Q & A FOR DATA CENTER HOSTING INFRUSTRUCTURE BID (GPAA 25/2016)

Clarifications

1. Requirement specifies a 42U HP rack. The rack need not be an HP rack; however, it must meet all the specifications and requirements of an equivalent HP rack. All the equipment per datacentre must fit into two racks. No addition space is available to accommodate additional racks.
2. The prospective service provider must specify the power and connectivity requirements.
3. The solution must be assembled on GPAA premises. If this is not possible the prospective service provider must specify the reasons for assembling offsite.
4. The solution must be fully compatible with Open Source products, hence the decision to specify Xeon processors.
5. The requirement specifies APC PDUs (2 per rack). The PDU's need not be APC PDUs; however, it must meet all the specifications and requirements of an equivalent APC PDU. The capacity and configuration of the PDU should be able to accommodate all the equipment in a rack. In the event where a PDU have more than one power inlet, then it should be specified in the proposal. The PDU must integrate with the BMS of the GPAA and must be capable of connecting via LAN or Serial.
6. Data storage capacity. The calculation in the storage requirements was based on raw capacity.
7. Infiniband switches. The requirement is for Infiniband switches (56Gb/s capable of going 100Gb/s), the supplier should use the best , ie. Mellanox.
8. Managed Services. It is extremely important that the extent of the comprehensive managed service as required by the GPAA is clearly understood by the Bidders.. The required Managed Service includes:

   - Full hardware support, including BIOS upgrades, component replacement.
   - Full OS (Linux/Ubuntu) installation, configuration, upgrades, patches.
   - Monitoring (24/7) of the entire solution and integration with OMD/Nagios which is used by the GPAA. Remote monitoring must also be done 24/7. The GPAA utilise Cisco Prime for network monitoring.
   - Technology support (this will include installation, configuration, patching, upgrades and day to day support (10/5). The service provider must have suitably skilled resources to provide support on the areas listed below with the contracted SLA. These resources must interact with the GPAA's Modernisation and BAU teams:
     - Hadoop and Analytics software, including installation, configuration, upgrades.
     - JAVA.

- Apache.
- Oracle RDBMS, including the data replication between the two data centres of the GPAA.
- Orchestration Engine.
- Service bus.
- Mongo DB.
- .Net.
- Virtualisation – KVM.
- Grid-based data management.
- Integration with NetBackup. No Cloud-based backups will be accepted.
- Debugging and performance tuning.

Technical - Software Requirements	What operating systems needs to be supported?	Unbuntu , vitualization will be KVM some instances of windows R2 2012 will also be required
	Please provide the number of OS instances that needs to be supported?	162 estimated but the number might change as applications designs are still in progress
	Will there be any Microsoft operating systems?	Yes but minimal servers will be running on KVM
Technical - Managed Services	What is the Database type and version for which management is required?	Oracle 12c Microsoft SQL Server 2014 (Currently hosted on HP, might move in future)
	How many database and instances needs to be supported?	Oracle - 23 instances Microsoft SQL Server - 5 instances
General	In light of the queries and opportunity to produce a comprehensive response, may you kindly grant an extension of two weeksl?	**Unfortunatelly not, the timelines have being published and remain as such (AM)**