



T08/2013

26th July 2013

To all prospective bidders,

Ref. No. T08/2013 - Supply tender for the delivery, installation, commissioning, maintenance, after sales services and testing of data storage solution and related hardware and software

CLARIFICATION 2

Reference is made to the above-mentioned call for tenders, for which the deadline for submission is on the 7th August 2013, at 10:00am.

Hereunder, please find a set of clarifications which are construed to form an integral part of the Tender Document.

Question 1: Data Storage Unit Solution - The tender document states that *"The solution must be able to provide and support hardware based replication to a DR site. The solution must not be limited to having the exact hardware configuration at the primary and the DR site i.e. DR site hardware may be a different make or model than the one at the primary site"*.

However, no manufacturer supports hardware based replication to another brand of storage. If we can support replication to another array, not of exact specification or model, but same brand, is this suitable?

Answer 1: Hardware based replications between different models/generations of the same make is acceptable. The proposed hardware must however support software based replication to an array of a different make.

Question 2: Data Storage Unit Solution - There is no mention of the type of connectivity that you would like for the storage system, is this restricted to Fibre?

Answer 2: Both iSCSI (10 Gb) and Fibre (8 Gb) will be accepted. The bidder should stick to one specific protocol for the whole solution.

Question 3: Backup Tape Autoloader - There is no mention of connectivity for this autoloader, should this be connected through the same medium as the data storage unit? Eg. Fibre?

Answer 3: The autoloader must be connected via the same medium, Hence, if for example Fibre is used; then the autoloader should be connected via Fibre.

Question 4: Connectivity - Do you also require us to bid for networking switches? Or just connectivity from servers to the data storage unit, e.g. Fibre switches.

Answer 4: The bidder is not being requested to provide networking switches since MEPA will be using its existing core switches for connectivity. Notwithstanding, the bidder is to provide all the necessary switches for a fully redundant solution thus catering for the connectivity between the Storage, Servers and Autoloader included in the proposal.

Question 5: Page 36 point 11 - The solution must be able to provide HW based replication but MEPA states that they must not be restricted to use the same exact hardware, and can be from a different make or model.

Hence, kindly advise as one condition here invalidates the other ... any vendor's solution will only perform HW Base replication to identical units.

Answer 5: Kindly refer to answer 1 above.

Question 6: SAN Connectivity - MEPA does not state any preferred connectivity nor is indicating how the servers are to be interconnected with the storage unit.

- iSCSI
- FC
- FCoE

Hence, kindly advise what is the requirement is (if any).

Answer 6: Kindly refer to answer 2 above.

Question 7: Backup - Can a solution provider propose a different backup software vendor, providing the same if not better functionality and array base integration instead of Symantec

Answer 7: The bidder should only propose Symantec Backupexec 2012 as stated in the Tender document.

Question 8: Hypervisor - Can MEPA confirm that they will be using Hyper-V as their Hypervisor of choice so that one can design with those considerations when planning backup and SAN integration?

Answer 8: MEPA will be using VMware as their Hypervisor of choice instead of Hyper-V.

Any reference in the tender document to "Hyper-V" should read "VMware".

Question 9: Maintenance - What's the minimum SLA MEPA is running after?

- Response times
- Resolution times

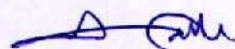
Does MEPA Require a Fixed hour call to Repair?

Answer 9: The minimum SLA proposed by the bidder should be for 3 (three) years, meeting the following conditions:

- 24 X 7 coverage;
- 2 Hrs onsite response time;
- Hardware replacement with next business day shipment of replacements;
- Entitlement to firmware/software upgrades for the period covering the SLA.

* The SLA proposed by the bidder should provide the possibility for MEPA to renew the SLA following its expiry.

All other tender documents, conditions and requirements, which are not superseded by this Clarification, remain in place.



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