

Responses of the Pre-bid queries of Tender no. SW 22102018171: Request for Proposal (RFP) for Selection of Agency for Supply, Installation, Commissioning of Network Attached Storage (NAS) at GSDC, Gandhinagar on behalf of Department of Science & Technology, Government of Gujarat

S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/Clarifications
1	4.Section -IV 4.1 Technical Specifications	The NAS Storage capacity mentioned is the Usable capacity in RAID 6 or equivalent configuration from day one.	We request GIL/DST to clarify if NAS gateways can be used to achieve NAS functionality asked here. As there are two type of NAS solution possible, one having native storage controllers and OS integrated to deliver NAS services OR use General Purpose NAS gateways and connect to any standard storage to achieve NAS functionalities. So this clarification will help position right product and solution to GIL/DST.	No, we require technical pure NAS (Network Attached Storage).
2	4.Section -IV 4.1 Technical Specifications	Disk: Min. 6TB SAS drives Proposed system should have min. 6Gbps drives	Disk:6TB-NL-SAS drives should be used to arrive at usable capacity. (Do not Use 10/12TB NL-SAS drives). Proposed system should have min. 12Gbps drives We request GIL/DST to modify the clause as requested so that optimal solution can be designed to meet the solution needs. AS the rebuild time with higher density drives is Higher in the event of disk failure. And 12GBps SAS is the running speed to disks and so going for 6Gbps will compromise overall performance of the solution.	Clause revised as: "Disk: Min. 6TB NL-SAS/SAS drives; Proposed system should have min. 6Gbps drives"
3	4.Section -IV 4.1 Technical Specifications	Each storage Controller should be supplied with min 32 GB Cache from day one and shall be scalable up to 64GB cache per controller.	Each storage Controller should be supplied with min 64 GB system Cache memory from day one and shall be scalable up to 128GB cache per controller. Either by replacing the controllers or adding DRAM modules into the same chassis. We request GIL/DST to modify the clause as requested, as the current cache memory asked is too low for the capacity asked and clarity on upgrade will help OEMs to position right scalable product.	Clause revised as: "Each storage Controller should be supplied with min 64 GB usable Cache from day one and shall be scalable up to 128 GB usable cache per controller."

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4	2.3 Scope of Work, Point 14	The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years	Request for Removal of the clause AS the product or sales dates can not be controlled locally and these are decided for world wide OEM policies, Hence we request GIL to remove this clause.	Clause revised as: "The Bidder shall ensure that the products quoted should not be declared "End of Production" as on bid submission date and "End of Support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GoG. OEM has to also submit on their letter head, complete details on the support available for the equipment, their end of support dates and replacement model, if any."
5	Training	Training: Bidder is required to provide comprehensive onsite training on each and every aspect of the deployed solution like management, processes, industry best practices, operations etc. to a team of 4-5 members nominated by the Tenderer.	Request GIL/DST to clarify can this be a off location training or we need to plan for on-site training at GIL/DST sites	Onsite training in SDC or in Gandhinagar as may be decided by DST.

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6	Eligibility Criteria No. 2	The bidder should have average annual turnover of at least Rs. 200 Crores for the last three financial years as on 31st March, 2018 (FY 15-16, 16-17 & 17-18)	As per the EMD, estimate cost is Rs 5 Crs and you are asking 200 Crs turnover. Request you to Amend the same to 30% of Estimated cost OR Average turnover of Last three years shall be 30 Crs (i. e 6 times of your Estimated cost)	No change, as per RFP.
7	3.2. ELIGIBILITY CRITERIA	The bidder should have average annual turnover of at least Rs. 200 Crores for the last three financial years as on 31st March, 2018 (FY 15-16, 16-17 & 17-18)	Looking to the EMD of tender (Rs. 10 Lakhs) & the Scope of Work, the estimated project value would maximum between Rs. 5 Crores to Rs. 10 Crores . While for Bidder's Eligibility the Turnover asked is Rs. 200 Crores , which is very high and this will also restrict the capable bidders to participate , who has experience & capabilities to execute the project successfully. Hence, we would request you to please amend turnover criteria as per standard practice followed in all government tenders. Kindly consider turnover criteria as below : "The bidder should have average annual Turnover of at least Rs. 100 Crores for the last three financial years as on 31st March, 2018 (FY 15-16, 16-17 & 17-18)"	As above, sr. no.6

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8	29. PERFORMANCE GUARANTEE	30.1 The Successful bidder shall furnish Performance Guarantee as provided in the bid document to DST/GIL for an amount equal to 10% of the value of Order.	<p>Looking to price bid format, you have asked Unified Storage Solutions and Comprehensive warranty and OEM Support separately for 5 years, And support Yearly charges will be paid at the start of every year.</p> <p>Considering the above clause, we would like to highlight the fact that authority are not releasing payment of warranty support from day one while PBG has been asked for total project cost at the time of award of contract which is injustice with the successful bidder.</p> <p>Hence, we would request you to ask PBG of total cost without OEM Support for 5 years, at the time of award of contract. However, PBG of OEM Support for 5years, may be asked year wise at the time of start of every year of warranty separately, Kindly amend the clause accordingly.</p>	<p><u>Claused revised as below:</u></p> <p>The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of receipt of award. The PBG shall comprise two parts as below:</p> <p>1) 10% of the value of Table-I of the price bid i.e. cost of NAS storage Solution, which would be discharged and returned to the successful bidder after 90 days past Go-Live.</p> <p>2) 10% of the value of Table-II of the price bid i.e. Comprehensive warranty and OEM Support valid up to 180 days beyond the expiry of contract.</p>

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9	7. SECTION VII: PRICE BID	2 Comprehensive warranty and OEM Support	<p>In this reference, we would like to inform you that you have asked PBG of total cost with 5 years warranty and OEMs and Bidders are also ready to give support of 5 years from day one which will be more beneficial for authority for betterment of the projects and cost effective solution. Hence, we would request you to please ask AMC with 5 years from day one and ask PBG accordingly.</p> <p>If, authority wants to go with separate AMCs then, we would suggest you to go with 3 years warranty and 2 years AMCs for better execution of the project. Authority may ask for PBG of total contract with 3 years warranty from day one and separate PBG of each year AMCs of 2 years at the time of award of AMC work.</p>	As above, Sr. no. 8
10	4.Section -IV 4.1 Technical Specifications	The NAS Storage capacity mentioned is the Usable capacity in RAID 6 or equivalent configuration from day one.	<p>We request GIL/DST to clarify if NAS gateways can be used to achieve NAS functionality asked here.</p> <p>As there are two type of NAS solution possible, one having native storage controllers and OS integrated to deliver NAS services OR use General Purpose NAS gateways and connect to any standard storage to achieve NAS functionalities. So this clarification will help position right product and solution to GIL/DST.</p>	As above, Sr. no. 1

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11	4.Section -IV 4.1 Technical Specifications	Disk: Min. 6TB SAS drives Proposed system should have min. 6Gbps drives	Disk:6TB-NL-SAS drives should be used to arrive at usable capacity. (Do not Use 10/12TB NL-SAS drives) Proposed system should have min. 12Gbps drives We request GIL/DST to modify the clause as requested so that optimal solution can be designed to meet the solution needs. AS the rebuild time with higher density drives is Higher in the event of disk failure. And 12GBps SAS is the running speed to disks and so going for 6Gbps will compromise overall performance of the solution.	As above, sr. no.2

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12	4.Section -IV 4.1 Technical Specifications	Each storage Controller should be supplied with min 32 GB Cache from day one and shall be scalable up to 64GB cache per controller.	Each storage Controller should be supplied with min 64 GB system Cache memory from day one and shall be scalable up to 128GB cache per controller. Either by replacing the controllers or adding DRAM modules into the same chassis. We request GIL/DST to modify the clause as requested, as the current cache memory asked is too low for the capacity asked and clarity on upgrade will help OEMs to position right scalable product.	As above, sr. no.3
13	2.3 Scope of Work, Point 14	The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years	Request for Removal of the clause AS the product or sales dates can not be controlled locally and these are decided for world wide OEM policies, Hence we request GIL to remove this clause.	As above, Sr. no. 4
14	Training	Training: Bidder is required to provide comprehensive onsite training on each and every aspect of the deployed solution like management, processes, industry best practices, operations etc. to a team of 4-5 members nominated by the Tenderer.	Request GIL/DST to clarify can this be an off location training or we need to plan for on-site training at GIL/DST sites	As above, Sr. no. 5

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15	Page 9, Point 14	<p>The Bidder shall ensure that the products quoted should not be declared “End of Production” for next 2 years and “End of support” for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GoG. OEM has to also submit on their letter head, complete details on the support available for the equipment, their end of support dates and replacement model, if any.</p>	<p>The Bidder shall ensure that the products quoted should not be declared “End of Production” for next 2 years on the date of bidding and “End of support” for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to support the proposed product for 7 years from the date of bidding or replace that equipment with better or equivalent products without any cost to DST/GoG. OEM has to also submit on their letter head, complete details on the support available commitment for the proposed storage equipment, their end of support dates and replacement model, if any.</p> <p>The product lifecycle depends on many factors such as availability of latest technology, product adoption in the market etc. No OEM can issue a forward looking declaration about future production commitment, however the OEM can ensure that the proposed storage is not declared end of production, is current generation of the product meeting required specifications and commit to support the proposed storage for seven (7) years from the date of bidding. Hence we request to change the specification as requested.</p>	As above, Sr. no. 4

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S.No	RFP Clause No & page no.	Original Clause	Query raised	Query Responses/Clarifications
16	Page 15, point 4	5 Years comprehensive warranty and Back to Back OEM support Yearly charges as discovered in the price bid will be paid at the start of every year i.e. at the start of 1st year first instalment will be paid. Five years will start from the date of successfully completion of FAT.	Warranty charges for first three years as discovered in the price bid will be paid along with Item No. 1's steps defined .. Pending 4th and 5th Year AMC charges will be paid in equal two instalments at the start of 4th year & 5th year AMC Period. Five years will start from the date of successfully completion of FAT.	No change, as per RFP.
17	Page Security 21,	Should support encryption either at controller or at Disk level.	1. Please clarify if the bidder will have to implement encryption on the proposed capacity. 2. The system comes with 3 Years warranty & there is no per year pricing.	1) Clause revised as below: Should provide encryption, either at controller or at Disk level from Day one. Note: This feature should be available and it will be enabled as and when required without any additional cost to the DST/GIL. 2. No change, as per RFP.
18	2.3. SCOPE OF WORK/ Point No.5	The proposed solution should be seamlessly integrated with the existing infrastructure of GSDC including various tools like NMS, helpdesk, SIEM etc.	Any configuration changes require from storage perspective will be facilitated by bidder. Any desired changes or seamless integration with the existing depoloyed solution like NMS, helpdesk,SIEM etc will be done GSDC team. Bidder's Scope of work will be restricted to Network Attached Storage Configuration.	The bidder will be responisble for necessary configuration/activities on the proposed storage solution only.

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19	Page 9, Point 14	The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years and "End of support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GoG. OEM has to also submit on their letter head, complete details on the support available for the equipment, their end of support dates and replacement model, if any.	The Bidder shall ensure that the products quoted should not be declared "End of Production" on the date of bidding and "End of support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to support the proposed product for 7 years from the date of bidding or replace that equipment with better or equivalent products without any cost to DST/GoG. OEM has to also submit on their letter head, complete details on the support commitment for the proposed storage equipment, their end of support dates and replacement model, if any. The product lifecycle depends on many factors such as availability of latest technology, product adoption in the market etc. No OEM can issue a forward looking declaration about future production commitment, however the OEM can ensure that the proposed storage is not declared end of production, is current generation of the product meeting required specifications and commit to support the proposed storage for seven (7) years from the date of bidding. Hence we request to change the specification as requested.	As above, Sr. no. 4
20	Page Security 21,	Should support encryption either at controller or at Disk level.	Please clarify if the bidder will have to implement encryption on the proposed capacity.	As above, Sr no. 17
21	Page 16	Successful completion of Three-month post completion of Final Acceptance test as per the scope 10% of the sum total of Item no. 1 of Price bid	Request to kindly change the clause to successful completion of One month instead of 3 months.	No change, as per RFP.

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22	Page 16	5 Years comprehensive warranty and Back to Back OEM support Yearly charges as discovered in the price bid will be paid at the start of every year i.e. at the start of 1st year first instalment will be paid. Five years will start from the date of successfully completion of FAT.	All the storage system comes with 3 years bundled warranty. Request to kindly consider and change the clause	No change, as per RFP.

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23	Page 22	It is mandatory for Bidder to deploy qualified professional to provide the required services as defined under scope of work.	Please clarify that the deployment of this resource is for only implementation period & not for contractual period.	The deployment of resource required for implementation period and as and when any issue/problem occur.
24	Page 15	Service level & penalties	Request to kindly give detailed view of service level priorities	<p><u>Pl refer new clause as mentioned below:</u></p> <p><u>Priority Level 1:</u> Complete Storage failure or not in working condition or not accessible.</p> <p><u>Priority Level 2:</u> Storage is not functioning properly due to failure of any hardware/software/part(s)/ component(s) or performance of the storage is down (in terms of latency and response time)</p> <p><u>Priority Level 3:</u> Any other issues except Priority 1 & 2 above.</p>

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25	Page 11, Point 14	<p>The Bidder shall ensure that the products quoted should not be declared “End of Production” for next 2 years and “End of support” for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GoG. OEM has to also submit on their letter head, complete details on the support available for the equipment, their end of support dates and replacement model, if any.</p>	<p>The Bidder shall ensure that the products quoted should not be declared “End of Production” for next 2 years on the date of bidding and “End of support” for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to support the proposed product for 7 years from the date of bidding or replace that equipment with better or equivalent products without any cost to DST/GoG. OEM has to also submit on their letter head, complete details on the support available commitment for the proposed storage equipment, their end of support dates and replacement model, if any.</p> <p>The product lifecycle depends on many factors such as availability of latest technology, product adoption in the market etc. No OEM can issue a forward looking declaration about future production commitment, however the OEM can ensure that the proposed storage is not declared end of production, is current generation of the product meeting required specifications and commit to support the proposed storage for seven (7) years from the date of bidding. Hence we request to change the specification as requested.</p>	As above, Sr. no. 4

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26	Page 13, S/N 9, Security	Should support encryption either at controller or at Disk level.	Please clarify if the bidder will have to implement encryption on the proposed capacity at the time of implementation or in future.	As above, Sr. no. 20
27	Page 12, S/N 3, Controller Cache	Each storage Controller should be supplied with min 32 GB Cache from day one and shall be scalable up to 64GB cache per controller. The storage array must have complete cache protection mechanism either by de-staging data to disk or providing complete cache data protection with batterybackup	Each storage Controller should be supplied with min 32 64 GB Usable Cache from day one and shall be scalable up to 64 128 GB Usable cache per controller. Usable Cache is the cache available after cache mirroring and cache protection overheads. The storage array must have complete cache protection mechanism either by de-staging data to disk or providing complete cache data protection with batterybackup Usable capacity has been asked in the tender whereas RAW cache has been asked. Hence we request the cache also be asked as Usable Cache. 32GB Cache is very less for 1.5PB capacity. The architecture where the cache is Mirrored, large amount of cache is used by the system for cache mirroring. We request that the minimum cache per controller be raised to 64GB Usable cache scalable upto 128GB usable cache per controller.	As above, sr. no.3
28	Page 12, S/N 1, Capacity	Disk: Min. 6TB SAS drives	Disk: Min. 6TB NL -SAS drives Presently spinning disks beyond 1.8TB capacity are NL-SAS disks. We request that the disk size be changes to NL-SAS disks.	As above, sr. no. 2

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29	3. SECTION – III 2	The bidder should have average annual turnover of at least Rs. 200 Crores for the last three financial years as on 31st March, 2018 (FY 15-16, 16-17 & 17-18)	<p>This is re-tender with carrying same eligibility criteria from previous RFP however we had attended the pre-bid and requested and discussed about turnover criteria to reduce at least minimum 40 Cr each year that will to participate local SI, according to value of tender EMD, we observed that in past RFP of GIL, higher valued RFP with EMD was published with regular 15cr turn over criteria.</p> <p>We understand and respect your sincerity to get the after sales support of being supplied storage from the Bidder and OEM but that should be under OEM's SLA to get right product and services of respective OEM hence higher turnover criteria for bidder may not help to department.</p> <p>Also please be informed that we Datatech has successfully supplied, installed and been managing the HPE Make Storage Infrastructure to various department likes CTP, HRMS Project, BISAG,CMO etc, whereas customer are highly satisfied with Storage performance and support services from Datatech and HPE.</p> <p>hence we once again request you to consider as "The bidder should have average annual turnover of at least Rs. 40 Crores for the last three financial years as on 31st March, 2018 (FY 15-16, 16-17 & 17-18)"</p>	As above, sr. no.6
30	5.3. PAYMENT SCHE DULE, Item No: 2	5 Years comprehensive warranty and Back to Back OEM support	As per RFP product should supplied with 5 years warranty but payment will made advance per yearly basis, However Products comes with with 5 years warrnty bundlled from day 1 from the OEM therefore it is not feasible to submit or to consider the price breakup as CAMC as said in financial bid/payment terms. more to same, Also bidder has to submit the PBG of 10% as a security deposit for the entite warranty period. So request you to remove point no 4 from the financial bid and point no 2 from the financial bid.	1. For warranty related query/Price Bid : Please refer Corrigendum- "revised price bid"
31	7. SECTION – VII: P RICE BID	Comprehensive warranty and OEM Support		2. For PBG : as per Sr. no. 8

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32	3. SECTION – III 4	The OEM for Storage solution should consistently feature in leadership position in the “Gartner Magic Quadrant for General Purpose Disk Arrays” for last three years (2015, 2016 & 2017) OR should be among the Worldwide Top 5 External Enterprise Storage Systems Companies, in terms of market share as per IDC report for 2018Q2.	In this connection, we would like to clarify that the Latest Report for "Gartner Magic Quadrant for General Purpose Disk Arrays" for the year 2017-18 has been published. Whether the leadership position of 2016, 2017 & 2018 to be considered now? or leadership position of (2015, 2016 & 2017) only to be considered. We also request you to please clarify the same also.	No Change, As per RFP
33	3. SECTION – III 2	The bidder should have average annual turnover of at least Rs. 200 Crores for the last three financial years as on 31st March, 2018 (FY 15-16, 16-17 & 17-18)	Our Average Annual Turn Over is more than 1500 Crores. (Copy of our Annual Turn over enclosed for reference) However, in the attachments/ Documents requirement , CA Certificate has been asked mentioning last three years Turn over related to IT system integration work. We request you to please arrange to amend the IT related Average Turn over requirement to Rs. 150 crores in place of Rs. 200 Crores. We are very keen to be associated with GIL and GSDC for this project.	No Change, As per RFP