

**Responses to Queries regarding Revised RFP**

**Request for Proposal (RFP) for Selection of Agency for Supply, Installation, Commissioning and Support of Cloud Enabled Infrastructure at GSDC, Gandhinagar on behalf of Department of Science & Technology, Government of Gujarat (RFP NO.: GIL\DST\SDC\_Cloud\2016-17)**

Sr. No.	Responses Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	GIL Responses to Pre-bid Queries dated 24.03.2017	Further Clarification sought on GIL Response & Revised RFP Document dated 24.03.2017	Response to Queries
		Page No. / Section No. / Clause No.	Tender Description				
1	164	Page no. 10 / Section 2 / Scope of Work / Clause no. 2.1.1	Bidder is required to supply, install, configure, test and commission the required Hardware and software compute (inclusive of all active and Passive components and sub components) as per the technical and functional specification mentioned in the RFP document to successfully run the services envisaged.	Kindly provide more details on installation and commissioning of passive components and sub-components	It has been discussed and clarified in pre-bid meeting. This includes all the components as specified in the RFP Scope of Work.	We believe that cables and power connector up to the Server and Network Rack will be provided by GIL & Bidder need to consider the cables required to connect the components to each other. Kindly confirm	As per RFP, Required Power point for each rack will provided by DST/GIL at the extended area of GSDC. However, bidder will have to ensure that the hardware supplied/delivered is compatible with the IPDU's supplied in the rack or bidder needs to provide required connector, if any.
2	167	Page no. 11 / Section 2 / Scope of Work / Clause no. 2.1.10	Successful deployment of 5 (five) applications identified by the DST/GIL on the proposed cloud environment or on completion of 4 months from the date of successfully completion of Point 'a' above, whichever is earlier.	We believe that bidder scope in final acceptance test(FAT) is limited till operating system level. Application testing would be performed by GIL team. Once 5 Application FAT is completed, sign-off will be given to bidder	Bidder has to coordinate and assist in the application migration, hosting and testing in the cloud environment to the department	Our understanding is that while FAT, bidder needs to provide virtual machines to DST / GIL team so that they can conduct the FAT of identified 5 applications. Kindly confirm	Successful bidder will have to create the virtual machines in co-ordination with department and assist for the hosting of application during FAT.
3	172	Page no. 11 / Section 2 / Scope of Work / Clause no. 2.2.3g	Server Monitoring, Administration	A) Kindly confirm the existing backup device to used to storage the logs. B) Any Application level changes will be done by GIL team while hosting the new applications. Kindly clarify. C) Kindly share the SOP format to be used if any, else bidder will use its own format.	<b>A) Backup Software: Please refer Sr. No. 49.</b> (Backup Software: (Details of existing Backup System is provided in Annexure A (EMC Networker, Quantum Scalar i500, HP MSL 6060, EMC Data Domain VTL). This infrastructure has to be extended to Cloud. If any cloud specific License is required, for using this infrastructure in Cloud environment, then bidder may provide the same. Note: 1) Backup & EMS Licenses: If required, Bidder has to supply any cloud specific licenses for integrating the existing Backup & EMS solution (hardware and software) of GSDC. Normal File based backup licenses are already available with GSDC and if additional quantity is required DST shall provide the same. 2) Helpdesk (CA): Currently licenses for 32 concurrent users are available for the Existing helpdesk of GSDC (CA Service desk) if additional quantity is required DST shall provide the same.) <b>B)</b> Bidder has to assist the Application Development Team of user department for making any changes in application specifically for ensuring compatibility for hosting in Cloud Environment. <b>C)</b> SoP Format: Bidder needs to proposed the draft format, which will be approved by PM-SDC/DST	<b>A)</b> We request GIL to keep the procurement of Backup, EMS, Storage outside the scope of this RFP as this is augmentation of existing infrastructure. <b>B)</b> Bidder does not have any role for making changes in applications. We can make the changes from virtual infrastructure side if anything is required by DST / GIL application team It is assumed that applications which will be hosted on cloud enabled infrastructure are compatible with virtual environment	A) If any cloud specific License is required, for using the existing infrastructure in Cloud environment, then bidder will have to consider the same in their proposal. B) Successful bidder will have to create the virtual machines in co-ordination with department and application developer and assist for the hosting of application.
4	178	Page no. 15 / Section 2 / Scope of Work / Clause no. 2.4. Key Deliverables	Key Deliverables	Bidder scope is limited to creation of virtual machines. Application / database installation will be done by existing support vendor / application vendor of GIL / line dept. Kindly confirm.	Bidder's scope covers the entire cloud environment	We assume that applications / Databases installation is out of scope from bidder scope point of view	Successful bidder will have to coordinate with department and application developer and assist for the hosting of application/database.
5	180	Page no. 15 / Section 2 / Scope of Work / Clause no. 2.4. Key Deliverables	Key Deliverables	Bidder scope is limited to creation of virtual machines. Application / database installation will be done by existing support vendor of GIL, kindly confirm on any integration / application testing with live test cases / infrastructure expansion on existing devices with deliverables.	As above Sr. No. 178. (Bidder's scope covers the entire cloud environment)	We assume that applications / Databases installation is out of scope from bidder scope point of view	As Above

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6	181	Page no. 15 / Section 2 / Scope of Work / Clause no. 2.4. Key Deliverables	Key Deliverables	If Bidder scope includes P2V / V2V migration of workloads, Kindly share below details for migration:- 1.) Application details with version 2.) OS / DB details with version 3.) OS / DB / Application cluster details 4.) End of support hardware and software details 5.) Application details with categorization of production, development and test 6.) Application details with categorization of business critical / non -critical 7.) Application dependency details 8.) Kindly confirm replication bandwidth available 9.) Kindly share the details of existing backup solution version, backup device (disk / tape) and currently available License type (Capacity based / Client-Server based). In case of client-server licenses type, separate licenses are for virtualized environment.	Bidder's scope covers the entire cloud environment. Application Platforms include : .NET, JAVA, SAP, PHP...etc Database Platforms include : MS SQL, ORACLE, MySQL...etc OS Platforms include : Windows Server (2008,2012,2016), Unix, Red Hat Linux, CentOS, HP Unix.  Details of Backup solution is provided in Annexure A and also refer response to Sr.No.49 (of Pre-bid response document)	As per the Revised RFP Document page no. 20, 4.1.16 The Solution should be able to run various Guest Operating Systems like Windows Client, Windows Server, Linux (Red Hat, Ubuntu, CentOS, etc). We understand that it does not include Unix & HP-Unix OS. Kindly clarify.	OS supported on x86 platform.
7	184	Page no. 21 / Section 2 / Functional & Technical Requirement / 4.2 Technical Specification	Technical Specification (A)- Cloud Solution	We request GIL to confirm each Virtual machines average resource level details like vCPU, vRAM, vHDD, IOPS	Resource allocation shall be different for different workloads, it will not be one size fits all	We assume that virtual machine resource allocation detail will be provided by GIL during the project Initiation / design phase	Successful bidder will have to create the virtual machines in coordination with department and application developer and assist for the hosting of application / database.
8	185	Page no. 21 / Section 2 / Functional & Technical Requirement / 4.2 Technical Specification	Technical Specification (A)- Cloud Solution	A) Hope given cumulative compute capacity includes the resource capacity required by Cloud Management components, HA, Different cluster overhead. It is advisable to create the different cluster as per workload. B) Hope UAT / FAT setup will be done on the proposed solution infra. There is no separate infra. to be proposed for UAT/ FAT setup	Bidder should ensure adequate compute capability is provided to support the Cloud Management Components.  The FAT will be done on the entire Cloud Infrastructure delivered, Installed and commissioned by the bidder	We assume that HA and Cluster Overhead are already factored in compute sizing details mentioned in the RFP.	Yes, the total compute size of entire solution includes everything
9	188	Page no. 23 / Section 5 / Clause no. 5.2 Service Level Agreement & Penalties	Server Availability (including the Virtualization Layer and OS, if any, running on it)	Hope 99.95% Server availability is including the virtualization layer only. One cannot predict Guest Operating system startup / loading time. Please clarify	Server Availability refers to the availability of Sever Hardware (if supplied by the bidder), Hypervisor, and Operating System (if supplied by bidder or if used for hosting VM/hypervisor).	We assume that HA, Spares are factored in the compute sizing to meet the hardware level redundancy & high availability at virtual machine level. Please clarify.	As Above
10	190	Page no. 24 / Section 5 / Clause no. 5.2 Service Level Agreement & Penalties	Cloud Solution SLA & Penalties - Uptime of Cloud Solution	A) Please elaborate on expectation on uptime of Cloud Solution. B) As Storage & Backup solution component are not proposed by bidder, how overall uptime will be calculated at Infra., VM, Cloud Solution level.	See the changes in Revised RFP Document.	We assume that any components (Eg: Storage, Backup) which is not proposed by bidder will be excluded from uptime calculation. Please clarify.	Bidder scope is restricted till the Item he supplied as per the scope of work of this bid only.
11	191	Page no. 40 / Annexure A	Annexure A: Details of Existing GSDC Infrastructure	Kindly confirm the information on below components: 1) Storage capacity available 2) VTL capacity available for Backup 3) Backup licenses available In case at the time of implementation, if above resources are not available, the time required for GIL/DST to arrange the resources should be excluded from overall Project schedule timeline.	As above Sr. No. 172. (Response to Sr. no. 172 - A) Backup Software: Please refer Sr. No. 49. pf Pre-bid response doc. B) Bidder has to assist the Application Development Team of user department for making any changes in application specifically for ensuring compatibility for hosting in Cloud Environment. C) SoP Format: Bidder needs to proposed the draft format, which will be approved by PM-SDC/DST) Further bidder will not be held accountable for delay on account of DST/GIL	Bidder does not have any role for making changes in applications. We can make the changes from virtual infrastructure side if anything is required by DST / GIL application team  It is assumed that applications which will be hosted on cloud enabled infrastructure are compatible with virtual environment. Please clarify.	Successful bidder will have to create the virtual machines in coordination with department and application developer and assist for the hosting of application.
12	193	Page no. 23 / Section 5 / Clause no. 5.2 Service Level Agreement & Penalties	Service Level Agreement & Penalties	We request that Cumulative Penalty levied under this clause 5.12 should be capped to 10% of Quarterly Payable amount.	As per RFP Document	We understand it is as per the Revised RFP Document i.e. "The maximum penalty cap during the O&M phase is capped at 20% of the Quarterly Payment."	As per revised RFP

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13				Other Query	NA	A) Does bidder scope includes the P2V / V2V migration? B) Does bidder need to do migration activates during the O&M phase? If yes, kindly confirm the approx count of applications and provide the application landscape details.	Successful bidder will have to create the virtual machines in coordination with department and application developer and assist for the hosting of application.
14		Page no. 21 / Section 2 / Functional & Technical Requirement / 4.2 Technical Specification		4.2. Technical Specification B. 42U Server Rack: - IPDU: As per the requirements of the IT equipment's to be loaded C. 42U Server Rack:- IPDU: As per the requirements of the IT equipment's to be loaded		Is the IPDU Single phase or Three phase?? Reason being if GIL has factored electrical points. All standard PDU for Single phase can suffice up to 7.4 KVA, more than that it is Three phase suggested.	Single Phase.
15		Page no. 21 / Section 2 / Functional & Technical Requirement / 4.2 Technical Specification		4.2. Technical Specification B. 42U Server Rack: - IPDU: As per the requirements of the IT equipment's to be loaded C. 42U Server Rack:- IPDU: As per the requirements of the IT equipment's to be loaded		Number of C13 and C19 sockets required? Request GIL specify the minimum numbers required.	Bidder will have to consider number of sockets as per their solution requirements.
16				4.2. Technical Specification B. 42U Server Rack: - IPDU: As per the requirements of the IT equipment's to be loaded C. 42U Server Rack:- IPDU: As per the requirements of the IT equipment's to be loaded		IPDU comes in primarily three varieties: First rack level aggregate metering, Second individual Socket level metering, Third individual socket level metering and switching capabilities. We assume the first variety to be quoted, please clarify.	It should shows the power consumption by the components.
17				4.2. Technical Specification D. Firewall:- Device should have Minimum throughput of 80 Gbps		A) Is it firewall throughput? B) What about NGFW throughput required? Kindly specify	As per revised RFP
18				4.2. Technical Specification D. Firewall		What about management, logging and reporting? Kindly clarify	As per revised RFP
19				Section-7: PRICE BID, Table 1, Column E is read as "Unit Price with 5 years Warranty without Taxes" whereas GIL has also asked to quote for "5 Years AMC/warranty and Back to Back OEM support for the entire Infrastructure (hardware & Software) procured through this RFP document" under Table 2 of Section-7: PRICE BID. We suppose it is duplication of "5 years warranty price" under Table 1 & Table 2 of PRICE BID. Hence we request GIL to amend Table 1, Column E as "Unit Price without Taxes" & release a corrigendum. Hope our understanding is correct. If otherwise, please clarify.			In Table A, bidder will have to quote the cost of Products, while 5 years AMC / Warranty cost to be quoted separately in Table B of Financial Bid.
20				How many 10Gbps network ports and SAN ports can be made available in existing SAN & Network switches for new servers connectivity?			GSDC will provide uplink for connecting these network and SAN Switches with existing GSDC Network. Adequate ports are available in GSDC's switches.
21				The maximum power available per rack at DC.			Extended GSDC Area is equipped with sufficient cooling, power supply & weight bearing tiles. It will be the scope of the bidder to supply the required Server & Network Racks with IPDU as per the specifications of RFP. Note: Electrical capacity details of GSDC expanded area : The GSDC Expansion Area's total load capacity is 200 kVA.
Note	<p>1. In Table A, bidder will have to quote the cost of Products, while 5 years AMC / Warranty cost to be quoted separately in Table B of Financial Bid.</p> <p>2. All other tender terms &amp; conditions and technical specifications remain unchanged.</p>						