TABLE OF CONTENTS

1. INTRODUCTION 4
2. SCOPE OF WORK 4
3. NORMATIVE REFERENCES 4
4. DEFINITIONS 5
5. CURRENT HOSTING INFRASTRUCTURE OVERVIEW 6
6. LICENSING REQUIREMENTS 7
7. Software and Support (SnS) Requirements 8
8. TECHNICAL AND FUNCTIONAL REQUIREMENTS 8
9. DELIVERY AND IMPLEMENTATION REQUIREMENTS 8
10. DOCUMENTATION 9
11. TRAINING 9
12. QUALITY MANAGEMENT 9
13. HEALTH AND SAFETY 9
14. ENVIRONMENTAL MANAGEMENT 9
ANNEX A - BIBLIOGRAPHY 10
ANNEX B - REVISION INFORMATION 11

FOREWORD

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1. INTRODUCTION

City Power operates a VMware Cloud Foundation (VCF) virtualised infrastructure environment across two data centre sites, providing hosting for production and disaster recovery (DR) workloads. This environment is built on Dell VxRail hyper-converged infrastructure (HCI) appliances and is licensed under the VMware by Broadcom VCF licensing model. The current VMware licensing and associated Software and Support (SnS) subscriptions are due for renewal. City Power therefore require services from suitably qualified, accredited and authorised Service Providers for the supply of VMware Cloud Foundation licensing and support in line with the technical requirements set out in this document.

2. SCOPE OF WORK

The scope covers the supply, licensing and support of VMware Cloud Foundation (VCF) software including the following:

2.1 VMware Cloud Foundation (VCF) per-core software licenses sufficient to cover all physical CPU cores presently in production and disaster recovery use, as detailed in Section 6;
2.2 VMware vSAN Add-On licenses for the clusters identified as requiring such licensing in Section 6;
2.3 Production-level Software and Support (SnS) / Broadcom Enterprise Support (or equivalent) for the full duration of the license term specified in this document;
2.4 A license true-up and management proposal to accommodate reasonable core-count growth over the contract term, where applicable.

The scope excludes the supply of any physical hardware (VxRail appliances, servers, storage, or networking), which has already been procured and is in production. Service Providers must, however, take note of the hardware configuration set out below, as this determines the licensing quantities required.

3. NORMATIVE REFERENCES

The following documents contain provisions that, through reference in the text, constitute requirements of this specification. At the time of publication, the editions indicated were valid. All standards and specifications are subject to revision, and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the documents listed below.

ISO/IEC 19770-1:2017 - Information Technology - IT Asset Management Systems Requirements

ISO/IEC 20000-1:2018 - Information Technology - Service Management - Part 1: Service Management System Requirements

ISO/IEC 27001:2022 - Information Security, Cybersecurity and Privacy Protection - Information Security Management Systems Requirements

ISO/IEC 27002:2022 - Information Security Controls

ISO/IEC 20000-1:2018 - IT Service Management Systems Requirements

ISO/IEC 22301:2019 - Business Continuity Management Systems

ITIL v4 - IT Service Management Best Practice

COBIT:2019 - Framework for Governance and Management of Enterprise Information and Technology

VMware by Broadcom VMware Cloud Foundation (VCF) Product Documentation - https://techdocs.broadcom.com/

VMware by Broadcom Licensing Guide and Product Terms - https://www.broadcom.com/company/legal/licensing

VMware Software and Support (SnS) Policies and Procedures - https://www.broadcom.com/support/vmware-services

VMware Lifecycle Management and Product Compatibility Guides - https://compatibilityguide.broadcom.com/

VMware Security Advisories and Product Security Guidelines - https://www.broadcom.com/support/vmware-security-advisories

Dell VxRail Architecture and Deployment Guides - https://www.dell.com/support/manuals/en-za/vxrail-d-series-nodes/vxr_p_vxrail_dep_guide/vxrail-deployment-overview?guid=guid-bfa15571-0fb4-4507-b24a-b76cab503846&lang=en-us

Dell VxRail Support and Maintenance Documentation - https://www.dell.com/support/product-details/en-za/product/vxrail-software/resources/manuals

Dell Technologies Product Compatibility Matrix for VMware Cloud Foundation deployments - https://www.dell.com/support/kbdoc/en-za/000393634/dell-private-cloud-support-matrix-for-deployment-and-upgrade

4. DEFINITIONS

The definitions and abbreviations in the above document (Normative Reference) shall apply to this specification. In addition, the following terms and acronyms are used in this document:

Abbreviation	Definition
DR	Disaster Recovery
HCI	Hyper-converged Infrastructure
SLA	Service Level Agreement
SnS	Software and Support
TB	Tera Byte
VCF	VMware Cloud Foundation

5. CURRENT HOSTING INFRASTRUCTURE OVERVIEW

City Power's VMware Cloud Foundation environment is deployed across two physical sites, comprising three VxRail clusters. The infrastructure inventory, including host-level detail relevant to license sizing, is set out below. Service Providers shall size their licensing proposals strictly against this inventory.

5.1. Site and Cluster Summary

Site	Cluster	VxRail Model	Hosts	Total Cores
Reuven (Production)	CP-PROD-VCF	VxRail VP-760	9	576
Roodepoort (DR)	CP-DR-VxRail-Cluster	VxRail P670F	4	256
Roodepoort (DR)	CP-DR-VxRail-Cluster2	VxRail P570F	5	160
Total			**18**	**992**

5.2. Reuven (Production) – Cluster CP-PROD-VCF

Nine (9) VxRail VP-760 hosts, each configured with 2 x 32 = 64 physical cores, providing a total of 55 TB raw storage per host (495 TB cluster total). This cluster does not require vSAN Add-On licensing.

Hostname	Service Tag	Raw Storage	VCF Cores Required
cprvnvcfesxi01	11X7B94	55 TB	64
cprvnvcfesxi02	30GR994	55 TB	64
cprvnvcfesxi03	3D71B94	55 TB	64
cprvnvcfesxi04	3KCX994	55 TB	64
cprvnvcfesxi05	4KCX994	55 TB	64
cprvnvcfesxi06	DQC6B94	55 TB	64
cprvnvcfesxi07	F6LD994	55 TB	64
cprvnvcfesxi08	FM3W994	55 TB	64
cprvnvcfesxi09	FQC6B94	55 TB	64
Cluster Total		**495 TB**	**576**

5.3. Roodepoort (DR) – Cluster CP-DR-VxRail-Cluster

Four (4) VxRail P670F hosts, each configured with 2 x 32 = 64 physical cores, providing 43 TB raw storage per host (172 TB cluster total). This cluster does not require vSAN Add-On licensing.

Hostname	Service Tag	Raw Storage	VCF Cores Required
cproodvxesxi01	9Z3TTY3	43 TB	64
cproodvxesxi02	BZ3TTY3	43 TB	64
cproodvxesxi03	CZ3TTY3	43 TB	64
cproodvxesxi04	DZ3TTY3	43 TB	64
Cluster Total		**172 TB**	**256**

5.4. Roodepoort (DR) – Cluster CP-DR-VxRail-Cluster2

Five (5) VxRail P570F hosts, each configured with 2 x 16 = 32 physical cores, providing between 35 TB and 42 TB raw storage per host (189 TB cluster total). This cluster requires a total of 29 vSAN Add-On licenses, apportioned per host as shown below.

Hostname	Service Tag	Raw Storage	VCF Cores Required	vSAN Add-Ons
cproodvxresxi01	DF4FXP2	35 TB	32	3
cproodvxresxi02	DFJ6XP2	35 TB	32	3
cproodvxresxi03	DFMCXP2	35 TB	32	3
cproodvxresxi04	J70RB33	42 TB	32	10
cproodvxresxi05	56BJ0V3	42 TB	32	10
Cluster Total		**189 TB**	**160**	**29**

Note: Host cproodvxresxi04 is presently not in production use pending resolution of licensing, and is included in this specification to ensure the full cluster is correctly and completely licensed once activated.

5.5. Aggregate Licensing Base

Across all sites and clusters, the environment totals 18 physical hosts, 992 physical CPU cores, approximately 856 TB of raw storage, and requires 29 vSAN Add-On licenses on Cluster CP-DR-VxRail-Cluster2 only. Service Providers must provide licensing on this basis, as summarised in Section 6.

6. LICENSING REQUIREMENTS

6.1 VMware Cloud Foundation (VCF) Per-Core Licensing

VMware Cloud Foundation licensing under the current Broadcom commercial model is transacted on a per-core basis, with a minimum core count per physical CPU as stipulated by Broadcom's then-current licensing policy. Service Providers must confirm the applicable minimum core-per-CPU threshold at the time of bid submission and price accordingly, ensuring that the full physical core count of each host, as set out in Section 5, is fully and legally licensed.

Cluster	VCF Core Licenses Required	vSAN Add-On Licenses Required
CP-PROD-VCF (Reuven)	576	None
CP-DR-VxRail-Cluster (Roodepoort)	256	None
CP-DR-VxRail-Cluster2 (Roodepoort)	160	29
Total	**992**	**29**

6.2 License Term

Service Providers shall provide a license and support term of three (3) years.

6.3 License Compliance and Authenticity

6.3.1 All licenses supplied must be genuine, new, and sourced directly through Broadcom's authorised distribution or reseller channel;
6.3.2 Service Providers must submit documentary proof of current Broadcom / VMware partner or reseller accreditation;
6.3.3 Grey-market, second-hand, or unauthorised licenses will not be accepted;
6.3.4 City Power reserves the right to verify license authenticity and entitlement directly with Broadcom prior to award and at any time during the contract term.

7. SOFTWARE AND SUPPORT (SnS) REQUIREMENTS

Service Providers must include Broadcom Enterprise Software and Support (or the then-current equivalent support programme) for the full quantity of licenses quoted, for the full duration of the contract term, covering the following minimum service levels:

Severity	Definition	Minimum Response Time
Severity 1 – Critical	Production system down / severe business impact	30 minutes, 24x7x365
Severity 2 – High	Major functionality impaired, no workaround	2 hours, 24x7x365
Severity 3 – Medium	Minor functionality impaired, workaround available	4 business hours
Severity 4 – Low	General guidance / how-to queries	1 business day

In addition, the support offering must include:

7.1 Access to Broadcom / VMware technical support engineers 24 hours a day, 7 days a week for Severity 1 and 2 incidents;
7.2 Access to product updates, patches, and version upgrades for the licensed products for the duration of the support term;
7.3 Access to the vendor's knowledge base, self-service support portal, and license management portal;
7.4 A named account manager or technical account manager for the duration of the contract; and
7.5 Escalation management procedures, including escalation contact details, to be provided at contract commencement.

8. TECHNICAL AND FUNCTIONAL REQUIREMENTS

8.1 The licensing solution proposed must be fully compatible with the existing VxRail HCI System Software versions currently deployed across the environment;
8.2 Licensing must support the VMware Cloud Foundation stack components in use, including vSphere, vSAN, NSX and vCenter Server, as applicable to each cluster;
8.3 The Service Provider must provide a license allocation and activation plan detailing how license keys will be delivered, added to the organisation's existing VMware Cloud license portal / My VMware / Broadcom Support Portal account, and applied to each cluster without service disruption;
8.4 The Service Provider must confirm whether any change in licensing edition or bundling (e.g. VCF versus vSphere Foundation) is required to achieve full compliance, and must motivate any such change;
8.5 Any downtime required to apply or true-up licensing must be scheduled with the organisation and kept to an absolute minimum.

9. DELIVERY AND IMPLEMENTATION REQUIREMENTS

9.1 License keys and support entitlements must be delivered electronically within ten (10) business days of the date of order / contract signature;

9.2 The Service Provider must provide an implementation and hand-over plan confirming license activation, portal access, and entitlement verification for each cluster listed in Section 5;

9.3 The Service Provider must provide City Power with a consolidated license entitlement report upon completion of delivery, confirming licence counts against each cluster and host.

10. DOCUMENTATION

10.1 The Service Provider shall submit full technical and functional details for all items and services offered.

10.2 The Service Provider shall provide all instruction manuals (editable and PDF electronic documents) for the solution/software proposed.

10.3 The manuals shall be in English and sufficiently detailed to enable City Power staff to use and maintain the solution; this shall include but not limited to build guides, architectural diagrams, SOPs, etc.

11. TRAINING

11.1 The Service Provider shall clearly outline the layout of the recommended formal training to support the system at no cost to City Power.

11.2. The Service Provider shall propose training on the enhanced features and functionality as the system is upgraded at no cost to City Power.

12. QUALITY MANAGEMENT

A quality management system shall be set up to ensure the quality of the system during design, development, production and service. Guidance on the requirements for a quality management system may be found in the following standards: ISO 9001; 2015. The details shall be subject to the agreement between the purchaser and supplier.

13. HEALTH AND SAFETY

A health and safety plan shall be set up to ensure proper management and compliance of the system during installation, operation, maintenance, and decommissioning phases. Guidance on the requirements of a health and safety plan may be found in ISO 45001:2018 standards. The details shall be subject to the agreement between City Power and the Supplier.

14. ENVIRONMENTAL MANAGEMENT

An environmental management plan shall be set up to ensure the proper environmental management and compliance of the system during their entire life cycle (i.e. during design, development, production, installation, operation and maintenance, decommissioning as well as disposal phases). Guidance on the requirements for an environmental management system may be found in ISO 14001:2015 standards. The details shall be subject to the agreement between City Power and the Supplier. This is to ensure that the asset created conforms to environmental standards and City Power SHEQ Policy.

ANNEX A - BIBLIOGRAPHY

None

ANNEX B - REVISION INFORMATION

DATE	REV. NO.	NOTES
July 2026	0	First issue