



## REQUEST FOR PROPOSAL (RFP) CLARIFICATION RESPONSES

### CLARIFICATION QUESTIONS AND ANSWERS FOR TCC/2024/01/0001/52909/RFP: FOR COMPUTING AND INFRASTRUCTURE RESOURCES IN THE BACK-END THAT HAVE THE CAPABILITY TO INTEGRATE WITH THE EXISTING ON-PREMISE INFRASTRUCTURE AND CLOUD SYSTEMS FOR THIRTY SIX (36) MONTHS

No.	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
1.	In terms of pricing and migration effort, we need to understand, what's earmarked to move over to this new infrastructure from a pricing perspective. We want everybody to be on the same playing field. We need to understand which workloads are going to go. For example, if you want us to workout migration based on 4 hours or 8 hours per workload, then we can do that. But at least we will know that everybody's pricing it based on the same assumptions.	Currently the pricing will be based on the migration tool license fees at this stage for Transnet to do the evaluations.
2.	So phase one equipment we providing with three year OEM warranty and like Gerhard said, phase two will only kick off once equipment is deployed and migrated workload and you're ready for the decisional capacity that's going to come in phase two and that could be six months down the line after we've deployed and migrated some of the workloads. So essentially phase two, we have to price it up front at this point in time for our submission. So I think we need to understand, will phase two kick in after six months or a year so that we can get that accurate pricing or else I think everybody's going to be pricing different OEM support on phase two.	Please submit the up to date price for both phase 1 and phase 2 as the RFP required. The deployment of phase 2 depends on the progress of phase 1 implementation.
3.	Please provide a list of workloads including resource allocation of what needs to be migrated, alternatively can all bidders quote on a specific number of hours per workload to be migrated	The migration list will be shared after the RFP has been awarded. Bidders to price as per pricing schedule.
4.	The tender states all work, including spares must be accompanied - does spares need to be onsite or kept by OEM?	The spares must be kept in OEM's local warehouses.
5.	Do we need to provide the hypervisor licensing as part of the solution?	Yes it must be part of the proposal.
6.	Can you confirm that Transnet will provide any operating system licensing for the virtual servers?	Yes
7.	Does the certified training program need to be in person, or will virtual training be fine and must we include exam certification vouchers?	The training must be in person and the exam vouchers must be included.
8.	In the briefing session, it was noted that backup and recovery is out of scope, please can you confirm?	Backup and disaster recovery are part of the full solution.
9.	With regards to phase 2 infrastructure requirements, can all bidders quote on 3 years OEM support as the OEM's cannot quote on odd terms like 30 months on new equipment?	Please quote on 3 years support for both phase 1 and phase 2.
10.	Please confirm that the storage capacity needs to be effective and not usable for both production and backup storage?	Usable capacity for production and backup storages.



11.	As some OEM's provide pricing based on the EURO and not USD, please can you provide a EURO rate that all bidders can use to quote?	Please refer Annexure G General Bid Conditions clause 16
12.	With reference to Annexure A Clause 1.1 says signed reference letter however the requirement in Annexure B-Services Rendered asks for appointment Letter/Letter of Award/Letter of Engagement (minimum 3) – Please clarify if reference letter will suffice as proof of evidence.	Yes it will
13.	With regards to the above RFP, we would like to know the current VM ware, OS and Database /Application Version. Also what exactly to migrate in terms of databases/applications.	The detailed migration information will be provided to the winning bidder.
14.	In the tender you specify that: A maximum of 3 disks can be faulty at the same time with no service interruption or data loss if centralized architecture storage solutions were proposed. Or, a maximum of four nodes can be faulty at the same time with no service interruption or data loss if distributed architecture storage solutions were proposed. Is this for the total solution or per cluster / server across PRD and DR sites and does this relate to failures at the same time, meaning 3 disks and 4 servers should be able to fail at the same time or just to a maximum total of 3 disks and 4 servers across the entire solution? i.e. 2x Servers fail and solution self-heals and then another 2x Servers fails coming to a total of 4x Servers without service interruption or data loss	It should be at the same time as per the system reliability requirement.
15.	For the management of the bare metal servers, what level of management do you need? Would a simple BMC management be sufficient being able to login remotely and view certain settings and make changes over the network? Or do you require more advance management like Automation, deployment capabilities etc.	The management of the BMS should be able to operate on the single cloud management platform.
16.	As per pricing schedule addressed may you please assist in breaking down Resources required to be priced for Phase 1 and Phase 2 as per below please.  Server Name --- required but not mandatory at this stage No VCPU or Core ---- required as a mandatory request to price RAM---- required as a mandatory request to price Current Storage---- required as a mandatory request to price	Everything on the pricing schedule is required mandatory to design and finish the solution.