



GOVERNMENT OF BERMUDA
Ministry of National Security
Bermuda Police Service

June 3, 2019

Dear Respondents

Ref: **Network Infrastructure and Server Support - MNS-BPS-TSD-2019-01.**

This Addendum # 2 contains 4 pages.

The following addendum supersedes information contained in the Request for Quotations (RFQ) for **Network Infrastructure and Server Support - MNS-BPS-TSD-2019-01** to the extent referenced. This Addendum forms part of the RFQ documents and will be subject to all of the conditions set out in the contract conditions. Acknowledge receipt of this Addendum in the space provided on the Submission Form when bidding.

Questions (Q) and Government's Responses (R).

Q1 Can you please clarify how the engagement will work with the third party support vendor: will you require third party support staff to be onsite, remotely, or both? If onsite is necessary, at which frequency (i.e. on demand, one day a week)?

In the introduction (Section 1.1), the RFQ refers to the respondent providing disaster recovery. Can you please explain which disaster recovery services are required by BPS?

R1 Both onsite and Remote. Frequency is variable but on average once per week.

Q2 Does the BPS have their own network and server monitoring tools or will the respondent be expected to provide them?

R2 BPS has its own network monitoring tools.

Q3 Can you please clarify how the engagement will work with the third party support vendor: will you require third party support staff to be onsite, remotely, or both? If onsite is necessary, at which frequency (i.e. on demand, one day a week)?

In the introduction (Section 1.1), the RFQ refers to the respondent providing disaster recovery. Can you please explain which disaster recovery services are required by BPS?

R3 Unspecified



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Q4 Where is infrastructure currently hosted?

R4 **Spread across the island. Main DC in Prospect.**

Q5 Are we migrating their infrastructure into another DC? (*question reworded*)

o If not, and we are to provide support, will current DC provider grant us 100 % control?

R5 **No, Variable control as is necessary**

Q6 Can you please provide a network Topology drawing?

R6 **Not at the moment.**

Q7 What type of Microsoft SQL License?

R7 **Standard**

Q8 **Assumptions:** BPS will provide Domain users with rights profile, is this correct?

R8 **Yes**

Q9 Confirm if IIS server is independent of the Windows Server 2016 listed above

R9 **Please explain the object of the question**

Q10 Vmware HyperVisor | ESXi

• What version is currently running?

R: VMware ESXi, 6.5.0

• What hardware revision is running?

R: Version 13

• Is there an active support contract in place?

R: Yes

Can you provide a detailed inventory report for each Virtual/Physical server in the BPS environment?



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It should contain:

- Host Names
- Number of central processing unit (CPU) and cores
- Memory (total and used)
- Physical network adapters
- Datastore connections
- vSwitches and network names
- Storage adapters and types (FC drive, iSCSI, and so on)
- Virtual machine
 - Virtual machines name
- Operating system type
- Virtual machine version
- Power state
- Provisioned space and used space
- Provisioned CPU and memory settings
- VMware tools status (Running or Current?)
- IP address
- IP address type (Dynamic Host Configuration Protocol (DHCP) or static)
- VLAN ID (if applicable)
- Datastore name
- Network name
- Number of attached disks and type (SCSI, IDE)

R10 No, will not provide that at this stage.

Q11 Are there presently any monitoring systems in place?

R11 Yes

Q12 Is the winning service provider expected to monitor/support/respond to all alarms?

- o Business hours?
- o 24/7 ?



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R12 Business hours: As noted in any relevant SLA
24/7: As noted in any relevant SLA

Q13 Assumptions: BPS to provide authorized Applications to be installed/tested

R13 Yes

Q14 Does BPS currently have a support for Profile Unity?

R14 Yes

Q15 Can BPS provide a detailed hardware inventory including model numbers of all components

R15 No, will not provide that at this stage.

Q16 Is there an active support contract in place?

R16 If referring to Network support; No

Q17 Does BPS have active support contracts with multiple vendors?

R17 Yes, Product support

Q18 Can you provide a detailed hardware inventory including model numbers of all components

R18 No, will not do that at this stage

Q19 Is there an active Smartnet contract in place?

R19 Yes

Note: Amendment/addenda will be posted at <https://www.gov.bm/procurement-notices>. Respondents should visit the Government Portal website on a regular basis during the Procurement process.

END OF ADDENDUM # 2