

Tender No. : NCR911/04/2024

Tender Description : Appointment of Service Provider for the Hosting Services
for the Debt Help System (DHS) and PDA Tool for a period of two (2) years

Date : Monday, 13 May 2024

QUESTIONS & ANSWERS

Dear Prospective Bidders,

Thank you for all your questions. Below are the consolidated responses from the received questions:

No	Tender Spec	Question	Responses
1.	Server Infrastructure – Hardware Requirements:	The tender dictates that the cluster must consist out of 2 hosts. We have clusters made up of numerous hosts. Should we read into this that the NCR requires a separate ring fenced 2 Host Cluster or can this be hosted on one of our larger Fail-over Clusters?	Yes
	2 Hosts running 3 VM's	Is this a total of 3 VM's or will it be 6 VM's?	Total of 7 VMs, (including the monitoring Server)
		How much Ram for each of the above VM's	Refer to the below table
		How much CPU for each of the above VM's	Refer to the below table
		How much Hard Drive Space for each of the above VM's	Refer to the below table
	Operating System	Can you supply us a list of each server and it's accompanying Operating System to be used?	Refer to the below table
		How many of SQL Servers will need to be Hosted?	2 – Refer to the below table
		Does the NCR supply the Operating System Licenses or does that have to be procured new?	No Operating System need to be purchased - CentOS is freely available (except if vendor decides to use at least windows for the Database Server -

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			then NCR will supply the OS)
		Does the NCR supply the SQL licenses or does that have to be procured new?	Yes NCR will provide
	Software Dependencies	RFQ is prescriptive on Hypervisor being used, can we host this on either VMWare or Hyper-V as this should be transparent to the VM's being hosted?	For compatibility with VM-Tools, VMWare is preferred.
	Network Connectivity	Where are these 10gb links to be implemented, is it between hosts and storage or is this communication links between the NCR offices and the Datacentre or is this an internet access requirement?	Internet uplink
	Security Considerations	RFQ is prescriptive on Fortigate firewall to be used, can any Next Generation Firewall that offers the same features as the Fortigate be introduced?	As long as WAF comes aboard the NGFW
	Take over of the services from the current service provide	In which format will the new incumbent be receiving the VM's to be migrated? Will it be an Exported VM or a Backup File?	No VMs will be migrated but will be built on newly deployed infrastructure

Ref.	Service Required	Deployed on AWS (Current State)	Specification (To be State)
1	Web Application Firewall	FortiVM-04 - WAF Licenced	4 vCPU 50 VDOMs max
2	NAT Gateway (Public/Private - External/Internal Subnets)	FortiVM-04	4 vCPU 50 VDOMs max
3	DNS Services	Route 53	
4	Application Load Balancer	f5 Instance	
5	Certificate Authority - CA Server Instance	AWS Certificate Manager	AWS Private CA
6	NGFW IPS/IDS Firewall instance	FortiVM-04	4 vCPU 50 VDOMs max
7	Web Server VM CentOS	2x EC2	4 vCPU, 16GB RAM, 40gb HDD, 10GB Uplink
8	Application Server VM CentOS	2x EC2	2 vCPU, 8GB RAM, 40gb HDD, 10GB Uplink
9	Database Server (SQL/MYSQL) VM CentOS/Win2022	2x EC2	4 vCPU, 16GB RAM, 40gb HDD, 10GB Uplink
10	Management VM Monitoring and Logging	1x EC2/Nagios	2 vCPU, 8GB RAM, 10GB Uplink
11	Storage	EFS	1,5TB Standard Storage for 24 months