

## **Addendum 01**

### **Procurement of Red Hat Open Stack License Subscription of Lanka Government Cloud (LGC 2.0) for 12 Months - [IFB No: ICTA/GOSL/SER/NCB/2023/06]**

**Following sections of the Bidding Document are herewith amended as follows.**

#### **Sub Section 2 of the 1. Schedule of requirement of the Section V** **2. Technical Specifications**

Bidders are required to state their compliance to specifications/requirements against each and every criterion of the specification sheets. Incomplete / non-compliant specification sheets will strongly lead to disqualification of the bidder without getting any clarifications.

<b>Item No</b>	<b>Minimum Requirement</b>	<b>Compliance (Yes/No)</b>	<b>Remark / Reference Page#</b>
1.1	Red Hat OpenStack Platform (without guest OS) with Smart Management, Premium (2-sockets) – 6 Nodes		
1.2	Red Hat OpenStack Platform with Smart Management, Premium (2-sockets) – 16 Nodes		
1.3	Red Hat Enterprise Linux Server, Premium (Physical or Virtual Nodes) – 2		
1.4	Red Hat Ceph Storage, Premium (Up to 512 TB on a maximum of 25 Physical Nodes)		
1.5	All the required updates/upgrades, patches, and security fixes released by the Product principal (Redhat) should be deployed in a timely manner.		
1.6	Bidder shall get comprehensive support and maintenance from the principals for below technology stack <ul style="list-style-type: none"><li>• Red Hat OpenStack Platform 16.2</li><li>• Red Hat CloudForms 5.0</li><li>• Red Hat Ceph Storage 4.0</li></ul>		
1.7	The bidder is required to furnish standard operational guidelines, ensure the maintenance of up-to-date as-built documents, and have them approved by the principal supplier.  Note: As-built documents include drawings, diagrams, specifications, and other technical information that accurately represent the built environment.		

**Following items of bidding data sheet (BDS) of the Section II, replaced with the following**

<b>ITB 11.1</b>	SLA conformity from the principal
<b>ITB 7.1</b>	Second pre-bid meeting will be held on 21 <sup>st</sup> November 2023 at 11. a.m in the Meeting Room of 2 <sup>nd</sup> Floor
<b>ITB 19.1</b>	Bid shall be valid up to 23 <sup>rd</sup> February 2024
<b>ITB 20.2</b>	Bid security should be valid up to 22 March 2024
<b>ITB 23.1</b>	Bid submission deadline should be 24 <sup>th</sup> November 2023 at 3.00 p.m

**Following items of contract data sheet of the Section VII, replaced with the following**

<b>C 27.7</b>	<p><b>Service Level Agreement</b></p> <p>(A) The bidder shall make sure that The Principal supplier’s (RedHat) qualified personnel available to the Purchaser by telephone, email or web access for the reporting and resolution of the problems during Support Services Subscription period.</p> <p>(B) Annually four (4) dedicated preventive maintenance services shall be provided by the bidder during the period of the Support Services Subscription.</p> <p>(C) The bidder shall guarantee that The principal supplier’s (RedHat) support services are available 24 hours per day/ 7 days per week without any additional cost.</p> <ul style="list-style-type: none"> <li>• Times: 24 x 7 x 365</li> <li>• Emergency Patches: Yes</li> </ul> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: center;">Severity Level</th> <th style="text-align: center;">Target Response</th> </tr> </thead> <tbody> <tr> <td>Level 1</td> <td>15 minutes</td> </tr> <tr> <td>Level 2</td> <td>2 hours</td> </tr> <tr> <td>Level 3</td> <td>4 business hours</td> </tr> <tr> <td>Level 4</td> <td>8 business hours</td> </tr> </tbody> </table> <p>(D) The Bidder shall adhere to the below Incident classification and resolution times as given below and onboard principal’s support services accordingly.</p> <p><b>Severity 1 (Urgent)</b> A problem that severely impacts in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts business operations and no procedural workaround exists.</p> <p><b>Severity 2 (High)</b> A problem where the software is functioning but use in a production environment is severely reduced. The situation is causing a high impact to portions of business operations and no procedural workaround exists.</p> <p><b>Severity 3 (Medium)</b> A problem that involves partial, non-critical loss of use of the software in a production environment or development environment. For production environments, there is a medium-to-low impact on business, but business continues to function, including by using a procedural workaround. For development environments, where the situation is causing project to no longer continue or migrate into production.</p> <p><b>Severity 4 (Low)</b> A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on business or the performance or functionality of system. For development environments, there is a medium-to-low impact on business, but business continues to function, including by using a procedural workaround. (SLA conformity from the principal should be submitted )</p>	Severity Level	Target Response	Level 1	15 minutes	Level 2	2 hours	Level 3	4 business hours	Level 4	8 business hours
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**Chairman  
Department Procurement Committee (DPC)  
ICTA Sri Lanka  
17<sup>th</sup> November 2023**