September 9, 2019

**To: Prospective Suppliers**

**Re: Common Questions and Answers - Procurement of Windows Server Software and Hardware Upgrades and Equipment– NCB#ECC-2019-09-09**

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| --- | --- | --- |
| **No.** | **Questions** | **Answers** |
| **1** | How many subnets will be connected to the firewall? | 2 Subnets |
| **2** | Do you require migration of firewall policies? If yes:* How many rules/ how many rules does the proxy server currently has?
* How many site-2-site tunnels/remote access/SSL?
* How many static NAT policies?
 | * 32 rules. However, rules may be merged or discarded after revision
* There will be one (1) Site to site VPN connection with at least 20 simultaneous connections at any given time.
* There 20 local static IPs are used on the network.
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| **3** | **Firewall:**What is the throughput and bandwidth of the IPS? | There will be a 25mb fibre connection for the main network, and a 20mb cable connection for the VPN |
| **4** | **Servers:**What is the size of the domain files for all users?   | The size of all domain files is approximately 900gb |
| **5** | **Servers:**You have indicated that you want win svr std 2019 downgrade-able to 2016 with 180 User CALS. What version of windows are you currently using? | We are currently using Windows Server 2003, and client machines are using a mixture of Windows 8.1 and Windows 10. |
| **6** | **Domain Controller 1 and 2:**For Domain controller 1 and 2 what is the expected configuration of the 8 drives noted ?   | The quantity of the drives is 4, which should be configured to RAID 5. However, we require additional drive bays for future upgrade. We expect to use them with RAID5.  |
| **7** | **Domain Controller 1 and 2:**What is the expected OS partition?  | There is no pre-determined size. We require adequate space for server updates and basic server applications. We are currently using 30 gbs with Windows Server 2003 |
| **8** | **Domain Controller 1 and 2:** What is the OS to be installed?  | Windows Server Standard 2019 (Downgrade-able to 2016), as outlined in the Technical Specifications of the Bidding Document.  |
| **9** | **Domain Controller 1 and 2:** Is the DC function and role to be virtualized or installed on Host Server?  | Virtualized.  |
| **10** | **Domain Controller 1 and 2:**Are we to propose 180 or 360 Cals?  | As outlined the Technical Specifications of the Bidding Document, Domain Controller 2 will act as a backup domain controller.  |
| **11** | **For Labour Services:**What Domain functional and schema should be used?  | Under advisement by supplier |
| **12** | **For Labour Services:**Should Active Directory and Domain controller service be installed on local host or as a virtual guest?  | We believe it will be on the virtual guest, seeing that the DC function will be virtualised.  |
| **13** | **For Labour Services:**What are the client and member server OS in use?  | Windows 8.1 and Windows 10 |
| **14** | **For Labour Services:**There was no mention of Terminal Server Cals, does the ECC already have the required licenses?  | No, the Early Childhood Commission does not.  |
| **15** | **For Labour Services:**Are the services to be migrated (Migrate print services, file services, DNS, DHCP, Terminal Services, Network Shares,) to be deployed on a virtual guest?  | Yes |
| **16** | **For Labour Services:**Should backup domain controller be configured as RODC or Secondary DC?  | Secondary |
| **17** | **For Labour Services:**Should services to be migrated (Migrate print services, file services, DNS, DHCP, Terminal Services, Network Shares,) be deployed on both DC’s in a high availability configuration?  | Yes |
| **18** | **After support:*** Are alternates for 24x 7 to be proposed as well
* Please confirm if the 3 month support request can be provided as a mixture of onsite and remote support
 | 24x7 support is preferred |
| **19** | Please confirm if the IT division has a DR or Secondary site for business continuity. | No |
| **20** | Please confirm if a business continuity plan is in place should a site, hardware or application failure occur at your primary site. | Not yet |
| **21** | Please confirm if the server room can support high voltage current (200-240V) | Yes |
| **22** | Please confirm the switch model and port type of the existing datacenter rack switch and confirm if cables will be required with the servers. | A 48 port Netgear switch is used. Cables will not be required. |
| **23** | Will this implementation be done at one (1) site/location or multiple site/locations?If more than one site/location, indicate how many will be a part of this implementation? | One location - Head Office |
| **24** | How many locations will be supported by Site-To-Site VPN using DIA static IP? | 1 site-to-site VPN connection with at least 20 simultaneous connections at any given time |
| **25** | What is the bandwidth of the DIA services at each location? | 20mb cable for VPN |
| **26** | Do you have any other Fibre VLAN services with any of the local ISP’s? | 25mb fibre connection for the main network |
| **27** | What do you currently use in house for proxy server? | Microsoft ISA server 2006 |
| **28** | For the Migration of the print services, how many printers will be a part of this migration? | 8 |
| **29** | For all network printers that will be migrated to the new environment, are they network (NIC) capable? | Yes |
| **30** | For file services, how many shared folders will be migrated to the new environment? | 7 |
| **31** | Will we be required to implement other Virtual machines to support terminal Server Services, If yes, how many VM’s for TS | Yes, 10 |
| **32** | Will we be required to install other applications/services in the terminal server services environment? | No |
| **33** | Do you currently have Terminal Server Services CALs? | Yes |
| **34** | Are you okay or open to moving from your current Dell servers to HPE servers?Or is it that you want to upgrade to a new set of Dell servers ? | We are open to any brand. |
| **35** | If you are open to using HPE servers, would you want to have some form of training in order to manage the equipment after installing?  | Training option will be considered but it is not a requirement. |
| **36** | Will the Dell units remain in the current environment or will they be replaced entirely ? | They will be replaced entirely. |
| **37** | Would you want the domain controller to have two smaller drives to house your operating system with a RAID 1 Config ? | No, we require the hard drives to be configured in RAID 5, as per the bidding document.  |
| **38** | What version of Windows Server is currently in place? | Windows 2003, as per the bidding document.  |
| **39** |  Do users run Windows 7 or Windows 10? | 80% Windows 10, 20% Windows 8.1 |
| **40** | Must services be onsite or can they be remote? | Must be onsite |