

**ADDENDUM NO.1**

**TENDER NO. ICTA/OT/09/2022-2023**

**DATE: 10<sup>th</sup> February, 2023**

**TENDER NAME: PROVISION OF MAINTENANCE SERVICES FOR GOVERNMENT DATA CENTRE (GDC) COMPUTING SYSTEMS AND ACTIVE DEVICES**

S.No	BIDDER'S CONCERNS/OBSERVATIONS/COMMENTS	SECTION	CLARIFICATION/ RESPONSE
1.	We have reviewed the requirements and are committed to providing an optimum solution in response to the subject RFP. To enable us to provide you with the most competitive offer and considering the time to get feedback from vendors, we would like to request for the submission date to be extended by <b>at least 2 weeks.</b>		The tender opening/closing date remains <b>Wednesday, 15<sup>th</sup> February 2023 at 10.00am</b>
2.	The specified RAID levels, specifically RAID DP, Raid-TEC and dynamic Disk Pool are proprietary and can only be offered by a specific vendor. Can we offer an equivalent technology offering the same or better data protection technology?	Storage Specifications	Bidders are free to provide any similar technologies <b>provided technologies MUST be compatible to the existing equipment to ensure operability and must be either equivalent or higher</b>
	We have noticed the serial number for the devices are missing ,request you to share serial numbers for all the equipment	GDC Computing & Active Devices Specifications	This will be shared with the successful bidder

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3.	Kindly clarify if the support required is only during Business hours or 24*7	Support Required	Support will be 24*7
	Is there an existing tool for monitoring the network, if so what's the tool if not should we propose any monitoring solutions	Monitoring, configuring and optimizing the computing and network infrastructure at the Data centre to ensure equipment functions are achieved.	Yes. We have Nagios, observium, cacti and libre

The addendum & clarification form part of the bidding document and is binding on all bidders. All other terms and conditions of the tender remain the same.

CEO, ICT Authority