

SGE/CS/ICT/2021/001

21 April 2021, 9AM

To: All Tenderers

INVITATION TO TENDER FOR THE SUPPLY AND CONFIGURATION OF NEW COMPUTER SERVERS INCLUDING IT INFRASTRUCTURE MAINTENANCE SERVICE TO SG ENABLE FOR A PERIOD OF TWO (2) YEARS WITH AN OPTION TO RENEW FOR ANOTHER ONE (1) YEAR

CORRIGENDUM NO. 3 (Date for final question will be on 20 April 2021, 3pm)

With reference to the above Tender, please note the following provision.

S/N	Tenderer's Query	SG Enable's Response
1	Can I check for the support and maintenance, is it mandatory that the maintenance support has to come from the equipment manufacturer or is SG ENABLE open to 3 rd party maintenance as long as it meets the service requirement?	Tenderer may submit the proposals to include both options as long as it meets our requirements in in the document Annex E - IT Requirement Specifications .
2	In 05. Specifications under 3.5, when you mention ad-hoc troubleshooting does it mean utilizing the man-hour package for this ad-hoc troubleshooting?	The troubleshooting under item 3.5 for document 05. Specifications shall include all existing and new equipment (Specifications 3 – Computer Servers) listed in the document Annex E - IT Requirement Specifications . The man-hour package is meant for other ad-hoc professional services.
3	In 05. Specifications under 5.6, when you mention yearly maintenance contract what do you mean? The server will come with 3 years warranty, do you mean the addition of quarterly preventive maintenance?	The yearly maintenance for item 5.6 is the same as item 3 and all sub-items in document 05. Specifications . Tenderer is required to provide assistance, for example on the warranty matters to log case with equipment manufacturer and coordination between the equipment manufacturer and SG Enable, to provide t-loan on major equipment to meet the requirements stated in document Annex E .

		Quarterly preventive maintenance as stated on item 3.6 in document 05. Specifications shall be applied to all existing and new equipment (Specifications 3 – Computer Servers) listed in the document Annex E - IT Requirement Specifications .
4	Do we have to participate in all 3 parts?	Yes.
5	Please advise the Part number for the battery replacement for UPS as every model carry different part no of the RBC. Kindly advise if need RBC internal battery for the UPS as well?	Please refer to Table 1 below and propose accordingly with the information provided to cover the necessary replacement parts.
6	Do you have the serial numbers on the hardware that are covered in the tender requirements?	Please refer to Table 1 .
7	For the Ruckus Renewal, would you be able to provide the SN?	Please refer to the Table 1 .
8	In the description, some of the drive info seems like SSDs though its indicated as normal HDD. Some are not indicated at all, just the capacity.	We have stated SSD/HDD for item 1 and 2 . Please refer to the updated document on Annex E – IT Requirement Specifications (Revised) .
9	Information updated on document Annex E - IT Requirement Specifications .	Under item 3. Network and Firewall Switches . Added one unit quantity for the Cisco Edge Switch WS-C2960-48T. Please refer to the updated document on Annex E – IT Requirement Specifications (Revised) .
10	Information updated on document Annex E - IT Requirement Specifications .	Under item 4. WiFi Systems – SGE WiFi System . Added one unit quantity for the ZF R500 Indoor AP. Please refer to the updated document on Annex E – IT Requirement Specifications (Revised) .
11	Information updated on document Annex E - IT Requirement Specifications .	Under item 8. VM Server . Added the Support Code . Please refer to the updated document on Annex E – IT Requirement Specifications (Revised) .

12	Please provide a list of your Virtual Machines (vCPU, Memory, Disk Provisioned, Disk Utilized, OS Version). This is to ensure that the published hardware specifications would be sufficient to host all VMs in event of one server hardware failure. We require OS version to ensure the latest vSphere version will support them.	Please refer to Table 2 .
13	Point 11 mentioned that the existing host and storage will be decommission, can I confirm if you still need to renew the existing servers/storage maintenance?	Please provide the proposal based on the Annex E – IT Requirement Specifications (Revised) .
14	Is SGE currently on back to back maintenance or third party maintenance?	Please refer to our reply on query Item 1.
15	Your requirement of 1 x SAN Storage (RAID 6), how many hot spares or global hot spares are required?	Tenderer may submit the proposals that best meet our requirements. A note of explanation/justification of such proposals can be indicated in the proposals.
16	What is the version of your Veeam Backup and Replication software?	Veeam Backup & Replication 10 Enterprise (Build: 10.0.1.4854)
17	What is the OS Version of your existing backup server?	Microsoft Windows Server 2019 Standard
18	Please provide the part number for UPS 3000 RM XL to correctly identify the model.	Please refer to the 5. UPS Systems under Table 1 .
19	Information updated on Table 1 .	Under item 3. Network and Firewall Switches of Table 1 . Amended two incomplete serial numbers (highlighted in yellow) for the Cisco Edge Switch of WS-C3750-48PS-S .

Yours faithfully

Mr Ng Chee Yong

Annex E - IT Requirement Specifications (Revised)



Annex E - IT
Requirement Specifica

Table 1

1. Systems and Hardware – SGE Systems

S/N	Code	Category	Brand	Model	Description	Serial Number
1	M	Server	IBM	X3550 M5 (MT:5463)	2.4GHz, 16GB RAM, 2x240GB HDD	06ERCPE
2	M	DMZ	IBM	X3550 M5 (MT:5463)	2.4GHz, 16GB RAM, 2x240GB HDD	06ERCPA
3	M	SAN	IBM	Storwise V3700 (MT:2072)	8x900GB HDD + 13x1.2TB HDD	7830396
4	M	SAN	IBM	Storwise V3700 (MT:2072)	17x1.8TB HDD	78A6775
5	M	SAN	Lenovo	ThinkSystem DE2000H (MT:7Y70)	12x16TB HDD	J302FHR1
6	O	NAS	Synology	RS1219+	4x8TB HDD, 2x4GB RAM	1920QQR921X0G
7	O	Server Backup	Lenovo	ThinkSystem SR530 (MT:7X08)	2.1GHz, 2x16GB RAM, 2x1.2TB HDD	J302FDD4
8	O	Desktop Backup	Dell	EMC NX3240	2.0GHz, 2x8GB RAM, 2x600GB HDD, 14x1.8TB HDD	F07CBW2
9	O	Tape Drive	IBM	ULT3580 HH5		68FH971
10	O	Tape Drive	Lenovo	6171 S7R		9561446

2. Systems and Hardware – EV Systems

S/N	Code	Category	Brand	Model	Description	Serial Number
1	M	VM Server	HP	DL380 GEN9	16CPUs 2.4GHz, 96GB RAM, 4x300GB HDD	SGH531VLRJ
2	M	SAN	HP	MSA2040	6x900GB HDD	2S6530B110
3	O	Server Backup	Lenovo	X3550 M5 (MT:5463)	2.4GHz, 16GB RAM, 4x6.0TB HDD	J30GGPL
4	O	Tape Drive	IBM	3588 H6S		97RW073

3. Networks and Firewall Switches

S/N	Code	Category	Brand	Model	Description	Serial Number
1	N	Core Switch	Cisco	WS-3850-48T-S	2 units	FCW2010F022
						FOC2009X1H1
2	N	Core Switch	Cisco	WS-C3850-24T	3 units	FCW1926D0QQ
						FCW1926D0QJ
						FCW1926D0QH
3	N	Edge Switch	Cisco	WS-C3850-24T	1 unit	FCW1926C0M7
4	N	Edge Switch	Cisco	WS-C2960-48T	14 units	FOC2205S025
						FOC2205S01W
						FCW2204B65P
						FOC2417L9KC
						FCW2205A06V
						FCW2204B673
						FCW2204B64Z
						FCW2204B66U
						FCW2204B65K
						FOC1926S4YB
						FOC1926S4YU
						FOC1926S4YR
						FOC2205S020
FCW2204B65C						
5	N	Edge Switch	Cisco	WS-C3750-48PS-S	14 units	CAT0950R5M1
						FDO1224X068
						CAT1036ZGJT
						CAT0950R5M6
						CAT1036ZGHL
						FDO1128Y1EP
						FDO1128Y1EG
						CAT1036ZGJX
						CAT1036ZGHP
						CAT1036ZGFC
						FDO1340Y0HQ
						CAT1036ZGFD
						CAT0950R5N0
CAT0950R5NN						
6	F	Firewall	PAN	PA-820	1 unit	12001015980
7	F	Firewall	PAN	PA-500	1 unit	9401016845

4. WiFi Systems

S/N	Code	Category	Brand	Model	Description	Serial Number
SGE WiFi System – yearly hardware renewal. Expiry 7 Oct 2021						
1	M	WiFi Controller	Ruckus	ZD1200	1 unit	511408000487
2	M	Indoor AP	Ruckus	ZF R500	13 units	481454001008
						481444002656
						481484800969
						471454514696
						481484602609
						481464500982
						481444001132
						481494102791
						481444800872
						101594808992
						101534304565
						101534608998
101534404308						
3	M	Indoor AP	Ruckus	ZF R510	1 unit	331602108883
EV WiFi System – yearly hardware renewal. Expiry 7 Oct 2021						
4	M	WiFi Controller	Ruckus	ZD1200	1 units	951508000747
5	M	Outdoor AP	Ruckus	ZF T300	9 units	211504904796
						211504204794
						211504904591
						211504304644
						211504104610
						211504504612
						211504104683
						211504104670
						211504504669
6	M	Indoor AP	Ruckus	ZF R500	17 units	101594009012
						101534209014
						101574309017
						101534108981
						101574508963
						101574609039
						101584908982
						101554904282
						101564708973
						101564208976
						101534608867
						101574409002
101564309003						
101554709006						

						101554608948
						101584408964
						101554504330

5. UPS Systems

S/N	Code	Category	Brand	Model	Description	Serial Number
1	M	UPS	APC	RT 3000 XL (SKU Number: SURTD3000XLI)	4 units	QS1447272822
						QS1446173107
						QS1446172907
						QS1447272871
2	M	UPS	APC	3000 RM XL (SKU Number: SUA3000RMXLI3U)	2 units	AS1421131574
						AS1212244409
3	M	UPS	APC	X 1500 (SKU Number: SMX1500RM12UNC)	1 unit	AS1545213715
4	M	Network Mon	APC	AP9631+AP9335T	5 units	ZA1446009595
						ZA1446009607
						ZA1446009583
						ZA1446009616
						5A1544T64141
5	M	Network Mon	APC	AP9631 only	1 unit	ZA1407007632
6	M	Network Mon	APC	AP9630 only	1 unit	ZA1122028312

Table 2

Name	Provisioned Space	Used Space	Guest OS	Memory	CPUs
VM1	124.09 GB	124.09 GB	Microsoft Windows Server 2008 R2 (64-bit)	4 GB	1
VM2	88.1 GB	35.91 GB	Microsoft Windows Server 2012 (64-bit)	8 GB	2
VM3	212.11 GB	77.49 GB	Microsoft Windows Server 2012 (64-bit)	12 GB	4
VM4	116.09 GB	116.09 GB	Microsoft Windows Server 2012 (64-bit)	16 GB	4
VM5	44.08 GB	30.16 GB	Microsoft Windows Server 2012 (64-bit)	4 GB	1
VM6	44.09 GB	32.53 GB	Microsoft Windows Server 2012 (64-bit)	4 GB	1
VM7	416.1 GB	94.21 GB	Microsoft Windows Server 2012 (64-bit)	16 GB	8
VM8	157.74 GB	71.79 GB	Microsoft Windows Server 2012 (64-bit)	12 GB	3

VM9	208.09 GB	45.25 GB	Microsoft Windows Server 2012 (64-bit)	8 GB	2
VM10	310.09 GB	205.95 GB	Microsoft Windows Server 2012 (64-bit)	10 GB	4
VM11	106.09 GB	53.35 GB	Microsoft Windows Server 2012 (64-bit)	6 GB	2
VM12	10.21 TB	5.12 TB	Microsoft Windows Server 2012 (64-bit)	16 GB	3
VM13	258.09 GB	138.41 GB	Microsoft Windows Server 2012 (64-bit)	8 GB	2
VM14	584.09 GB	581.24 GB	Microsoft Windows Server 2012 (64-bit)	4 GB	2
VM15	44.08 GB	33.81 GB	Microsoft Windows Server 2012 (64-bit)	4 GB	2
VM16	624.1 GB	432.16 GB	Microsoft Windows Server 2012 (64-bit)	24 GB	6
VM17	508.09 GB	59.79 GB	Microsoft Windows Server 2012 (64-bit)	8 GB	4
VM18	184.08 GB	184.08 GB	Microsoft Windows 10 (32-bit)	4 GB	2
VM19	104.09 GB	46.65 GB	Microsoft Windows Server 2008 R2 (64-bit)	4 GB	2
VM20	108.09 GB	108.09 GB	Microsoft Windows Server 2012 (64-bit)	8 GB	2
VM21	210.08 GB	195.61 GB	Microsoft Windows Server 2012 (64-bit)	10 GB	2
VM22	104.09 GB	42.35 GB	Microsoft Windows Server 2012 (64-bit)	4 GB	2
VM23	335.8 GB	136.31 GB	Other 3.x Linux (64-bit)	16 GB	4
VM24	212.1 GB	113.54 GB	Microsoft Windows Server 2012 (64-bit)	12 GB	4
VM25	532.09 GB	532.09 GB	Microsoft Windows Server 2016 or later (64-bit)	32 GB	4
VM26	216.09 GB	216.09 GB	Microsoft Windows Server 2016 or later (64-bit)	16 GB	4
VM27	362.09 GB	48.65 GB	SUSE Linux Enterprise 11 (64-bit)	8 GB	2

NOTE: THE TENDERERS IS TO SIGN BELOW AND RETURN THIS LETTER TOGETHER WITH THE TENDER

To: SG Enable Ltd

TENDER TO SUPPLY AND CONFIGURATION OF NEW COMPUTER SERVERS INCLUDING IT INFRASTRUCTURE MAINTENANCE SERVICE TO SG ENABLE FOR A PERIOD OF TWO (2) YEARS WITH AN OPTION TO RENEW FOR ANOTHER ONE (1) YEAR

CORRIGENDUM NO. 3

The above Corrigendum No. 3 has been noted by me/us in the compilation of my/our Tender.

NAME & SIGNATURE

COMPANY'S STAMP: _____

DATE: _____