

Responses to Pre-bid Queries

Bid for Supply, Installation, Commissioning and Maintenance of Storage System & Services including Data Migration for Online IFMS Application on behalf of Director of Accounts & Treasuries, Finance Department, Gandhinagar (Tender No. HWT030117407)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	Page No -3 / Section-II, Scope of Work	Cisco SAN Switch MDS9222i	The Current Cisco switch is very old and work on 4Gbps and has very limited life of may a year or so before Cisco Declares it EOL. We request GIL to allow bidders to propose 8Gbps new SAN Switches in the offer.	It has been discussed and clarified in pre-bid meeting. The offered Storage Solution should be compatible with the existing IFMS Infrastructure including existing SAN Switch.
2	Page No -4 / Section-II, Scope of Work	Now the Department is in requirements of purchase of new Storage System equivalent or higher / better than existing IFMS storage with at least 15 TB usable space after RAID 5 by replacing existing SAN Storage.	Request GIL to clarify the type of disks to be confirmed for the capacity asked.	It has been discussed and clarified in pre-bid meeting. Bidder will have to offer the new storage system of equivalent or higher / better than the existing IFMS storage configurations considering the current latest Storage technology. Bidder may offer the SAS / Flash / SSD disks for better performance.
3	Page No -6 / Section-III, General Terms	Technical specifications indicated are minimum specification. Bidder may quote for better solution. The bidder should provide following with the technical bid: <input checked="" type="checkbox"/> Make & Model Number <input checked="" type="checkbox"/> Name of Manufacturer <input checked="" type="checkbox"/> Technical Literature <input checked="" type="checkbox"/> Manufacturer's Data Sheet. <input checked="" type="checkbox"/> Compliance statement from the OEM of the product	Request GIL to clarify that the compliance need to be given to better latest specs of the offered storage and NOT to the Specification mention on Annexure-B Page-20-21.	It has been discussed and clarified in pre-bid meeting. The mentioned specifications of the SAN Storage on page no. 20-21 of bid document is of existing IFMS Storage. Bidder will have to offer the new storage system of equivalent or higher / better than the existing IFMS storage configurations considering the current latest Storage technology. Department will discontinue the using old existing Storage at Primary Site & DR Site after installation of new Storage solution. Bidder will have to submit the OEM compliance for the offered Storage Technical Specifications. Bidder will also have to submit the Bill of Material for the offered Solution.

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4	Page No -4 & 5 / Section-II, Scope of Work	Successful bidder will be responsible for end to end activities and has to co-ordinate with all the stack holders like M/s TCS Ltd. (Application Developer), Oracle for Sun Hardware, M/s Hitachi Data Systems for storage.	Virtualization --- Who will do?	It has been discussed and clarified in pre-bid meeting. The existing IFMS Hardware like Server (including OS), Storage are in under AMC contract. Please note that, we require the total solution & the successful bidder will have to carry all the activities mentioned in the Scope of Work including data migration. It will be responsible of Successful Bidder for end to end activities. Necessary hands on support will be provided by M/s TCS Ltd. (Application Developer), Oracle for Sun Hardware, M/s Hitachi Data Systems for storage.
5			OS Support for SUN (likewise updating OS Patches if required for New Storage connectivity -- Who will be responsible?	
6			Backup and restore of existing virtual machines (likewise support on scripting change in case of new storage implemented).	
7			Who will support / install OS in new virtual machines and configure as per requirements?	
8			Who will configure Application platform?	
9			SAN Switch credential / firmware update in case required for connectivity with new storage.	
10			Configuration of SAN switch?	
11			Clustering configuration Support in case required who will provide?	
12			Application & Database installation / restoration and verification will this be done by TCS or ?	
13			Page No -2/ Section-I, Eligibility Criteria	
14	Page No -4/ Section-II, Scope of Work	The bidder may offer their solution for the said requirements for Supply, Installation, Commissioning and Maintenance of Storage System & Services including Data Migration for Online IFMS Application from existing IFMS Storage to New proposed Storage System considering the required necessary software / licenses for the same including the backup of data. The storage system is required at both side Primary Site (SDC, Gandhinagar) & DR Site (NIC Data Center, Hyderabad).	Please clarify the scope related to backup of data as mentioned in this clause	It has been discussed and clarified in pre-bid meeting. As per bid.

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15	Page No -4/ Section-II, Scope of Work	The bidder will also have to configure the proposed solution and integrate with the existing IFMS infrastructure including the creation of LUN as per the user requirements and necessary scripting will be required to configure considering the backup policies of IFMS. The bidder will also have to carry out the necessary configuration on OS of database servers (Sun Solaris 10). The bidder will have to co-ordinate with all the stack holders of IFMS to carry out the activities as defined in this RFP.	At Page5 existing and required configuration are given for Sun servers. Is bidder required to make changes to existing servers setup or it will be assisted / taken care by existing vendor. In case it is in bidder's scope please elaborate the scope and roles and responsibilities of existing vendor and bidder.	As above Sr. No. 4 - 12.
16	Page No -4/ Section-II, Scope of Work	The bidder will have to carry out the migration of data from the existing storage LUNs to the new offered storage solution. Bidder will have to consider all the necessary software / licenses for virtualization / migration for the said activities to achieve the requirements as defined in RFP. The bidder will also have to consider all the required accessories to configure the offered Storage Solution with the existing IFMS infrastructure.	We understand that bidders needs to take care of additional requirements if any for migration activity and supply storage hardware and software as per the specification table given in RFP. Please confirm	The bid is Self Explanatory.
17	Page No -5/ Section-II, Scope of Work	Successful bidder will have to carry out the configuration activities for Database Server OS & Cluster in coordination with all the stack holders of IFMS as required below:	Is bidder required to make changes to existing servers setup or it will be assisted / taken care by existing vendor. In case it is in bidder's scope please elaborate the scope and roles and responsibilities of existing vendor and bidder.	As above Sr. No. 4 - 12.
18	Page No -5/ Section-II, Scope of Work	Since this is a live application, the downtime of maximum 1 week (from the go ahead given by the department after delivery of the material) will be given to carry out the said activities for Installation, configuration, Integration & Services including Data Migration. Successful bidder will be responsible for end to end activities and has to co-ordinate with all the stack holders like M/s TCS Ltd. (Application Developer), Oracle for Sun Hardware, M/s Hitachi Data Systems for storage.	As per existing infra list present storage is SUN Storage. What is the role of Hitachi Data Systems. Please clarify	It has been discussed and clarified in pre-bid meeting. The current AMC support of existing IFMS Storage is provided by Hitachi.

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19	Page No -10 / Section-III, General Terms	If the bidder fails to deliver and install the requisite hardware and software within 30 working days of the issue of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.	Hardware delivery takes between 6-8 weeks. Kindly amend the clause.	Request not accepted.
20	Page No -10 / Section-III, General Terms	100 % payment after successful delivery, installation, integration and data migration as per the scope of work.	Request to relax the payment terms and change as: 80% on delivery and 20% after installation and commissioning	Request not accepted.
21	Page No -20 / Annexure B, Specifications of existing IFMS Storage	The storage array should be an all end-to-end fiber channel using 4Gbps technology and should have all active components redundant to provide "No single point of failure" array architecture.	Given specifications are obsolete and are not available now. Request to modify the specifications. Now a days storage comes with SAS connectivity at backend	The mention specifications are of existing IFMS Storage and of old technology, procured in 2009. Bidder will have to offer the new storage system of equivalent or higher / better than the existing IFMS storage configurations considering the current latest Storage technology.
22		60 nos of 146GB 15k FC disk & 8 nos of 750 GB SATA disk, volume copy & replication software	Given specifications are obsolete and are not available now. Request to modify the specifications.	
23	Page No -20 / Annexure B, Specifications of existing IFMS Storage	The array should support a minimum of 16 FC ports scalable to 32 FC ports to connect to hosts directly or through a switch.	8G or 16 G FC ports are available in new storages. Is department looking to replace SAN switch as well? Is existing SAN Switch under appropriate warrant/ support from respective OEM/ vendor? Similar way is department looking for upgrade ins servers?	As above Sr. No. 1.
24	Page No -22 / Annexure B, Specifications of existing IFMS Storage	The disk shelves should have equipped capacity of minimum 100 numbers and scalable to 240 or higher. Must be able to incorporate 73GB, 146GB 15k RPM 4Gbps & 300GB or 400 GB 10k RPM 4Gbps drives.	Please clarify what does 100 / 240 numbers represent here. Given specifications are obsolete and are not available now. Request to modify the specifications. 73GB and 146GB drives are not available. New drives comes with SAS connectivity.	As above Sr. No. 21.
25	Page No -3 / Section-II, Scope of Work	Cisco SAN Switch MDS9222i	The Current Cisco switch is very old and worked on 4Gbps and has very limited life of may a year or so before Cisco Declares it EOL. We request GIL to allow bidders to propose 8Gbps new SAN Switches in the offer.	As above Sr. No. 1.
26	Page No -4 / Section-II, Scope of Work	Now the Department is in requirements of purchase of new Storage System equivalent or higher / better than existing IFMS storage with at least 15 TB usable space after RAID 5 by replacing existing SAN Storage.	Request GIL to clarify the type of disks to be confirmed for the capacity asked.	As above Sr. No. 2.

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27	Page-4&5/ Section II, Scope of Work		We would like to seek clarify that Department will provide all necessary software i.e. Operating System, virtualization, Applications, Database, etc. Also All necessary software must be in Direct support from respective OEM. Please Clarify	As above Sr. No. 4 - 12.
28	Page-4&5/ Section II, Scope of Work		Migration and/or up gradation and /or any kind of support for application level or database will in scope of customer or their supporting Partner. Bidder will only provide migration of data from Existing Storage to New Storage and Also help Application/database partner related to storage during installation. Please Clarify	As above Sr. No. 4 - 12.
29	Page No -6 / Section-III, General Terms	Technical specifications indicated are minimum specification. Bidder may quote for better solution. The bidder should provide following with the technical bid: <input type="checkbox"/> Make & Model Number <input type="checkbox"/> Name of Manufacturer <input type="checkbox"/> Technical Literature <input type="checkbox"/> Manufacturer's Data Sheet. <input type="checkbox"/> Compliance statement from the OEM of the product	Request GIL to clarify that the compliance need to be given to better latest specs of the offered storage and NOT to the Specification mention on Annexure-B Page-20-21.	As above Sr. No. 3.
30	Page-9/ Section III, General Terms & Conditions: Clause: 32 Delivery:	Delivery: Within 30 working days from the date of confirmed purchase order. Installation, Configuration & Integration: Within 1 week from the go ahead given by the department after delivery of the material.	Delivery: Delivery & installation: Within 75 working days from the date of confirmed purchase order. Considering the complexity of project as well as Multisite installation we would like to request you to change as per our suggestion	Request not accepted.
31	Page-10, Section III, General Terms & Conditions: Clause: 38 Payment:	Payment for Goods and Services shall be made by Purchasing Department in Indian Rupees as follows: 38.1. No advance payment will be made. 38.2. 100 % payment after successful delivery, installation, integration and data migration as per the scope of work.	39.1 No advance payment will be made. 39.2 90% payment after successful inspection and delivery of the ordered goods. The inspection will be done as decided by GIL. 39.3 Remaining 10% payment will be made after installation of the ordered goods. This is Standard Terms in Majority of GIL Tenders, We Would like to request the	Request not accepted.

Note: All other tender terms & conditions remain unchanged.