tier solution based on the bill of materials and not the Hyper Converged Solution(HCI) as stated in scope of services. This is an error.</p>



	<p>Paragraph 4 (B) pg. 24 of the Bid Document indicates a single managed appliance but the bill of materials is 3 a tier solution.</p> <p>Could ECDC please confirm for us which we need to use?</p>	
<p>3.</p>	<p>In the tender document it states the below:</p> <p>4.1.2.5 Microsoft licensing</p> <ul style="list-style-type: none"> MS Enterprise Licensing <p>Will ECDC then provide all the necessary Microsoft licenses for the new Hypervisor servers?</p>	<p>Yes. Licensing will be covered under the MS Enterprise agreement</p>
<p>4.</p>	<p>What portion of the Tender is to be managed service is it the new infrastructure only?</p> <p>Is managed service meaning a 5 year maintenance agreement. EG “back to back with call home functionality with the hardware vendor” through Dimension Data with a defined SLA for the replacement of the equipment in the event of a failure.</p> <p>And is the Bidder to facilitate the hardware swap out.</p>	<p>The bidder must provide ECDC with 5 years maintenance support (in the form of an SLA) on the new infrastructure installed. In other words, if an issue or fault is encountered with the hardware then the successful bidder is responsible to deal directly with the vendor to either ensure a hardware replacement or resolution is found as dictated by SLA and Warranty.</p> <p>If the bidder wishes to provide an automated home call functionality for the hardware then it’s purely up to the bidder and the hardware vendor.</p>



	<p>Page 24</p> <p>Our expected end goal is a significantly improved infrastructure with simplified management and serviceability. ECDC will enter into a managed services agreement with a vendor to manage the newly upgraded infrastructure for a period of five (5) years after equipment has been installed and in production.</p> <p>Page 44</p> <table border="1" data-bbox="275 727 1182 778"><tr><td data-bbox="275 727 922 778">k) Specify post installation Service Support</td><td data-bbox="922 727 1052 778"></td><td data-bbox="1052 727 1182 778"></td></tr></table>	k) Specify post installation Service Support			<p>The ECDC will however continue its monthly outsourced health checks and monitoring of the server environment at all regional sites, to mitigate any catastrophic failures on the hypervisor or other software components.</p> <p>This is normally provided by default by most bidders and mostly refers to hands on training and post configuration support of the project ECDC is emphasising the importance of post installation support and that it should be available, and Bidders should provide it.</p> <p>Bidders need to detail what post installation is available from the time of going live to project sign off, as the transition is deemed critical for ongoing operations.</p>
k) Specify post installation Service Support					
5.	<p>On page 32, there is ambiguity on the warranty? Should the hardware have 3 years or 5 years total support required? Please could we have clarity on that.</p>	<p>In our understanding most vendors provide a standard 3 year warranty on hardware, however the ECDC requires a 5 year warranty if possible</p>			



6.

ECDC Server environment includes the following services:

• 24 VM's – Head Office

Please provide a list and the function of each?

Currently there are 23 VM's

- ✓ ecdc-eln-adc Azure AD Connect Server 2012/R2
- ✓ ecdc-eln-bes Print Server 2008/R2
- ✓ ecdc-eln-board Board Application Server 2008/R2
- ✓ ecdc-eln-cibecs Cibecs Laptop Backup Server 2012
- ✓ ecdc-eln-dc1 Domain Controller 2008/R2
- ✓ ecdc-eln-dc2 Domain Controller 2008/R2
- ✓ ecdc-eln-ex1 Exchange Server 2008/R2
- ✓ ecdc-eln-exm Exchange Management Server 2012/R2
- ✓ ecdc-eln-fortianalyzer Linux Fortigate Reporting Server
- ✓ ecdc-eln-fs1 File and Print Server 2008/R2
- ✓ ecdc-eln-gfiarc Mail Archiver 2012
- ✓ ecdc-eln-hr Salaries Application Server 2008/R2
- ✓ ecdc-eln-info Sharepoint Server 2012/R2
- ✓ ecdc-eln-info1 Sharepoint Server 2008/R2
- ✓ ecdc-eln-nic1 Application Server 2008/R2
- ✓ ecdc-eln-nicor Nicor Application Server 2008/R2
- ✓ ecdc-eln-prom1 Promun Application Server 2008/R2
- ✓ ecdc-eln-promun Promun Sharepoint Server 2012
- ✓ ecdc-eln-rds Remote Desktop Server 2008/R2



- ✓ [ecdc-eln-sccm](#) Configuration Manager 2012
- ✓ [ecdc-eln-scom](#) Operations Manager 2012
- ✓ [ecdc-eln-sql](#) SQL Server 2012
- ✓ [ecdc-eln-sql1](#) SQL Server for Info 2012

• **4 VM's – Region x 5**

Please elaborate on Server Functions based on quantity? DC, File, Exchange, and SCCM?

- ✓ [ecdc-region-dc1](#) Domain Controller
- ✓ [ecdc-region-fs1](#) File and Print Server
- ✓ [ecdc-region-bk1](#) Backup Server
- ✓ [ecdc-region-sccm](#) SCCM Endpoint Distribution Server

SCOM 2012

Please Provide SCOM version and patch level.? [Product Version 7.1.10226.1239](#)

Single SCCM server? or has SQL and SCCM been split? [Single](#)

Single SCOM server? or has SQL and SCOM roles split over multiple servers? [Split over 2 servers](#)

SCCM 2012 R/2

What does the architecture look like, ie Primary Server and Secondary Servers, etc?

[Primary server at HO and Distribution servers in the regions](#)



Please Provide SCCM version and patch level.?

[System Center 2012 Configuration Manager SP2](#)

[Console Version:5.0.8239.1000](#)

[Site Version: 5.00.8239.1000](#)

Single SCCM server? or has SQL and SCCM instances split over multiple servers? [Single](#)

File Services

Any Print Servers running on the Files Server?

[Print Servers running on File Server and Application server at HO and all Regional File Servers](#)

Is all Printer driver compatible with Server 2016 / 2019?

[Will have to confirm with printer vendor but ECDC assume that they will](#)

Is the file server running Folder redirection? [Yes](#)

Is the file server running Offline Folders? [Yes](#)

File server running FSRM File Screening? [Yes](#)

Any Quota on Drives or Folders? [100mb quota on user Home drives](#)

Will the File Server name and IP address remain the same? [Yes](#)

Microsoft Windows Server 2008R2/2012/2012R2

Please identify how many servers are running 2008R2 and 2012 and 2012R2 . [See server list above](#)

Will ECDC consider In-Place upgrades where possible? [Yes](#)



Exchange Online 2016 / Office 365

The requirement for the Exchange Server 2016 to be migrated to Server 2019?,

[Bidder to keep in mind the hardware requirements for Exchange 2019 and Exchange 2016 cannot run on Windows Server 2019. Also, ECDC already migrated to O365, only used for relay.](#)

Any Exchange Server in other Sites? [No](#)

Hybrid or Exchange Server 2016 configuration still required? Since ECDC is running on Exchange Online and there are other methods of allowing relay of mail..?

[ECDC requires a solution for this as the only on-prem Exchange Server ECDC wants is the Exchange Management Server \(unless ECDC can do away with that and only manage exchange via the O365 Exchange Admin Centre\) as our relays to external are not working.](#)

Application Servers

How many application servers? [9](#)

What will the respondent's responsibility be of the respondent? ie up to OS level?

[ECDC has to liaise with different vendors on upgrading the servers](#)

Will the application server will be required to run on Windows Server 2019 or just migrated running the current OS to Hyper?

[Run on 2019 if possible](#)

Who will be responsible for the application itself? Will Application or 3rd party Vendors be for Installing / Configuring Reloading of Applications?

[ECDC has to liaise with different vendors on upgrading the servers](#)

Are all applications compatible with Server 2019?

[ECDC has to liaise with different vendors to check](#)



<p>7.</p>	<ol style="list-style-type: none"> 1. On page24 Point 4B: “Datacentre Server/Storage Refresh and Business Continuity Implementation: Implementation of a dual site, fully redundant virtualized Hyper-V hyper-converged infrastructure. “ . <ol style="list-style-type: none"> a. Does ECDC require a Hyper-Converged infrastructure Solution? b. Please may you identify the second site for Business Continuity? c. Does ECDC require a SAN for the second site? 2. Will ECDC consider other OEM solutions? 3. ECDC specification is requesting for Tiered Infrastructure for Head Office and not Hyper Converged Infrastructure, please clarify? 4. Will ECDC provide the Microsoft Hyper V licences or does the service provider need to provide these licences? 5. Will ECDC provide the Microsoft Virtual Machine Manager licences or does the service provider need to provide these licences? 6. The Veeam licences, are they currently under active maintenance support? 	<ol style="list-style-type: none"> a) No - – the bidder must supply a 3 tier solution based on the bill of materials and not the Hyper Converged Solution(HCI) as stated in scope of services. This is an error. b) The Second location will be another ECDC site – possibly the One Stop shop on the East London Esplanade c) Yes <ol style="list-style-type: none"> 2. Yes 3. The bidder must supply a 3 tier solution based on the bill of materials and not the Hyper Converged Solution(HCI) as stated in scope of services 4. Yes – The ECDC has Microsoft EA licensing and therefore the bidder must provide license details required 5. See 4 6. No
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	<p>7. Does the service provider need to upgrade the Veeam licences to the latest version?</p>	<p>7. Yes</p>
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