

TENDER FOR THE SUPPLY, DELIVERY, INSTALLATION, TESTING, COMMISSIONING AND SUPPORT SERVICES FOR MANAGED SERVERS AND STORAGE

Questions & Answers

No.	Question	Answer
1	What is the server core requirement for APPS/DB/Infra cluster? Example: how many core per socket?	Minimum 4 Sockets per Servers and 32-Core per socket
2	Existing virtual machine sizing (approximately 200 VMs)	The total data is approximately 250TB
3	Redesign Vmware software and licenses- What is the current purchase license and how many unit?	Currently 20 Enterprise License
4	Redesign Backup Software/Hardware and licences for HQ and State/Branch Offices – What is the current Veritas license? Capacity license? How much in-use for the backup license and any balance license not utilize?	Traditional Netbackup License - Std Server and Client
5	Redesign Backup Software/Hardware and licences for HQ and State/Branch Offices Can we leverage back the existing backup infra?	To propose new infra for backup, existing will be decommission
6	Where is the location for DC and DRC?	DC - MCMC HQ Cyberjaya DRC - Local Cloud Provider KL
7	Where is the location for 18 RODC servers at State and Branch Offices?	1. Kangar, Perlis. 2. Alor Setar, Kedah. 3. Butterworth, Penang. 4. Ipoh, Perak. 5. Seremban, N.Sembilan 6. Ayer Keroh, Melaka. 7. Johor Bharu, Johor.

No.	Question	Answer
		8. Kuantan, Pahang. 9. Kuala Terengganu, Terengganu. 10. Kota Bharu, Kelantan. 11. Kuching, Sarawak. 12. Miri, Sarawak. 13. Bintulu, Sarawak. 14. Sibu, Sarawak. 15. Kota Kinabalu, Sabah. 16. Keningau, Sabah. 17. Tawau, Sabah. 18. Sandakan, Sabah.
8	The net backup data that needs to be backed up	The total data is approximately 250TB
9	Size of the total migration	The total data is approximately 250TB
10	What is MCMC Server inventory listing (HQ & branches)?	Inventory listing will be given to successful tenderer

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11	Can MCMC provide existing network diagram (overall HQ & branches connectivity)	<p>The diagram illustrates a multi-tier network architecture. At the top, the INTERNET is connected to two TM Internet Network (150Mbps) clouds. These connect to an Internet Router. A State and Branches block is connected via a WAN Router (10Mbps + 4Mbps) and a WAN Optimizer to an MPLS Network (2x 100Mbps). The MPLS Network connects to a Security Layer (red box) which includes Web Filtering and a WAN Optimizer. Below the Security Layer are Network Core Switches and a DMZ Network containing a Web Application Firewall and DMZ Switches. The DMZ Network connects to a DMZ Server Farm. The Network Core Switches connect to a Server Farm (containing Infrastructure Servers and Application & Database Servers), SAN Storage (with Brocade 5100 SAN A, Brocade 5100 SAN B, and Dell Compellent SC700), and Enterprise Backup (with Master Server, Media Server 1, Media Server 2, Desktop Media, TAPE LIBRARY A LTO 5, and TAPE LIBRARY B LTO 6). A legend at the bottom right defines connection types: CAT6 Cable Connection (blue line), Fibre Connection (red line), Wide Area Network (yellow lightning bolt), and Internet Connection (blue lightning bolt).</p>
12	What is existing VMware license type ?	VMWare Enterprise License
13	What OS are the 5 physical servers?	4 Windows Servers and 1 Linux Server

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14	What is existing backup solution?	Veritas Netbackup
15	Does MCMC existing backup copies need to migrate?	No need to migrate existing backup copies
16	What is the expectation for cabling? (Example: existing network will be decom and all will be new?)	Existing will be maintained. To add additional Cat6A cabling.
17	Does MCMC looking for full infra, backup, DR & network manage services?	Full infra and backup managed services only. DR is not included
18	What is MCMC existing backup architecture design (How backup is replicated from branches to HQ)	Through WAN network with daily, weekly, monthly and yearly schedule backup. The backup job starts after office hours
19	What is MCMC existing backup policy. How many generation of backup copies are kept, until it is being push into tape?	Currently most backup directly to tape.
20	What is the expectation for redesign VMware? The final production design would be a combination of old and new servers?	To propose latest version of VMWare Licensing which include the performance monitoring and reporting features. The design is only for new servers.
21	What are the types of switches customer existing has? (10G, Fiber (Speed 8,16 or 32Gbps))?	10G network switches
22	Saya ingin mohon penjelasan "storage capacity" spesifikasi adalah "Useable" atau "Effective Capacity":	Usable Capacity
23	Berapa banyak "sockets bg VMware License" yg diguna pakai buat masa sekarang?	40 Sockets
24	Will tender be a outright purchase or a leasing?	Outright Purchase only
25	What brand of storage and server being used in current operating mode; what is the preference on the brands for purchase?	Current brand is DELL, tenderer can propose any reputable and top brands.
26	Can we use other solution that is compatible, Sangfor whole stack solution which can be cheaper with extensive features?	The solution must use establish and proven enterprise server and storage

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27	For Vmware, is the 7 units servers is for single location site?	Yes, single site location which is at MCMC HQ Cyberjaya
28	How many VMs need to deploy for the environment?	To migrate more than 200 VMs from existing Vmware environment
29	The technology refresh will still leverage on traditional 3 tier (external SAN)? Or go with new vSAN technology?	Tenderer can propose any technology but with Tier-0 SSD disk only.
30	What the current VMware version being used?	VMWare version 6.0 and 5.5
31	What the current VMware license being used?	Enterprise License
32	Do we proposed new set of VMware license for below environment? Or add on additional license to existing environment?	To propose new set of VMWare License with 3-Year Subscriptions
33	Which is the preferred hardware brand for this new virtual servers farm?	The tenderer can propose any reputable and enterprise hardware brand
34	For Backup Portion - What is the existing backup solution?	Veritas Netbackup
35	What is the total data size that need to back up?	The total data is approximately 250TB
36	How many VMs in total need to back up?	More than 200 VMs
37	How many location site involve (active /passive), Any DRC site involve?	Single Site only which MCMC Data Centre, Cyberjaya. DRC site is not involved in this tender.
38	What the retention for backup required? <ul style="list-style-type: none"> • Daily inc (how many copy need to retain?) • Weekly full (how many copy need to retain?) • Monthly full (how many copy need to retain?) • o Yearly full (how many copy need to retain?) 	The tenderer can propose the best practise, current practise as follows. Daily inc - 1 copy Weekly full - 2 copy (1 onsite and 1 offsite) Monthly full - 1 copy Yearly full - 1 copy

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39	What is the expected daily change rate for new data (%)?	10%-30%
40	Server inventory listing (HQ & branches)	Inventory listing will be given to successful tenderer
41	Do we need to provide license for VMware and Microsoft?	To provide License for VMWare only
42	Do we need to provide the OS for servers? if yes, please specify.	No need to provide OS for the servers
43	Connectivity for the storage and tape library is FC or ISCSI?	The tenderer can propose any connectivity
44	What is Veritas version?	Current version is 8.2
45	Hardware ownership and etc will owns by MCMC or tender?	This is outright purchase only where the ownership by MCMC
46	<p>Can we know the below ?</p> <p>(i) How many existing vSphere Enterprise will be allowed to be migrated to the new servers.</p> <p>(ii) How many existing vSphere Enterprise Plus will be allowed to be migrated to the new servers.</p> <p>(iii) How many existing vRealize Operation Standard will be allowed to be migrated to the new servers.</p> <p>(iv) How many vCenter Standard will be allowed to be migrated to the new servers.</p>	The tenderer to propose new License for VMWare which include server performance monitoring and reporting features with 3-Years Subscription.
47	Does tenderer allow to submit pricing with 2 Options?	Only 1 option to be submitted.
48	How many ESXI server for application, database and infrastructure cluster?	We have 20 ESXI servers for existing infra.
49	How many core for every processor for application, database and infrastructure cluster?	Currently we have 16 core per CPU.
50	For existing license on VMWARE, how many core and type of license? It is open standard license or otherwise?	Currently we have 20 Enterprise License.

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51	Do MCMC already have replication to DRC? If yes, what is the existing replication solution at MCMC. Do we need to cover the replication scope for this project.	We already have DRC replication in place. DRC scope is not included in this tender.
52	Are you intending to migrate out from your backup solution(Veeam/Commvault) to some other brand or you would want to stick to Veritas NetBackup?	Currently we are using Veritas Netbackup, please propose new solution for backup.
53	In term of the hardware refresh, what is the hardware preference for this tech refresh? For below image 1 and image 2 which should I follow (refer to subparagraph 41.1.1.8 of the Tender Document)?	It is the same between image 1 and 2. This only the baseline specifications, you may propose higher specifications.
54	The architecture will still relay on traditional 3 tier (external SAN storage) or want to leverage on new VMware vSAN software define storage (refer to subparagraph 42.1.1.9 of the Tender Document)?	The tenderer can propose any solution but must use SSD disk only and Enterprise level of storage.
55	For the VMWare licences, would MCMC prefer an OEM licence or an Open licence?	Open Licence