**Appendix E**

**RFQ 104- IT External support contract**

**Detailed service information**

**Microsoft Infrastructure - 81VM’s**

Active Directory domain (Internal domain)

Additional External domain with two way trust

Standard infrastructure servers - DHCP, DNS, NPS, File Servers, ADCS (Certificate Services)

MS SQL 2012 Cluster (two nodes) - 10 SQL instances

Numerous servers for 3rd party applications (40 approx, a mixture of Server 2008 R2, Server 2012 R2 & Server 2016)

**VMWare 6.5 or later, VEEAM 9.5 or later**

4 off Dell hosts currently running VMWare 6.5

vCentre running as an appliance within VMWare

Storage - Nimble CS1000 42Tb

Veeam - Three servers, primary to perform the backups plus a copy server to keep a copy of all backups in a separate location. Enterprise server VM to manage the system.

Review host logs to preempt issues.

**Email - Exchange 2010** (although the college is migrating all staff email accounts to GMail - the students already use Gmail)

Three internal Mailbox servers in a DAG

Three internal CAS servers with Windows Load balancing

Two postfix servers in the DMZ

**Citrix - max 10 concurrent licences**

Border Gateway

Delivery Controller

Storefront

Three VDA’s (Not using provisioning services)

**Network - HP/Aruba based switches and wifi**

104 network devices - Aruba/HP Procurve

Dedicated wireless controller

Dedicated links to remote sites.

JANET connection (overlap with the Firewall tender).

**Linux - RedHat/Centos**

System administration and monitoring

* Solarwinds
* Log and Event manager
* Clearpass
* Daily maintenance
* Pen testing
* Package and Security updates
* Configuration management / Automation
* Review daily email reports

Linux Systems (Production and Development environments) Total 57 VM’s

Web Based Services:

* Production (7 Systems)
* Development & Testing (6 Systems)

DevOps:

* Gitlab Build & Deployment Services
* Jenkins
* CI Runner
* Docker
* Ansible

Database Services:

* MySQL (2 Systems)
* MariaDB (1 Cluster of 3, 3 individual Systems with numerous databases)

Moodle - FE and HE - may be retired at some point

BIND - all external name services

CRON - global job scheduler

Shibboleth - however planning to move to hosted service

NTP Services

StaffIntranet

Note - we also host various external web sites such as the main college site, Stars, Student Intranet, ILP, Payclaims