Belastingdienst

Request for information (RFI)

VS3 replacement

IUC18-006

The Dutch Tax and Customs Administration
Version 1.0

28 June 2018

Inhoud

1. Purpose 3
2. Approach 4
3. Background 4
4. Future 5
5. Contact 5
6. Execution 5
7. Questionnaire 6
8. Specific questions to the proposed solution / advice 6
9. Installed base (P/Q twin-datacenter active-active and replicated) 9

1. Purpose

The Dutch Tax and Customs Administration (hereinafter referred as DTCA) is looking for an optimal solution for the replacement of the HPE VirtualSystem VS3 for Microsoft (hereinafter referred as VS3).

The VS3 supplies the fabric resources for TNXT, the IaaS + platform developed by the DTCA, using the Microsoft System Center Suite. The main tenant for the IaaS+ platform is the LOB Toeslagen for their TVS (benefits) related information systems.

The DTCA ask themselves what the best replacement strategy is:

- by a similar converged infrastructure solution
- by a hyper converged infrastructure solution
- by discrete HW components for storage, compute and network

By means of a market consultation, the DTCA wishes to receive advice on the best strategy to be used for replacement.

The DTCA is particularly interested in the following aspects of each of the identified strategies:

- What is the solution that you can propose for replacing the VS3?
- What are the additional benefits (compared to VS3) your solution offers?
- What does the replacement mean in terms of effort / knowledge / organization for the DTCA during and after the migration?
- How does your solution differ from other solutions available on the market?
- What is the estimated price of your solution based on the situation description of the DTCA and the installed base (including the migration costs)?

2. Approach

Suppliers, who are interested to participate in this market consultation, are asked to give their interpretation in writing to the questions asked by the DTCA. Moreover, based on their responses, the DTCA wants to invite a selection of the participants to give a short presentation in which they can explain their reaction. The DTCA will make use of this opportunity to ask questions regarding the submitted responses.

The input from this market consultation may be used for a possible public procurement procedure. The DTCA, however, does not in any way impose an obligation with respect to starting any kind of a public procurement procedure. All occurring costs, which are bound or related to participating in this market consultation by the suppliers, are for their own account.

3. Background

The VS3 appliance will be end of support in 2020, so in the 2018-2019 timeframe the DTCA has to finalize the preparation for the replacement and realize the replacement of the VS3.

The VS3 (incl. 3PAR-storage) is used as the main fabric for TNXT.

TNXT is using some additional servers (not VS3 components) as resource for management tasks.

What is TNXT:

- an on-premise IaaS+ Cloud Platform
- build in-house by DTCA based on Microsoft System Center Suite + VMM + Hyper-V for .NET Workloads
- additional self-build automation and orchestration for allocating fabric resources and for fabric management and for cloud management
- cloud management which consists of subscription an workload management for tenants and for provisioning IaaS vm's and roles into subscriptions and monitoring and logging for tenants and their provisioned elements.

The '+' in IaaS+ is for the supplied roles for automated provisioning of Biztalk, Sharepoint, SQL Server, IIS, etc.; a role can offer several capabilities (by choice) resulting in a running functional instance of a stack including the setup for clustering (for operating system and middleware), ha-config, accounts, monitoring capabilities and management capabilities, etc. of the stack to the consumer and to be used and managed by the consumer as a part of their application infrastructure platform runtime.

The DTCA has a single team in place for development, maintenance, delivering services and support for the TNXT IaaS+ platform and the VS3.

4. Future

Foreseen in the roadmap (for the coming 5 years) for the TNXT IaaS+ solution are capabilities for container hosting, integration in a hybrid cloud and implementing (future) Microsoft on-premise cloud solutions (like azure stack). Growth expectations are not based on the usage of these future TNXT capabilities.

The future solution, which will replace the VS3 as a fabric for TNXT must to be able to support both the present usage and roadmap capabilities for the TNXT IaaS+ solution.

5. Contact

Mr. Yvo Bakker, senior buyer, email cict.inkoop.aanbestedingen@belastingdienst.nl.

Contact through the 'Messages' function on the TenderNed website.

6. Execution

The interested suppliers are asked to participate in this market consultation by providing a written response on this inquiry by August 6th 2018, 10.00 a.m.

Questions related to this document and questions regarding in-depth details of the TNXT architecture and VS3 topology can be asked before July 9th 2018, 12.00 p.m., through the 'Messages' function on the TenderNed website.

The answers will be provided by July 16th.

Answers to the questions related to this document will be shared (anonymous) with all participants interested in answering the RFI in written form (published on the TenderNed website).

Answers to questions regarding confidential information, such as specific information about the installed base, will only be provided to the interested parties if:

1. the requested information is relevant in the opinion of DTCA, **and;**
2. the interested parties have submitted a Non-Disclosure Agreement (NDA). The NDA will be sent by mail at the request of the interested party.

Based on the responses, by August 27th, DTCA will invite (a selection of) the responders for a presentation on September 11th or September 12th 2018 in Apeldoorn where they will be given a possibility to present their solution and answers the questions of DTCA.

Please give your preferences, if any, for one of these days for an on-site presentation together with your written response.

If because of any reason giving an on-site presentation is not possible, please contact us to discuss other options. The focus during the presentations needs to be on the proposed solution and the way this solution satisfies the DTCA expectations. Each potential supplier will be given 60 minutes to present. DTCA will reserve 20 minutes after the presentation for possible questions.

Please note that all costs related to answering this market consultation are for your own account and this market consultation is non-committal. DTCA does not commit to any further steps in the process of replacing the VS3 at present time.

7. Questionnaire

A replacement solution must be able to satisfy at least the same functional and technical requirements for TNXT and its capabilities as the current VS3 and maximize the re-use of DTCA's investments in automation and orchestration (configs, SMA, runbooks, C#, scripting, etc.).

Suppliers are asked to advice on the best fit solution and strategy for replacing the VS3 and explain how they optionally could facilitate this replacement project. This includes the supplies and support required to realise the replacement.

The potential suppliers are expected to specifically include fabric resource automation and monitoring functionality aspects in their response.

DTCA is also interested in the offering of the potential suppliers related to maintenance and support of the new solution.

8. Specific questions to the proposed solution / advice

1. What are in your opinion advantages and disadvantages of acquiring the described 3 different replacement solutions (converged; hyper-converged; discrete components)?
2. What would be the consequences of choosing one or the other solution in terms of implementation, support, compatibility and TCO?

3. Provide insight in pro and cons for (hyper) converged versus bring your own hardware in terms of financial aspects, (software / hardware maintenance), speed and quality, etc. Are there guidelines and / or metrics available for evaluation purposes?
4. What is your vision on (hyper) converged / discrete components (BYOH) and which offerings do you have at present?
5. Which solution offers in your opinion the best fit to the requirements, as listed by DTCA, and why?
6. Please explain how your solution will satisfy the set of the functional and non-functional requirements as formulated by DTCA.
7. If your solution offers specific advantaged compared to the currently used VS3 solution, please list these advantages. How would they from your perspective be of additional value for DTCA?
8. How does your solution differentiate itself from the other solutions of the same kind in the market?
9. Describe the certification, guarantees and respective conditions for support of the mentioned Microsoft products on your solution.
10. Please explain what your company's presence is in Europe is (please pay particular attention to the organisation/partners in the Netherlands)? What is your customer base in Europe? Could you name a number of customer organisation within Public sector? Would you be able to provide references on request?
11. Please provide the estimated price of the solution, including the initial investment and all the periodic costs (including estimated DTCA internal labour FTE's). Please use supplied spreadsheet as a guidance.
12. Please explain the essence of your pricing model.
13. What is your experience in implementing your solution (including a migration from VS3 to your solution) for customers in the situation similar to DTCA? Please pay attention at least to the following aspects: implementation effort, timeline, experience of the end-user, impact on the rest of the customer organisation.
14. Please explain how often upgrades/fixes for your proposed solution will come available and what the impact is of applying upgrades/fixes for the customer. Are and in which way then the upgrades/fixes included in the support offering?
15. Please explain how maintenance and updates are supported. What are the update frequencies for BIOS, firmware, software, hardware-components; pre-defined scheme or ad hoc etc.; max. lifetime update by producer and implementation by supplier?

16. What is the lifecycle, support and upgrade compatibility for your solution? What are the conditions and policies regarding duration and extension?
17. Please explain how scalability and high-availability are realized in your solution. What would be the consequences of increasing the workload with 5%, 10% and 20% in terms of realization and price and also in terms of hardware-extensibility? What are the limitations regarding extensibility of the capacity of each component of your solution? Please, in addition to your answer in text use also the supplied spreadsheet.
18. Please explain the essence of your support offering. Is remote support possible of required? On what conditions?
19. Explain the technical architecture of your solution.

    Please pay special attention to the following technical aspects of it:

    - Prerequisites with respect to hardware/OS/middleware;
    - Support for Docker/Open shift/Open stack;
    - Procedures around upgrades/fixes;
    - Technical implementation of the connectors;
    - Technical monitoring and Alerting;
    - Management of configurations and their development in DTAP model;
    - Support of backup/recovery and indices;
    - Interfaces for technical admins, functional admins and other roles;
    - Isolation/multi-tenancy possibilities when in use by multiple internal clients.
20. Which reporting functionalities does your solution poses? Which of them are included in the offering and which of them have to be purchased separately? If and how is Splunk supported?
21. Please explain how your solution deals with security infrastructure, e.g. integration with Active Directory, Authorization and Auditing and Logging.

9. Installed base (P/Q twin-datacenter active-active and replicated)

Item	Aantal
3PAR / SAN-switches (P and Q)	
3PAR	2
> Storage controller nodes	
> Cages	
> Disks	
> Service Processor	
Brocade Network Advisor	2
SAN Switches (C8R07A)	8
Management consoles	2
> HP 3PAR Management Console	
> HP 3PAR Inform CLI Remote Client	
> HP 3PAR StoreServ Management Console Server	
Server hardware blade servers (P and Q)	
Virtual Connect modules	**8**
BL460 Gen8 server	**64**
> BIOS System ROM	
> PMC	
> iLO-4	
> Smart Array P420i	
> NC554FLB	
Server hardware (rack mounted)	
DL360 Gen8	**14**
> BIOS System ROM	
> PMC	
> iLO-4	
> Smart Array P420i	
> HPAJ764A \ 82Q	
DL360 Gen9 (no part VS3)	4
> BIOS System ROM	
> PMC	
> iLO-4	
> Smart Array P420i	
> HPAJ764A \ 82Q	
Lenovo RD650 (no part VS3)	**2**
Huawei RH2288H	**4**

Networking	
HP 5830AF-48G	**8**
HP 5920AF-24XG	**12**
Fortigate firewalls (no part VS3)	**2**
F5 Load Balancer fysiek (no part VS3)	**4**
F5 Load Balancer virtueel (no part VS3)	**4**
F5 WAG (no part VS3)	**2**
Remaining	
HP Insight Remote Support server	**2**
HPE OneView for MS.System Center	**4**
CLX	**1**
IPDU	**12**
	161