

RFQ 19GT5021Q0006 - Cloud Technology Infrastructure Services

QUESTIONS AND ANSWERS

- 1) If the service contract will be for six months, who will be responsible for the payment of the service after the end of that period?

The beneficiary will be responsible to continue paying for the service once the 6 month contract is completed.

- 2) On Page 5 "cloud Virtual server services" point f, in what version of hypervisor is the infrastructure that would be migrating to the cloud currently working?

Currently, the infrastructure is working with Hyper-V Manager Version: 6.3.9600.16384. In a few months the infrastructure will have a different hypervisor, which will be VMware (June 2021).

- 3) On Page 5 "cloud Virtual server services" point j, you required than Hyper-Threading could be deactivated, in our cloud hyper threading is activated by default and can't be deactivated, why does the organization require this feature?, is it valid to offer without this capability?

Feature is required to have the option to disable and enable it in order to optimize the computers depending on the workload.

- 4) On Page 5 "cloud Virtual server services" point k, please provide most information about this requirement.

The service must provide instances with programmable field arrays (FPGAs to achieve custom hardware acceleration delivery.

- 5) On page 5 "cloud Virtual server services" point n, please provide for information about the ISO that require compliance for your environment.

The following are required for environment compliance: ISO 27001, SOC 2, CSA, ISO 27018, ISO 9001, SOC 1, SOC 3, ISO 27017, FIPS.

- 6) On page 5 "cloud Virtual server services" point t, for each workload please provide the linux distribution, release and patch version.

Linux distributions are: Red Hat, Ubuntu, Debian, Centos, Oracle Linux or all release and patch.

- 7) On page 6 "Storage services",

a. What will be the initial capacity for the deployment of the storage environment? **20 TB**

b. What is the maximum IOPS to consider? **Max IOPS per Instance 65,000**

c. What level of encryption is required for the storage volumes? **FIPS 140-2, level 3 - advanced Encryption Standard (AES-256)**

d. What will be the initial capacity for the backup service? **30 TB**

e. What will be the backup retention policy? **Until it reaches the limit.**

f. In the block storage service capacity, are boot volumes capacity included? Or, do boot volumes capacity must be considered as extra? **Boot volumes capacity should be considered as additional.**

8) On page 6 "Database Services" point a, Please, give more detailed explanation about this requirement.

It must be a distributed, fault-tolerant, self-recovery storage system that must provide high throughput and disposability of 15 read and low latency replicas, recovery with backup system support, and replication in three Availability Zones (AZs). An acceptable High Performance would be the implementation of such database in a low latency environment with a base of 2,000 tps maintaining lower than 10ms average latency according to a sysbench benchmark. MAX OIPS 65,000 per instance.

9) On page 6 "Database Services" point d, Please clarify what the Entity refers on this requirement. Is it about memory storage capacity?

It refers to growth (storage) capacity up to 64 TB.

10) On page 6 "Database Services" point f, Please clarify this requirement. Is it about databases replication?

It refers to Replication in three Availability Zones (AZs).

11) On page 6 "Database Services" point h, Please, give more detailed explanation about this requirement. Does the Entity need all this databases engines as a managed services (PaaS)?

Yes, this is a mandatory requirement. All databases engines as managed services (PaaS) are needed.

12) On page 7 "Content Delivery Network Services" point b, Please clarify why the Entity requires 120 points of presence. Why the Entity requires all this points of presence?

This requirement enables the validation that the cloud provider has layer distribution.

13) On page 7 "Content Delivery Network Services" point b, Please, give more detailed explanation about this requirement. The latency cannot be measured per user that is more focused on the application.

The outing point (b) must be fulfilled: A low latency environment with a base of 2,000 tps maintaining lower than 10ms average latency according to a sysbench benchmark.

14) On page 7 "Data Load Balancing Services" point d, Please clarify how many Mbps each load balancer requires. In the service balancing part you indicate requiring 2, but you require the functionality of 3 types, should we consider 3 balancers?

Project requires up to 200mbps per load balancer and the expected load balancer solution should cover the stated need and a 3 load balancing solution is acceptable.

15) On page 8 "Data analysis services", What ETL tool does the entity currently use? Is it contemplated to migrate previously created analyzes?

Currently, there is no tool in use.

16) On page 10 "Security Features for the services",

- a. How many users does the Entity have? **There are 400 users.**
- b. Against what type of infrastructure is VPN communications being established? **Firewall WatchGuard**
- c. Will these be restricted to certain public IPs or will it be open? **There needs to be public IPs and IP restricted with via VPN or other security that allows only the authorized user to connect to the application that has authorized access.**
- d. What kind of monitoring do you need, just the infrastructure or specific services? **Monitoring must be from Infrastructure and Applications, it is important to have cloud WAF for application protection.**

17) On page 11 "Video Conference service, audio and IM" point a, and b, Please clarify if this requirement refers to a managed service or to have the capabilities and technology to develop and deploy this solution in the cloud.

The requirement refers to a managed service.