Ref. Nr.	Subject	Question	Answer
1	Acceptability of Proprietary Software Based on OpenStack	The component in question is a proprietary component designed to simplify the deployment of new OpenStack environments and Ceph clusters. Its use allows for faster migration from existing infrastructure and streamlined operational setup. Once the environment is deployed, the tool also helps facilitate ongoing system management and configuration tasks. This component is non-essential for runtime operations. It does not form a dependency for continued operation of the private cloud infrastructure.	We understand that the component in question is a proprietary tool designed to simplify the deployment of new OpenStack environments and Ceph clusters, facilitate faster migration, and assist with ongoing system management and configuration. We also note that it is non-essential for runtime operations and does not create a dependency for the continued operation of the private cloud infrastructure. Usage of such a tool is permissible, provided it fully meets the requirements outlined in Requirement F.2. Specifically, in the event of a retransition to a successor provider, the Contractor must ensure that Naturalis's designated successor is granted full and unimpeded access to, and permission to utilize, this proprietary tool (and any other deployment, configuration, and operational tools used for the private cloud infrastructure). This access and usage right must be exclusively for the purpose of enabling the successor provider to seamlessly take over maintenance and facilitate a smooth and effective retransition of all services and operations.
2	Certification Requirements for OpenStack Engineers	Could you please specify which certifications or certification bodies, apart from COA, are considered demonstrably equivalent and recognized under this criterion? Additionally, are there any particular evaluation standards or documentation requirements that must be provided to support equivalency claims?	We consider the Red Hat Certified Specialist in Cloud Infrastructure (EX210) / Red Hat Certified Engineer in Red Hat OpenStack (EX310) equivalent. Apart from that you can also provide a written statement explaining why you believe an alternative certification and experience are equivalent to the Certified OpenStack Administrator. We will evaluate equivalency based on three criteria: - Hands-on Component: The certification should have a strong practical, performance-based component, not just multiple-choice questions. - Curriculum Overlap: The core objective of the COA is to ensure an administrator can manage a functioning OpenStack cloud. Any "equivalent" certification should cover similar domains: identity management (Keystone), image services (Glance), networking (Neutron), compute (Nova), storage (Cinder/Swift), and orchestration (Heat). - Industry Recognition: The certification body itself needs to be recognized and reputable within the IT and cloud industries.
3	Support Scope for Data Center and Hardware Vendor	Could you please clarify the following points regarding support services in relation to point C. Design and migration, C.7: 1. Will on-site support from the data center (DC) be available as part of this contract? 2. In the case that on-site DC support is required during operations or maintenance, who is responsible for handling and covering the associated costs? 3. Will hardware support for Lenovo equipment — including warranty handling and technical assistance?	As part of the division of responsibilities, Naturalis will take care of: • Remote access to the BMC of all hardware devices that will be managed by Contractor. • On-site support for installing and maintaining the hardware, including the replacement of faulty parts, warranty handling, and associated costs. Requirement C.7 is purely about the management of the firmware. Please note that, although the current cluster is based on Lenovo hardware, the new hardware might be from another vendor.

Ref. Nr.	Subject	Question	Answer
4	Migration Plan Requirement in Section C.16	Regarding the requirement in Section C.16 to include strategies for “migration within an extended cluster,” we seek confirmation on the following: Is it necessary to provide this plan? Why adding new hardware to the existing system will make sense if new hardware should be used for a new OpenStack system?	We recognize that this requirement raised this question. We've adapted requirement C.16 to reflect that a plan should detail only the selected strategy, based on an evaluation of needs and constraints. Please make sure that you submit **v1.1** of the Statement of Requirement with your Bid.
5	New OpenStack on the existing system	Is it possible to migrate to a new OpenStack distribution for an existing system before the new hardware arrives at the end of 2026?	The first new hardware will be ordered before the end of 2025. As we understand your question, you're asking if it's possible to upgrade OpenStack on the current cluster before the new hardware arrives. Although we're currently discussing this as part of our existing support contract, for your planning purposes, you should assume the software versions as shared in Appendix B - Technical Description. However, if upgrading the software versions on the current cluster would ease the migration process, this is permissible. Any such upgrade, including details about its availability, risks, and other considerations, should be included as part of the migration plan.