BIDDING DOCUMENT

ADDENDUM NO. 1

National Competitive Bidding (NCB)

Procurement of Service Provider for Support and Maintenance of Red Hat Open Stack Software of Lanka Government Cloud (LGC 2.0)

[IFB No: ICTA/GOSL/SER/NCB/2021/11]

November 2021

Following changes introduced Section V. Schedule of Requirements of the RFP

Accordingly Following documents are amended.

2.1.1 Operations, support, and maintenance - Item 7,8 and 9 have been newly introduced as follows;

7	Workloads migration (retype storage) from Ceph filestore cluster to Bluestore cluster.
8	Migrate Ceph filestore cluster to bluestore.
9	Segregate storage access traffic and workload access traffic in 16 compute nodes and 12 ceph nodes.

2. Scope of Related Services

1.1 Scope of Works:

2.1.1 Operations, support, and maintenance;

#	**Item**	**Compliance to the specification** (Yes / No) If "No" bidder's response	**Technical reference** (Please specify the page number)
1	The service provider should ensure the necessary infrastructure uptime and other SLAs. (Refer **the annexure 01**) All the required updates/upgrades, patches, and security fixes released by the Product principle (Redhat) should be deployed in a timely manner.		
2	Continuous performance monitoring and tuning of the deployed environment should be carried out.		
3	Further enhancements/upgrades/expansions have to be supported as and when required.(Refer the **Annexure 02**- Rate card)		
4	Supportability assessments, early beta access, product life cycle planning, etc should be cover from Red Hat Principal's TAM (Technical Account Manager)		

5	Setting up and periodic reports and performance dashboards for the LGC 2.0		
6	24x7 industry-standard help-desk support with responsibility matrix. (responsibility matrix should be provided by the bidder)		
7	Workloads migration (retype storage) from Ceph filestore cluster to Bluestore cluster.		
8	Migrate Ceph filestore cluster to bluestore.		
9	Segregate storage access traffic and workload access traffic in 16 compute nodes and 12 ceph nodes.		