

## Responses to the Pre-bid Queries

### Bid for Supply, Installation, Commissioning and Maintenance of Storage System on behalf of Hon'ble Chief Minister's Office, Gandhinagar (Tender No. HWT290818510)

| Sr. No. | Tender Reference   |  | Query / Clarification / Suggestions from the Vendors  | Responses to the Queries        |
|---------|--|--|---|---------------------------------|
|         | Page No. / Section No. / Clause No.                            | Tender Description   |   |                                 |
| 1       |  | <p>Compatibility:</p> <ul style="list-style-type: none"> <li>Modular design to support controllers and disk drives expansion</li> </ul>  | <p>Modular design to support controllers /disk drives expansion.</p> <p>The entry level 8GB SAN Storage comes in Dual Controller Architecture. The SAN storage can be Modular to accommodate more disks under the same controllers but more controllers cannot be added to the same SAN storage. The performance can be added to the applications later by adding LUNs from a new SAN storage to the hosts.</p>   | See the changes in corrigendum. |
| 2       | Page No. 14 / Section 4 / Minimum Technical Specification      | <p>Storage Management Software:</p> <ul style="list-style-type: none"> <li>Data Tiering: Should support data tiering between SSD, SAS and NL SAS as and when required. Necessary licenses to be considered.</li> </ul> | <p>Data Tiering: Should support data tiering Between SSD, SAS and NL SAS as and when required or the storage must support a mechanism to accelerate application performance by leveraging SSDs as and when required. Necessary licenses to be considered.</p> <p>1. The Tender requirement is for NL-SAS Disks only.<br/>2. NetApp proposed solution supports SSDs, SAS &amp; NL-SAS disks in the same storage.<br/>2. Data Tiering was developed to accelerate application performance by keeping hot Data on fastest Drives (Then SAS, now SSDs) while keeping the cold data on the slower but cheaper capacity drives (SAS/NL-SAS). The traditional Tiering technology has its own challenges, is not Realtime and the Tiering policies are complex &amp; difficult to implement. NetApp achieves the objective of application acceleration by a better application acceleration solution. NetApp's solution accelerates application performance by promoting frequently requested data blocks (hot data) to SSDs, that too in real time. The NetApp application acceleration solution is simple, works in real time and is fully automated.<br/>Because of the aforesaid points, we request you to kindly amend this clause to wider competition.</p> | See the changes in corrigendum. |
| 3       | Page No. 15 / Section 4 / Minimum Technical Specification      | <p>Monitoring:</p> <ul style="list-style-type: none"> <li>It should have the functionality to monitor performance, utilization of storage in IOPS &amp; MB/s through management software.</li> </ul>                   | <p>It should have the functionality to monitor Performance Utilization of storage in IOPS &amp; MB/s through management software.</p> <p>There is a Typographical error in the specs. Please remove the comma between performance &amp; utilization.</p>  | See the changes in corrigendum. |
| 4       | Page No. 14 & 15 / Section 4 / Minimum Technical Specification | <p>Cache</p> <ul style="list-style-type: none"> <li>Each storage Controller / Node should be supplied with minimum 8 GB Cache.</li> </ul>  | <p>Each storage Controller / Node should be supplied with minimum 16 GB Cache.</p> <p>Looking at the capacity and Expansion, we request you to change with 16GB Cache per controller for better performance</p>   | As per RFP.                     |

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| 5       |   | Storage Management Software:<br>• Data Tiering: Should support data tiering between SSD, SAS and NL SAS as and when required. Necessary licenses to be considered.   | Data Tiering: Should support data tiering between SSD and SAS as and when required. Necessary licenses to be considered.<br><br>As of now there is no requirement for Caching so request you to make this point Optional.   | As above Sr. No. 2.   |
| 6       |   | Network Ports:<br>• Minimum 4 x 6 Gb/s backend ports.  | 12Gbps is latest backend technology available with all OEMs. So request you to change.  | As per RFP.   |
| 7       |   | h. The proposed equipment's (Storage System) should not be declared End-of-Production for next 2 years and End-of-Support for next 5 years from the date of end of sale. Necessary spare component should be available up to End-of-Support period.  | Request you to consider that offered products should have available support for at least 7 years with the back to back AMC with OEM however none of OEM give you assurance of end of sale of products which depends on global factors   | As per RFP.   |
| 8       | Page No. 6 & 7 / Section 2 / Scope of Work          | m. ii. On-site Support: The bidder should offer on-site support for 7 days immediately after commissioning and as and when required during the warranty period of 5 years.   | Please elaborate the scope  | It has been discussed & clarified during the pre-bid meeting that, successful bidder will have to depute onsite engineer for 7 days immediately after commissioning for on-site support. Further they will have to provide on-site support during the warranty period of 5 years on call basis. |
| 9       |   | Type of reports are mentioned in row 1, 2 and 3  | Required report will be part of Backup software but In RFP it is not mentioned so please elaborate the same or remove if backup software is not required  | It has been discussed & clarified during pre-bid meeting that, <b>Backup status reports</b> is not required in MIS Reports.   |
| 10      | Page No. 12/ Section 3 / General Terms & Conditions | 38.2. 70 % payment (of Storage System with 3 Year warranty) after successful inspection / physical verification & delivery of the ordered goods at specified locations. The inspection / physical verification will be done as decided by GIL.<br>38.3. 20 % payment (of Storage System with 3 Year warranty) will be made after completion of installation, commissioning, configuration & user's functional training as per the scope of work.<br>38.4. Balance 10% payment (of Storage System with 3 Year warranty) will be made after three months from the date of successful completion of FAT.<br>38.5. AMC / Additional 2 Year Warranty Cost of the Storage System will be released yearly in advance. | We request you to consider the product with 5 years warranty that will help department for better pricing. however price bid @ page no: 16 shows single line item that means product with 5 years warranty so cannot bifurcation of product price and 4th and 5th year warranty price | See the changes in corrigendum.   |

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| 11      | Page No. 14 & 15 / Section 4 / Minimum Technical Specification | Storage Management Software:<br>Data Protection: Should support minimum 512 Snapshots from day 1.   | Please suggest that necessary license should be included from day 1??   | See the changes in corrigendum. |
| 12      |  | Management Console:<br>Reports – Scheduled and Manual   | We request you to consider <b>scheduled/Manual</b> report system however all storage may not support scheduled report features  | As per RFP.                     |
| 13      |  | Network Ports:<br>> Minimum 4 x 16Gb FC, 4 x 10Gbps iSCSI frontend host ports for connectivity to servers.<br>> Minimum 4 x 6 Gb/s backend ports.   | We Request you to consider 2X6 Gb/s Backend port for additional host expansion means storage enclosure expansion port however Existing Setup has the same number of ports available | See the changes in corrigendum. |
| 14      |  | Additional OEM suggestion for better performance and reliability<br>DATA Protection:<br>Offered Storage array shall support minimum 512 point in time copies (Snapshots) and 128 Clone copies and any licenses, if required, has to be considered from day 1. | It will ensure better DATA availability of CMO office   | As per RFP.                     |
| 15      |  | Additional OEM suggestion for better performance and reliability<br>Replication:<br>Offered storage subsystem shall support replication to multiple storage array of the same family in fan-out mode. At least 1:4 mode shall be supported.                   | It will ensure better DATA availability of CMO office   | As per RFP.                     |