

Questions and Answers RFP # RFP/IT/2021/17

NO	Questions	Answers
1	Is payment done prior delivery of all the products?	Payment is made after delivery of the goods.
2	Please can you confirm if any the number of physical servers that will be migrated from the current storage systems to the new storage?	Ballpark figure of around 10.
3	Please confirm the number of Vmware host systems that will be migrated	7
4	Please also confirm the number of VMs to be migrated, as well as the average size per VM in terms of CPU, RAM and storage	Not relevant to bidder
5	Please confirm Mainframe capacity to be migrated	15 TB
6	Besides Vmware and Mainframe, what other applications are hosted on the server platforms to be migrated?	Not relevant to bidder.
7	The capacity to be migrated at both sites, 253TB and 150TB respectively is split amongst which current storage systems?	Hitachi VSP, HUS and AMS500 , like it says in the RFP.
8	The storage that you requiring for this tender, will the storage be connecting to the IBM Mainframe or will it be stand alone.	The Storage must be connected to the Mainframe and open system. Only 1 system is required.
9	Is the RFP for mainframe only	Storage attached to mainframe VIA Ficon and to Open systems VIA switches required as in RFP Document
10	Please can you indicate the split in capacities for open system workloads and mainframe workloads in Production. The disk gets configured differently on mainframe vs open systems FB vs CKD and will give different usable capacities.	Mainframe is configured for 15 TB but for the new solution we would like to up the capacity to 25 TB and then the rest for open systems.
11	On the mainframe workloads, are you running Z/OS, Linux or both?	Both
12	I know it's mentioned that there is no mainframe currently in DR, But do you require us to configure adapters that can connect for the future use of it, or must the unit only be capable and SABC will procure the adapters and licensing at a later stage?	Only capable.
13	Are you currently using DWDM's between the production and DR sites. Please can you elaborate on your current replication methodologies/technologies used.	No replication used currently.
14	What is the performance profile required for the storage arrays? IOPS and response times. Its fine to cater just for capacities but you might not get the desired performance out of the systems if not taking	We are looking at 2 million IOPS and sub 100µs for reads and sub 100µs for writes

	into account the performance requirements. The size and quantities of disk will have direct impact on the performance the arrays can deliver	
15	Regarding the SLA's - The service required is 24x7/365 for 5 years of which 2 hour turnaround time between 7H00 to 17H00 Monday to Friday in case of system failure – Is SABC requesting a committed fix SLA – or call to respond SLA? and a 4 hour call to repair outside these hours. Do you require the turnaround times to be responded (email/call) to a call logged or are you expecting a committed fix time? Same here is it a committed fix SLA or a response SLA?	We require a fixed SLA and turnaround time will from the time the call was logged and fix. Turnaround time for a call logged should be within 15 minutes and the higher the severity the call should be responded to immediately
16	The 1 year onsite support request – Are you referring to the std vendor support or are you referring to Partner support?	Vendor support but mark as optional
17	If partner support for the 1 year onsite support – are you requesting a physical permanent employee to be onsite for a year, or will remote adhoc service i.e shared resource – within the sla parameters be acceptable?	This would be meaningless and unnecessary cost as we will be paying for full maintenance and support anyway which requires the partner and OEM to respond immediately
18	On the san switch requirement – should we include any Long wave Gbics for the mainframe, replication, or any other special requirement you might have	Include it but mark as optional but remember the mainframe must have a direct FICON connection to storage.
19	Please can you explain in more detail what is meant by the following statement – “The solution must have sufficient memory and processing to comfortably accommodate upgrades of additional storage without affecting standard cost of additional disk”	Meant that instead of quoting for 1GB on the quote on the optimal caching per controller (eg. 32 GB or 128 GB) with the least cost , same for the processors or number of cores per processors
20	Active monitoring of the system with alerts being sent to vendor as well as SABC admin staff – are you only referring to the call home feature/Function only or are you looking for Business Partner/Vendor services to do Proactive monitoring	Both
21	Would the SABC like us to implement the monitoring system and then train the administrators to do the monitoring themselves?	Basic training is required which would also mean monitoring. But as this is leased system all monitoring should be performed by supplier
22	On the 300TB capacity requirement ,what is the split between Open Systems and Mainframe when we size	25 TB mainframe, rest open systems
23	On the DR specification, is there no requirement to replicate mainframe. If there is how much will be replicated to DR	All 25 TB
24	On the mainframe side how much is ZOs and how much is Zlinux	Most of the 25TB is for Zos and ZLINUX uses very small portion vendors need not worry about it

25	There is a requirement to migrate 253TB from the old system. How much of the 253TB is mainframe	15 TB
26	There is a requirement to provide replication, is it Synchronous or Asynchronous Replication	Synchronous
27	There is a requirement for 1 year onsite support, Do you need an engineer onsite 5 days a week?	Yes but quote as optional.
28	Your lease for 5 years is noted however If we are only able to submit a CAPEX option and not a lease would SABC still consider our offer	No, Lease is a mandatory requirement.