

DIRCO 05-2020/21: Briefing questions and Answers

1. Apart from Azure what other Cloud platforms are being considered?
 - a. At the moment Azure however the platform should be Public cloud agnostic
2. From an Azure perspective is Dirco looking @ the Government Specific Azure version?
 - a. DIRCO already have an Azure Commit through an Microsoft Enterprise Agreement
3. Would like to confirm that for this tender provisioning of the Cloud service/s are excluded
 - a. Yes provisioning of cloud services is excluded
4. Would like to confirm that for this tender the design of the Cloud platform and service is excluded?
 - a. Hybrid design of the on-premise private cloud and External cloud such as Azure is required
5. Is Dirco referring to IaaS as the on premise Dirco infrastructure (Page 2, point C i)
 - a. Yes
6. What PaaS & SaaS services are being referred too
 - a. The capability and functionality of running PaaS and SaaS on DIRCO platform
 - b. Currently this services are not in place however the platform should have the capability
7. Which larger Government cloud is being referred too (Page 3, 2.5 e)
 - a. DIRCO cloud and any other cloud platform such a SITA cloud platform
8. Builds upon a Reference Architecture. Can this Reference architecture be made available (Page 3, 2.8)
 - a. The current functional are sufficient and further details will be provided to successful bidder
9. Does the Private Cloud System (PCS) refer to the just Primary, Secondary Primary and DR Sites
 - a. Yes
10. Which legacy systems are being transitioned to the cloud?
 - a. The Legacy system will not be moved to Public cloud but the private cloud of DIRCO through Physical to virtualization migration
11. Can a list of the current applications being used by Dirco be provided
 - a. Number of Servers will be provided
 - b. Upgrade of current apps out of scope
12. Can Dirco please clarify and explain what is meant with Inter-cloud management
 - a. The ability to be able to move to different Cloud platforms seamlessly
13. From a Workload synchronisation and synchronisation perspective, does this refer to just between the 3 Dirco sites in PCS, or also external cloud environments?
 - a. Synchronisation between DIRCO three datacentres and capability to synch with any other cloud provider
14. Does Orchestration only refer to the on-premise Hyper-converged infrastructure (Page 7, 5.2.1)
 - a. Yes
15. Please can Dirco confirm that Inter datacenter connectivity provision is excluded from the tender as mentioned in the briefing session
 - a. Yes
16. Does Global Footprint refer to reach or physical presence (Page 10)
 - a. Both from a support perspective
17. Cloud Architect certificate for which platform? (Page 10)
 - a. Any that is relevant to the proposed solution
18. What Hyper Visors are currently being used by Dirco

- a. Vmware and Microsoft Hyper-V however any Hyper Visor that comes with the platform will be sufficient
- 19. Please clarify what Automation refers too from an Dirco perspective in context of this tender
 - a. Automation of administrative tasks
- 20. As mentioned in the Tender briefing can Dirco please provide their current Backup policy, RTO's and current backup infrastructure capacities
 - a. New enterprise backup solution than covers Snapshots, Virtual Machine backups and Microsoft technologies (Active Directory, SQL, Exchange, SharePoint, SCCM and SCOM)
 - b. The Backup Policy cannot be shared
- 21. Current infrastructure design and inventory
 - a. Annexure covers the current environment
- 22. Resource requirement for private cloud at the 3 data centres identified
 - a. Annexure A
- 23. Current resource pool of applications and storage for current infrastructure
 - a. Annexure A
- 24. Connectivity requirements?
 - a. The proposed solution will outline the connection requirements
- 25. Location preference for 4th backup DC for restoration purposes as alluded to in the tender briefing
 - a. The fourth location will be in South Africa and this will depend on the proposed solution
- 26. High-tolerance – does Dirco need us to provide connectivity requirements between the 3 data centres for application sync and replication?
 - a. No. The Solution must provide Active –Active replication DIRCO will provide connectivity
- 27. Currently there are 6 DC/POP's with Server and Networking infrastructure (Brasillia, Pretoria, London, Washington, Singapore & Vienna) are these to be consolidated into 3 i.e. London Washington & Pretoria
 - a. Yes
- 28. Is the network switch infrastructure a component of this RFP to provide connectivity for the private cloud
 - a. The network infrastructure is only relevant in the HCI Rack
- 29. Can a view of the current infrastructure be provided
 - a. See attached Annexure
- 30. Is an infrastructure refresh in Pretoria, London, Washington required to allow implementation of VXLAN as required in the RFP
 - a. Yes
- 31. Is maintenance & support required
 - a. Yes
- 32. Will any legacy infrastructure be kept and will this require maintenance and support
 - a. No
- 33. What is the wide area network connectivity between the 3 proposed sites
 - a. See Annexure document
- 34. What is the bandwidth available between the 3 proposed sites
 - a. See Annexure
- 35. What is the latency between the 3 proposed sites
 - a. Bidders should specify the network requirements of proposed solution
- 36. What hypervisor are they using? What version?
 - a. Current environment mostly physical.
- 37. What do they mean by active/active?

- a. A complete replica of each other to ensure users can use either location
- 38. Which two sites are active/active And which site is for DR?
 - a. Pretoria and London are Active-Active. While DR site can be done to Washington
- 39. Can you please supply us with the network Diagram between the sites?
 - a. See Annexure
- 40. What Backup software they are using?
 - a. New Solution required consider this as a green field
 - b. The Backup retention period is 5 Years
- 41. Can they share with us the workload, performance data and requirements?
 - a. Current environment outlined
- 42. We need to know which workloads require DR and active/active protection?
 - a. Production systems
- 43. What are your RPO & RTO requirements?
 - a. See Annexure
- 44. Is your RPO & RTO the same across all your workloads? If not please provide RPO/RTO per workload.
 - a. Yes
- 45. What is DIRCO 's plan to procure the kit in London and Washington?
 - a. All Kit procured through a South African partner with global reach to deliver to International Sites
- 46. They say we need to supports legacy system as they transition to cloud, can they share list of the systems and serial number for us to check if they are under support, if there is no maintenance support, then is a risk for us to supports the systems.
 - a. Physical to Virtualisation migration
- 47. Can you clarify what you mean by support legacy system?
 - a. Same as 46
- 48. what are we migrating? Are they fully virtualised?
 - a. Mostly physical servers
- 49. Is there physicals machines? Do they require P to V? how many physicals?
 - a. Mostly Physical
- 50. Are you currently using any services from any Public cloud provider, if yes please can you elaborate?
 - a. Yes, Office 365
- 51. Do you require encryption of your storage i.e. encryption @ rest or encryption in transit?
 - a. Yes
- 52. Would you require additional security features like retain your hard drive, should it fail?
 - a. Yes
- 53. What are the capacities of the 3 DC's that require the PVT Cloud?
 - a. See Annexure
- 54. What is the application footprint (SQL, SAP, Oracle...etc)
 - a. See Annexure
- 55. Confirm that the 3 DC's are Pretoria, London and Washington.
 - a. Yes
- 56. No information provided on connectivity between sites (WAN). We need this to establish the request for ACTIVE/ACTIVE connection and also the migration of current data.
 - a. See Annexure
- 57. Provide a view of the current LAN infrastructure. This is required to consider the VXLAN requirement.
 - a. VXLAN to be configured for HCI and more details to be outlined with successful bidder
- 58. No information provided around Backup RPO/RTO or retention periods.

- a. See Annexure
59. No capacities provided for Backup.
- a. See Annexure
60. Who holds current MS Licenses and VMware as they require all software to be provided by the Bidder?
- a. Microsoft licenses owned by DIRCO and Bidders to propose Hypervisor solution
61. In the document reference is made to imaging the equipment and shipment to all offices - Pretoria, London, and Washington. As the USA has a trade embargo against Huawei Technology, which we would like to respond with, this means the proposed equipment for all other countries cannot be shipped to Washington. As a result of this may we respond with a proposal of alternate solutions for Washington instead of the required hardware proposed for all other sites such as Pretoria and London.
- a. Bidder/s can propose a solution that they will allow then to comply with the maintenance and support requirements