

**Responses to Pre-bid Queries****Bid for Supply, Installation, Commissioning & Maintenance of Servers, Firewall & Virtualization Software on behalf of Sardar Sarovar Narmada Nigam Ltd., Gandhinagar (Tender No. HWT100418490)**

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	Page No. 2 / Introduction	The bidder will have to submit Nonrefundable Bid Processing Fees of Rs. 5,900/- & Earnest Money Deposit (E.M.D.) of Rs. 1,60,000/- (Refundable) on or before date & hours of submission of bid in a sealed cover at GIL office.	You are requested to let know whether the said tender are being provided exemption from payment of tender fee and EMD under public procurement policy for Micro and small Enterprises.	Request not accepted. As per Bid.
2	Page No. 5 / Section I / Eligibility Criteria for the bidder	OEM of the Proposed Server & Virtualization Software should be in the Leadership quadrant in the latest available Gartner Magic Quadrant. Documentary proof to be submitted for latest available Gartner Magic Quadrant for Server (i.e. Modular Servers) & Virtualization Software (i.e. x86 Server Virtualization Infrastructure).	Considering the Reference of Gartner of Page 5 Point No. 7 Asking for Gartner Leadership in Server & Virtualization – Only Item left is Firewall – Requesting to Kindly add “Product should be in Leader Quadrant of Enterprise Firewall of Latest Gartner Report”	See the changes in corrigendum.
3	Page No. 15 / Section IV / Minimum Technical Specification	Firewall Specifications	Considering the New types of Threats Specifically Zero Day Attacks This is important to incorporate protection against Zero Day Attacks at least at the perimeter if not now should have feature to do the same in future . “ Device should Feature to be integrated with cloud and on Premises Sandbox solution for protecting network against zero Day Attacks- Additionally its preferred that proposed OEM for Firewall should have there own Sandbox for better integration and security .”	Request not accepted. As per Bid.
4	Page No. 5 / Section I / Eligibility Criteria for the bidder	OEM of the Proposed Server & Virtualization Software should be in the Leadership quadrant in the latest available Gartner Magic Quadrant. Documentary proof to be submitted for latest available Gartner Magic Quadrant for Server (i.e. Modular Servers) & Virtualization Software (i.e. x86 Server Virtualization Infrastructure).	We are requesting you to remove this clause because any of Indian company is not in leadership quadrant.	See the changes in corrigendum.
5	Page No. 6 / Section II / Scope of Work	The successful bidder will have to supply, install, configure, operate, maintain and provide warranty & related support services and carry out the integration of the supplied hardware & software as per the technical and functional specification mentioned in the RFP document to successfully run the services envisaged. Successful bidder will also have to integrate the supplied hardware with the existing IT Infrastructure of Data Center. The details of existing IT Infrastructure of SSNNL Data Center is given in RFP document.	In Scope of work you have mentioned the Successful bidder will also have to integrate the supplied hardware with the existing IT Infrastructure of Data Center. We just want to know that those systems are in AMC or Not, although we have to integrate the old setup with new then if there is any issue in old hardware then who will be responsible for that.	The existing IT Infrastructure at SSNNL Data Center is under warranty/AMC. In case of any issue with existing IT Infrastructure, the current vendor will provide the warranty / AMC support. However, successful bidder will have to integrate the proposed hardware with the existing IT Infrastructure.

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
6	Page No. 5 / Section I / Eligibility Criteria for the bidder	OEM of the Proposed Server & Virtualization Software should be in the Leadership quadrant in the latest available Gartner Magic Quadrant. Documentary proof to be submitted for latest available Gartner Magic Quadrant for Server (i.e. Modular Servers) & Virtualization Software (i.e. x86 Server Virtualization Infrastructure).	We request you to amend below point as mentioned below :- "OEM of the proposed Server, Virtualization Software & Firewall should be in the Leadership quadrant in the latest available Gartner Magic Quadrant. Documentary proof to be submitted for latest available Gartner Magic Quadrant for Firewall"	See the changes in corrigendum.
7	Page No. 6 / Section II / Scope of Work	During the warranty period, vendor will have to provide the following services but shall not be limited to the following activities; <ul style="list-style-type: none"> <li>• Carry out the installation and virtualization considering IT best practices</li> <li>• Configuration of Firewall in HA</li> <li>• Creation and configuration of VMs in Servers as per SSNNL requirements</li> <li>• Provide technical support for Virtualization Software as per requirement of department</li> <li>• Provide handholding support and training services.</li> </ul>	Please elaborate your understanding of IT best practices and how department has planned project execution. Also requesting you to explain SSNNL requirement in depth.	It has been discussed and explained during the pre-bid meeting. Bidder will have to supply the hardware and provide the services as per the scope of work defined in bid document, such that department will able to use the hardware most efficiently. For more details, bidder may visit the SSNNL Data Center before submission of the bid.
8		<ul style="list-style-type: none"> <li>• Provide OEM training/Certification to engineers of SSNNL for respective products</li> </ul>	Please confirm that if SI will provide operational training to deputed IT resource will be okay or department wants to have training and certifications from the Virtualization software OEM. Also requesting you please mention number of skill resource to be trained and training would be one time only.	It has been discussed and explained during the pre-bid meeting. Successful bidder will have to provide the OEM Certification Level onsite one time training to 3 engineers / IT persons nominated by SSNNL for the hardware to be supply under this tender. The training includes functionality and management of the hardware to be supply for the smooth functioning at SSNNL Data Center.
9		General Scope of Work	Physical Servers needs to be converted to Virtual. (P2V Migration).? If yes how many servers?	It has been discussed and explained during the pre-bid meeting. There are around 12 physical servers (8 Core, 16 GB RAM) required to be replaced with the proposed Servers in this bid. Successful bidder will have to carry out the virtualization on these proposed server to be supplied under this tender as per the scope of work defined in this bid & in consultation with SSNNL. For more details, bidder may visit the SSNNL Data Center before submission of the bid.

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
10		General Scope of Work	Data Migration of existing Server Data to Storage?	It has been discussed and explained during the pre-bid meeting. Data migration from existing Server to new Server will be responsibility of the successful bidder. Successful bidder will have to create the VMs as per the requirements of SSNNL and replace the existing servers with new servers as per the scope of work. Successful bidder will have to carry out the activities for the reconfiguration of the existing SAN Storage (HP MSA 2040) and configure the supplied hardware with the SAN Storage in consultation with SSNNL. For more details, bidder may visit the SSNNL Data Center before submission of the bid.
11	Page No. 5 / Section I / Eligibility Criteria for the bidder	OEM of the Proposed Server & Virtualization Software should be in the Leadership quadrant in the latest available Gartner Magic Quadrant. Documentary proof to be submitted for latest available Gartner Magic Quadrant for Server (i.e. Modular Servers) & Virtualization Software (i.e. x86 Server Virtualization Infrastructure).	With reference to above tender number and below clause number for eligibility criteria for servers and virtualisation, we would request here to kindly include Gartner's challengers Quadrant as well so that We (HUAWEI) can also participate. Or else kindly include IDC'S top ranking Reports which are also equally respectable in rating technical criteria.	See the changes in corrigendum.
12	Page No. 6 / Section II / Scope of Work	General Scope of Work	15 Server needs to be virtualized out of 19	Please refer Sr. No. 9.
13		General Scope of Work	As per existing configuration, 146GB usable Space required in each server + 100GB for each VM i.e each VM needs 250GB Space minimum. so we are expecting department should give final input if any VM exceeds 250GB or higher requirements	Necessary Server HDD capacity will be provided by SSNNL.
14		General Scope of Work	New VM Creation and configuration to be advised by department.	Yes. Successful bidder will have to carry out the virtualization on the proposed server to be supplied under this tender as per the scope of work defined in this bid & in consultation with SSNNL.
15	Page No. 14 / Section IV / Technical Specification	<b>Rack base Server</b>  Networking Features: 4 *1Gbps ports	<b>Compute Node/Server</b> Each Server need either 8*1Gbps Ethernet Connectivity or 4*10Gbps Ethernet Connectivity so please add the NIC adapter in Server technical specs and provide the Ethernet Switch and port accordingly.	See the changes in corrigendum.
16		General Scope of Work	<b>Storage Requirement:</b> Minimum 5 Tb usable SAN Storage required considering 250Gb Volume of each VM. Total 15VMs. advising to add SSD Read cache for better Storage performance to achieve higher Disk I/O demands in Virtualization environment.	Necessary Storage space in existing SAN Storage will be provided by SSNNL.

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
17		General Scope of Work	<b>Storage upgrade suggestion:</b> HPE MSA 2040 SAN Storage needs to update 2*800GB SAS SSD to add as Performance Tier to improve random read and write performance. Creation of an SSD Performance Tier for both read and write capabilities requires a Performance Auto Tiering License. Storage Pools allow data on a given LUN to span across all drives in a pool. When capacity is added to a system, the user is also getting a performance benefit of the additional spindles -hence the term Wide Striping. Storage Pools are available with GL200 firmware or newer. Additional Storage HDD needs to upgrade by department	Necessary Storage space in existing SAN Storage will be provided by SSNNL.
18		General Scope of Work	<b>Network:</b> We assume that there are minimum 2*12Port 10Gbps Ethernet Switch with Stacking or 2*24Port 1Gbps Ethernet Switch required. If it not there, then please incorporates in RFP.	The details of existing IT Infrastructure including Network Switch (with necessary required ports) at SSNNL Data Center is already mentioned in bid document. Bidder will have to integrate the supplied hardware with the existing IT Infrastructure.
19		General Scope of Work	<b>Backup suggestion:</b> We assume that There should be provision for Backup Server Hardware + Backup Software with proper licenses + Backup Tape Drive/Auto Loader/Library to take the backup of Virtualization Environment.	Necessary IT Infrastructure for Backup facility will be provided by SSNNL. The existing Backup Tape Library at SSNNL is HP MSL 4048. The successful bidder will have to configure the proposed hardware with the existing IT Infrastructure of SSNNL Data Center.
20		General Scope of Work	<b>Firewall:</b> Please confirm that Firewall required in HA will be Active-Active or Active-Passive cluster.	Successful bidder will have to configure the Firewall in HA with Active-Active cluster as per project requirements.
21		General Scope of Work	<b>Rack, Power and cooling:</b> We assume that department may have sufficient rack space for server and UPS power and cooling.	Necessary Rack space, Power and Cooling requirements to be provided by SSNNL. However, the required accessories (including power cords, patch cords, sockets, converter etc.) to be supplied by successful bidder for the necessary configuration with the existing IT Infrastructure of SSNNL Data Center. Bidder will have to quote the cost considering the same. For more clarity, bidder may visit the SSNNL Data Center before submission of the bid.
Note:	Successful bidder will have to provide the implementation plan to SSNNL describing the work flow of the activities to be carried out as per the scope of work defined in the bid and take necessary approval of SSNNL for the same before implementation.			