

(Technical Requirements applicable to Category C)

In order for the TBS branch to fulfil its function of providing a reliable service, it is highly dependent on its IT service management toolsets to deliver timely services to customers, both internal and external to City of Cape Town organization. These modules include

Incident Management,
 Problem Management,
 Request Management,
 Change Management,
 Asset Management,
 Knowledge Management,
 Service Catalogue,
 Reporting,
 SLA Management and
 Service Desk.

INTEROPERABILITY

The OSS/BSS offered by the Tenderer has to be fully compatible/interoperable with common Fault Management Systems (currently Broadcom DX NetOps Spectrum). This is integral to SLA management, Incident and Problem Management of various branches of City of Cape Town and its customers.

DURATION

The Category will be awarded for a period of 18months and will be terminated once the City of Cape Town ITSM solution is fully integrated into the Telecommunications Fault Management System (currently Broadcom DX NetOps Spectrum).

13.2.4 Category D: SUPPLY, MAINTENANCE AND SUPPORT SERVICES FOR HYPER-CONVERGED NETWORK & STORAGE SOLUTION.**(Technical Requirements applicable to Category D)****Hyper-Converged Network & Storage Solution**

The City of Cape Town continuously expands its broadband network to further reach its strategic objectives. As the network grows, so is its complexity and therefore the requirement of a supporting Hyper-Converged Network Storage Solution. The Telecommunications Branch wants to make use of such a solution with the following technical specifications:

Hyper Converged Infrastructure solution that includes:

- Servers
- Data Storage
- Virtualisation Hypervisor
- Accelerated Data Efficiency
- Integrated Backup and Replication
- IO Acceleration
- WAN Optimisation
- Networking Equipment
- Server rack and Software to manage and orchestrate the virtual infrastructure in one single scalable computing platform.

The Hyper Converged Infrastructure Support and Maintenance must be provided by a single OEM for the duration of the tender and must provide standby support. All hardware and software must be covered with at least 3 years' vendor support and warranty. The Hyper Converged Infrastructure solution must be pre-configured, pre-loaded, pre-tested, and fully optimised IT stack, delivered as a fully assembled and supported system.

The Hyper Converged Infrastructure solution must be capable of horizontal scaling by adding, moving and