Response to Pre-Bid Queries

Technology Refresh for DC and DR Infrastructure
(RFP Ref No: OICL/HO/ITD/TECH-REFRESH/2015/01 dated 28th August 2015)

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
Servers					
1	26	4.3 Servers	Bidder should apply all software updates / version upgrades released by the respective OEM.	Please clarify if version upgrades are required for all software including operating system and other software asked in the RFP	All the software updates under the provided version of the software are required.
2	65	12.1-Appendix 1: Bill of Material Table A – DC (Bengaluru) Site Components	NOC & HRMS Reporting Servers	We understand that these servers will replace the servers given in existing inventory for buyback. OS as mentioned in the specifications will be provided. Please clarify if any other software is required on these servers and who will be migrating the applications from existing servers to these new servers	Bidder is expected to supply, install and maintain these servers as per Technical Specification & Bill of Material mentioned in the RFP document. There will not be any migration on these servers.
3	65	12.1-Appendix 1: Bill of Material Table A – DC (Bengaluru) Site Components	Server - CTA	We understand that these servers will replace the servers given in existing inventory for buyback. OS as mentioned in the specifications will be provided. Please clarify if any other software is required on these servers and who will be migrating the applications from existing servers to these new servers	Bidder is expected to supply, install and maintain these servers as per Technical Specification & Bill of Material mentioned in the RFP document. There will not be any migration on these servers.
4	65	12.1-Appendix 1: Bill of Material Table A – DC (Bengaluru) Site Components	Server - OEM	Please clarify the role of these servers	Bidder is expected to supply, install and maintain these servers as per Technical Specification & Bill of Material mentioned in the RFP document.
5	65	12.1-Appendix 1: Bill of Material Table A – DC (Bengaluru) Site Components	Other Servers*	Please clarify the role of these servers and the qty of servers required	In case bidder needs any additional servers as part of the solution, these are the general specifications to follow.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
6	93	13.1.10 Mail Messaging Servers	2 * Intel Xeon Latest E5 or E7 Series Processor	Please clarify which processor is required-E5 or E7?	Clause is self-explanatory
7	93	13.1.10 Mail Messaging Servers	Processor 2 * Intel Xeon Latest E5 or E7 Series Processor	Considering the user base please suggest if we can propose Power Servers as well with AIX OS?	As per RFP
8	93	13.1.10 Mail Messaging Servers	Processor 2 * Intel Xeon Latest E5 or E7 Series Processor	Please suggest number of cores per processor recommendation / preferences	As per Solution Requirement.
9	90	13.1.7	Blade Chassis specifications /Blade servers	Not all server vendors offer blade servers. Moreover, with converged systems offerings from vendors in Rack form factor, same advantages of blades can be achieved. Request you to please modify the specifications to Blade/Converged Systems/Rack Systems	As per RFP
10	92	13.1.9 NOC & HRMS Reporting Servers	2 * 8 Core Intel Xeon Latest E5-2600 v3 Processor with minimum 2.6 GHz	Can we quote"2 * 8 Core Intel Xeon Latest E5-2600 v3 Processor with minimum 2.6 GHz or better processor"?	Yes
11	93	13.1.10	Processor 2 * Intel Xeon Latest E5 or E7 Series Processor	1. Considering the user base please suggest if we can propose RISC based servers? 2. Please suggest number of cores per processor recommendation / preferences, if any.	As per RFP
12	94	13.1.11 DR Management and Other Servers	2 * Intel Xeon Latest E5 2600 v3 Series Processor	Can we quote"2 * Intel Xeon Latest E5 2600 v3 Series Processor or better processor"?	Yes
13	95	13.1.12 Server - CTA	2 * 8 Core Intel Xeon Latest E5-2600 v3 Processor with minimum 2.6 GHz	Can we quote"2 * 8 Core Intel Xeon Latest E5-2600 v3 Processor with minimum 2.6 GHz or better processor"?	Yes
14	96	13.1.13 Server - OEM	2 * 8 Core Intel Xeon Latest E5-2600 v3 Processor with minimum 2.6 GHz	Can we quote"2 * 8 Core Intel Xeon Latest E5-2600 v3 Processor with minimum 2.6 GHz or better processor"?	Yes

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
Proxy Solution					
15	30	4.9 Proxy Server/ Appliance	Bidder shall integrate proxy solution with existing Anti-Virus and URL filtering gateway (TrendMicro IWSVA)	Please elaborate the requirement, as what we understand is Bidder has to propose Web Proxy solution for 4000 users. But stated requirement says proposed web proxy solution has to be integrated with existing IWSVA.	Bidder has to propose Web Proxy solution for 13000 users and solution should be sized for all users. Integration with existing IWSVA is not required.
16	129	13.1.23 Proxy Server Solution, G-2	The solution should be able to provide categories for Entertainment, Educational and Viral Videos that exist on sites like YouTube.	"The solution should be able to do categorization of Videos that exist on sites like YouTube". Please confirm if our understanding is correct.	Yes, understanding is correct.
17	128	13.1.23 Proxy Server Solution		What is existing proxy solution being used?	Oracle Iplanet Proxy, Also no migration is required from existing Proxy Solution.
18	30	Point 4.9.5 -Proxy Server/ Appliance	Bidder shall integrate proxy solution with existing Anti-Virus and URL filtering gateway (TrendMicro IWSVA)	Bidder shall propose its own proxy solution - with inbuilt AV and the URL filtering or use existing Anti-Virus and URL filtering gateway (TrendMicro IWSVA)	Integration with existing IWSVA is not required.
19	66	Table A – DC (Bengaluru) Site Components	Point No-13- Proxy Server / Appliance*- The solution should be deployed in High Availability (HA) Mode at DC and Non-HA Mode at DR Site.	No Qty specified is specified for Proxy Server at DC site. Since it is critical security component across DC site & HA has been asked at DC, hence it is assumed that bidder needs to quote Qty-2 at DC. Kindly confirm.	It is clarified that - The solution should be deployed in High Availability (HA) Mode both at DC and DR Site i.e. Qty 2 at DC & Qty 2 at DR.
20	67	Table B – DR (Mumbai) Site Components	Point No-13- Proxy Server / Appliance*- The solution should be deployed in High Availability (HA) Mode at DC and Non-HA Mode at DR Site.	No Qty specified is specified for Proxy Server at DR site. Since it is critical security component across DR site, hence request OICL to specify quantity in HA (I., Qty-2) at DR. This will allow to maintain uptime asked in the RFP for DR site. Kindly confirm	It is clarified that - The solution should be deployed in High Availability (HA) Mode both at DC and DR Site i.e. Qty 2 at DC & Qty 2 at DR.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
21	129	Point F2 - 13.1.23 Proxy Server	Enhance category-based filtering with real-time scoring based on reputation of website content sources that uses a multi-point reputational analysis.	Enhance content and category-based filtering with real-time scoring based on reputation of website and also on the real time analytics engines.	As per RFP
22	129	Point H1 - 13.1.23 Proxy Server	The solution should be able to do URL filtering for HTTP and SSL traffic by redirecting only the get request to the server deployed in the corporate network for policy enforcement.	The solution should be able to do URL filtering for HTTP and SSL traffic by redirecting only the get request for the roaming user to the server deployed in the corporate network for policy enforcement.	As per RFP
23	129	Point J1 - 13.1.23 Proxy Server	The retention period should be customizable. Options should be provided to transfer the logs to an FTP server using FTP or SCP or via tape drive using database backup.	The retention period should be customizable. Options should be provided to transfer the logs to an SIEM server.	As per RFP
24	30	Point 4.9.2 -Proxy Server/ Appliance	The proposed solution should support a minimum of 4000 concurrent users from day one.	The proposed solution should support total number of users-18000	Bidder has to propose Web Proxy solution for 13000 users and solution should be sized for all users. Integration with existing IWSVA is not required.
25		New Proxy Server/ Appliance		Complete license for Antivirus, SSL and web security should be built in solution for user base from the first day. The Solution should intercepts user requests for web destinations (HTTP, HTTPs and FTP) for web security and in-line AV scanning.	As per RFP
26		New Proxy Server/ Appliance		The solution should have detailed threat dashboard that will provide the details of the source, destination, threat, and action to detect the suspicious activity going in the environment.	As per RFP
27		New Proxy Server/ Appliance		The solution should have reporting on the user agent strings of applications to provide details on application usage and version details including browser version reports.	As per RFP

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28		New Proxy Server/ Appliance		The solution should have centralized management for multiple web egress points, The solution should support for two factor Authentication for Management Server.	As per RFP
29		New Proxy Server/ Appliance		The solution should supports credential caching (for transparent and explicit proxy) to reduce load on domain controllers.	As per RFP
30		New Proxy Server/ Appliance		The solution must be present in the latest Gartner's leader quadrant for Secure Web gateways	As per RFP
31		13.1.23 Proxy Server Solution Serial Number I point no 4.	It should be possible to permit remote management of the appliance from specified IP address only.	It should be possible to permit remote management of the appliance.	Understanding is correct.
32	128	Point B8 - 13.1.23 Proxy Server	The solution should do prioritization of specific website or application traffic by source, destination and/or content - prioritized by user, group, business unit or time of day.	The solution should do allow/block of specific website or application traffic by source, destination and/or content allowed/blocked by user, group, business unit or time of day.	As per RFP
33	129	Point D4 - 13.1.23 Proxy Server	The solution should allow administrator to define access to internet based on IP addresses, ranges of IP addresses, subnet, users from Active Directory/LDAP, CIDR basis.	The solution should allow administrator to define access to internet based on IP addresses, ranges of IP addresses, subnet, and users from Active Directory/LDAP.	As per RFP
Server Load Balancer & Application Delivery Controller					
34	117	Web Application Firewall	The solution should provide 1 Gbps of WAF throughput with all security features enabled.	Since sizing of the WAF is not inline to other network devices, it may become bottleneck and negatively affect the performance of application. Perimeter appliances are sized for 2 Gbps multiprotocol throughput.. Having said that WAF should be sized to handle 2Gbps of application traffic	As per RFP
35	117	Web Application Firewall		Please clarify if dual bypass functionally is required on Web application firewall in order to support fail safe functionality in event of service unavailability of WAF module	Please quote as per RFP requirement

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
36	Page number 113

115 | 13.1.18 Server Load Balancer

13.1.19 Application Delivery Controller | Solution should support minimum 20 Gbps L7 throughput

Should support SSL throughput of 15 Gbps

Solution should support 25000 SSL TPS/CPS for 2048 bit key Should support up to 6 Gbps of compression throughput | The performance numbers mentioned in specifications are not inline to other network and security devices including firewall and IPS (entry and exit point of OCIL network) which has been sized for
1. 10Gbps of throughput
2. 1M concurrent sessions
3. 2Gbps of multi-protocol throughput including HTTP and HTTPS

load balancer in DMZ zone will act as reverse proxy and ensure traffic redirection to appropriate server (once traffic patterns
 are inspected by perimeter firewall & IPS appliance.. Having said that load lancer performance number should be inline in order to avoid oversizing of solution.. it is suggested to change the performance parameters to

1. 10 Gbps of load balancing throughput
2. 2 Gbps of SSL throughput
3. 1M SSL concurrent sessions
4. 2Gbps of compression throughput | As per RFP |
| 37 | 117 | Web Application Firewall | | Please clarify which security model needs to implement on WAF module positive security model or negative security model? | Please quote as per RFP requirement |
| 38 | 116, 114 | 13.1.19 Application Delivery Controller

13.1.18 Server Load Balancer | Should support IPv6 addressing | As per RBI and DOT guidelines hardware and software must be IPv6 compliant and IPv6 ready logo certified. Request you to change the clause to " The appliance should provide full IPv4 & IPv6 support from day 1 with Phase-2 Gold certification from www.ipv6.org"

reference:- http://www.dot.gov.in/sites/default/files/IPv6-FAQ_0.pdf point number 8 | Please quote as per RFP requirement |

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
39	113	Point No. 2	Solution should support minimum 20 Gbps L7 throughput	Keeping in mind the increase in Infrastructure requirements for the application requirements, it is highly recommended to have the mention the scalability factor, which will ensure that better Return of Investment also. SUGGESTED CLAUSE: Solution should support minimum 20 Gbps L7 throughput and scalable upto 80 Gbps	As per RFP
40	113	Point No. 3	Solution should support 25000 SSL TPS/CPS for 2048 bit key	Keeping in mind the increase in Infrastructure requirements for the application requirements, it is highly recommended to have the mention the scalability factor, which will ensure that better Return of Investment also. SUGGESTED CLAUSE: Solution should support 25000 SSL TPS/CPS for 2048 bit key and scalable upto 75,000 SSL CPS	As per RFP
41	113	Point No. 7	System should have at least 8x10G SFP+ Ports	Keeping in mind the increase in Infrastructure requirements for the application requirements, it is highly recommended to have the mention the scalability factor, which will ensure that better Return of Investment also. SUGGESTED CLAUSE: System should have at least 8x10G SFP+ Ports and scalable upto 20 x 10G SFP+ along with 40G interface support	As per RFP
42	114	Point No. 32	Should support up to 6 Gbps of compression throughput	Keeping in mind the increase in Infrastructure requirements for the application requirements, it is highly recommended to have the mention the scalability factor, which will ensure that better Return of Investment also. SUGGESTED CLAUSE: Should support up to 6 Gbps of compression throughput and scalability upto 15 Gbps	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
43	114	Point No. 41	Global Server Load Balancing supported on the same appliance	SUGGESTED CLAUSE: DNS SEC based Global Server Load Balancing supported on the same appliance	As per RFP
44	114	Point No. 48,	System supports seamless failover between units in a pair	SUGGESTED CLAUSE: System supports seamless failover between units in a pair and the Device should support open standard protocol VRRP (RFC 2338)	As per RFP
45	115	Point No. 55	Bidder operates 24/7/365 global Technical Assistance Center (TAC)	We recommended that SLB vendor has TAC support center based out of INDIA only. This would ensure that SLB vendors which are serious about Indian subcontinent business and support requirements would only be qualified. We also suggest to elaborate more on the proposed SLB vendor qualification criteria like number of successful Installations in India (Government projects) etc., Support architecture, Indian Presence for more than 10 years which will reflect the OEM stability & after-sales support mechanism in India. SUGGESTED CLAUSE: OEM should be NASDAQ listed and should have 24/7/365 Technical Assistance Center (TAC) based in India	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
46	NA	13.1.18, Server Load Balancer	**NEW CLAUSE REQUEST** Virtualization is a latest NEXT GENERATION technology in the Load Balancer. ADC-VX/Virtualization feature is a specialized Application Delivery Controller (ADC) hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware. ADC-VX is built on a unique architecture that virtualizes the resources—including CPU, memory, network, and acceleration resources. This specialized hypervisor runs fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management. Hence we would suggest you to kindly confirm the virtualization functionality requirement in the Server Load balancers.	SUGGESTED CLAUSE: VIRUTALIZATION: The proposed Load Balancer should have ADC-VX/Virtualization feature that virtualizes the Device resources—including CPU, memory, network, and acceleration resources. The Hypervisor used to virtualize the SLB hardware should be a specialized purpose build hypervisor, not a commercially available hypervisor (like XEN, VmWare etc.) with smaller footprint. Each virtual ADC instance contains a complete and separated environment of the Following: a) Resources, b) Configurations, c) Management. The proposed device should have 5 Virtual Instances from Day 1 and scalable upto 45 Virtual Instances.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
47	2	13.1.18, Server Load Balancer	NEW CLAUSE REQUEST Application performance monitoring (APM) is a latest NEXT GENERATION technology in the Load Balancers that provide full visibility into application SLA, that can be broken down by application, transaction or location. This feature will be very helpful. Few advantage will be as follows: Real-time tracking of application SLA by measuring real-user transactions, including real errors can be achieved. Major benefit would be tracking of SLA by location, user, application and transaction type to expedite root cause analysis. In addition, it provides historical reports based on user-defined SLA that feature granular analysis allowing the measurement of the delay per transaction phase including data center time, network latency and browser rendering time. Hence we would request you to kindly confirm and include this feature in the proposed Load Balancers	SUGGESTED CLAUSE: The Load balancer should support the Application Performance Monitoring feature. APM should provide the following: 1) Real user monitoring for any client with no agent software. 2) Centralized monitoring of performance across Local and Datacentre. 3) Measurement of real users and their actual transactions including errors – eliminating manual scripting of synthetic transactions 4) Diagram allowing to visually see which transactions breach SLA 5) Breaking down the measurements by specific application, location or transaction 6) SLA is user-defined – allowing full control over application 7) Ability to see which transactions were not completed due to errors.	As per RFP

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48	3	13.1.18, Server Load Balancer	NEW CLAUSE REQUEST Web Performance Optimization is a latest NEXT GENERATION technology in the Load Balancer which employs different acceleration treatments for different application and browser scenarios.	SUGGESTED CLAUSE: The proposed Load Balancer should support Web Performance Optimization which will Simplify large, complex web pages. Caching Accelerate entire web transaction Third-Party timing and SLAs Content Minification Acceleration for mobile devices--Mobile Caching, Image resizing, Touch-toclick conversion	As per RFP
49	115	Point No. 2	Solution should support minimum 20 Gbps L7 throughput	Keeping in mind the increase in Infrastructure requirements for the application requirements, it is highly recommended to have the mention the scalability factor, which will ensure that better Return of Investment also. SUGGESTED CLAUSE: Solution should support minimum 20 Gbps L7 throughput and scalable upto 80 Gbps	As per RFP
50	115	Point No. 3	Solution should support 25000 SSL TPS/CPS for 2048 bit key	Keeping in mind the increase in Infrastructure requirements for the application requirements, it is highly recommended to have the mention the scalability factor, which will ensure that better Return of Investment also. SUGGESTED CLAUSE: Solution should support 25000 SSL TPS/CPS for 2048 bit key and scalable upto 75,000 SSL CPS	As per RFP
51	115	Point No. 7	System should have at least 8x10G SFP+ Ports	Keeping in mind the increase in Infrastructure requirements for the application requirements, it is highly recommended to have the mention the scalability factor, which will ensure that better Return of Investment also. SUGGESTED CLAUSE: System should have at least 8x10G SFP+ Ports and scalable upto 20 x 10G SFP+ along with 40G interface support	As per RFP

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52	116	Point No. 32	Should support up to 6 Gbps of compression throughput	Keeping in mind the increase in Infrastructure requirements for the application requirements, it is highly recommended to have the mention the scalability factor, which will ensure that better Return of Investment also. SUGGESTED CLAUSE: Should support up to 6 Gbps of compression throughput and scalability upto 15 Gbps	As per RFP
53	116	Point No. 41	Global Server Load Balancing supported on the same appliance	SUGGESTED CLAUSE: DNS SEC based Global Server Load Balancing supported on the same appliance	As per RFP
54	117	Point No. 48	System supports seamless failover between units in a pair	SUGGESTED CLAUSE: System supports seamless failover between units in a pair and the Device should support open standard protocol VRRP (RFC 2338)	As per RFP
55	117	Point No. 58	The solution should provide 1 Gbps of WAF throughput with all security features enabled.	SUGGESTED CLAUSE: WAF should be ICSA certified and the solution should provide 1 Gbps scalable upto 3 Gbps of WAF throughput with all security features enabled.	As per RFP
56	118	Point No. 65	Bidder operates 24/7/365 global Technical Assistance Center (TAC)	We recommended that SLB vendor has TAC support center based out of INDIA only. This would ensure that SLB vendors which are serious about Indian subcontinent business and support requirements would only be qualified. We also suggest to elaborate more on the proposed SLB vendor qualification criteria like number of successful Installations in India (Government projects) etc., Support architecture, Indian Presence for more than 10 years which will reflect the OEM stability & after-sales support mechanism in India. SUGGESTED CLAUSE: OEM should be NASDAQ listed and should have 24/7/365 Technical Assistance Center (TAC) based in India	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
57	115	13.1.19, Application Delivery Controller,	<u>NEW CLAUSE REQUEST</u> <u>Virtualization is a latest NEXT GENERATION technology in the Load Balancer.</u> ADC-VX/Virtualization feature is a specialized Application Delivery Controller (ADC) hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware. ADC-VX is built on a unique architecture that virtualizes the resources—including CPU, memory, network, and acceleration resources. This specialized hypervisor runs fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management. Hence we would suggest you to kindly confirm the virtualization functionality requirement in the Server Load balancers.	SUGGESTED CLAUSE: VIRUTALIZATION: The proposed Load Balancer should have ADC-VX/Virtualization feature that virtualizes the Device resources—including CPU, memory, network, and acceleration resources. The Hypervisor used to virtualize the SLB hardware should be a specialized purpose build hypervisor, not a commercially available hypervisor (like XEN, VmWare etc.) with smaller footprint. Each virtual ADC instance contains a complete and separated environment of the Following: a) Resources, b) Configurations, c) Management. The proposed device should have 5 Virtual Instances from Day 1 and scalable upto 45 Virtual Instances.	As per RFP

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58	115	13.1.19, Application Delivery Controller,	NEW CLAUSE REQUEST Application performance monitoring (APM) is a latest NEXT GENERATION technology in the Load Balancers that provide full visibility into application SLA, that can be broken down by application, transaction or location. This feature will be very helpful. Few advantage will be as follows: Real-time tracking of application SLA by measuring real-user transactions, including real errors can be achieved. Major benefit would be tracking of SLA by location, user, application and transaction type to expedite root cause analysis. In addition, it provides historical reports based on user-defined SLA that feature granular analysis allowing the measurement of the delay per transaction phase including data center time, network latency and browser rendering time. Hence we would request you to kindly confirm and include this feature in the proposed Load Balancers.	SUGGESTED CLAUSE: The Load balancer should support the Application Performance Monitoring feature. APM should provide the following: 1) Real user monitoring for any client with no agent software. 2) Centralized monitoring of performance across Local and Datacentre. 3) Measurement of real users and their actual transactions including errors – eliminating manual scripting of synthetic transactions 4) Diagram allowing to visually see which transactions breach SLA 5) Breaking down the measurements by specific application, location or transaction 6) SLA is user-defined – allowing full control over application 7) Ability to see which transactions were not completed due to errors.	As per RFP

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59	115	13.1.19, Application Delivery Controller	NEW CLAUSE REQUEST Web Performance Optimization is a latest NEXT GENERATION technology in the Load Balancer which employ different acceleration treatments for different application and browser scenarios.	SUGGESTED CLAUSE: The proposed Load Balancer should support Web Performance Optimization which will Simplify large, complex web pages. Caching Accelerate entire web transaction Third-Party timing and SLAs Content Minification Acceleration for mobile devices--Mobile Caching, Image resizing, Touch-toclick conversion	As per RFP
60	115	13.1.19 Application Delivery Controller	General	Since Gartner Report in asked for many other components, we would request you to please look for OEM from Gartner Leader or Challengers Quadrant for ADC as well. ADC will handle all the application traffic, hence it is one of the most critical components of the datacentre and need to be industry proven and evaluated.	As per RFP
61	115	13.1.19 Application Delivery Controller	General	Please share the list of applications which will be protected by the web application firewall.	Shall be provided to successful bidder.
62	113	13.1.18 Server Load Balancer	General	Since Gartner Report in asked for many other components, we would request you to please look for OEM from Gartner Leader or Challengers Quadrant for ADC as well. ADC will handle all the application traffic, hence it is one of the most critical components of the datacentre and need to be industry proven and evaluated.	As per RFP
Core Switch, Distribution Switch & DMZ Switch					
63	99	13.1.14 Core Switch	"Switching system shall have minimum throughput of 2.5 Tbps full duplex per slot, and scalable to 10 Tbps full-duplex in future without chassis upgrade."	The clause has asked for throughput scalability of 10Tbps per slot which is technically not required. Suggest you to change this clause as mentioned below - "Switching system shall have minimum throughput of 2.5 Tbps full duplex per slot, and scalable to 3.84 Tbps full-duplex, and the chassis backplane throughput should be scalable to 10 Tbps or more (full-duplex) in future without chassis upgrade ."	It is clarified that - Switching system shall have minimum throughput of 2.5 Tbps full duplex and scalable to 10 Tbps full-duplex in future without chassis upgrade.

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64		Additional For Core and Access switches	"Switch should support VXLAN (Bridging and Routing) and NVGRE overlay encapsulation protocol in hardware to support multiple hypervisor deployment and programming tools like Phython, NetConf, XML, Bash and Power shell to support Network programming to support applications in future."	Network programmability and Software defined networks are growing fast and really helping in application agility, opex reduction, faster rollouts and Network automation. Since OICL is making a big investment with a complete network refresh, the newer architecture should be ready with features like Network programmability and support virtualisation when required in future, else it will just become a box to box replacement.	As per RFP
65	99	clause 51, performance and scalability	Switch must have minimum 48 nos. of 10 G Base-T ports, minimum 48 no. of 10 Gig SFP+ ports loaded with 12 nos. of SFP-SR MM fibred modules and additional 8 nos. of 40 Gig QSFP ports, loaded with QSFP transceiver modules.	kindly specify optics type and qty of QSFP modules asked	8x40G QSFP MM fibre modules
66	97, 105	Core and Distribution switches	Request for addition of the clause, for future readiness of the envisaged network	Network programmability and Software defined networks are growing fast and helping in application agility, opex reduction, faster rollouts and Network automation. Since OICL, through this RFP, is making a significant investment with a complete network refresh, we suggest that the envisaged architecture be ready with features like Network programmability and virtualisation when required in future. It is thus requested to add the following clause- "Switch should support VXLAN (Bridging and Routing) and NVGRE orverlay encapsulation protocol in hardware to support multiple hypervisor deployment and programming tools like Phython, NetConf, XML, Bash and Power shell to support Network programming in future."	As per RFP
67	103	clause 43, 13.1.15 DMZ Switch	Must have minimum 48 x 1/10 G SFP+ and 6 X 40 G QSFP ports. with minimum 16 nos. of 1G modules, 16 nos. of 1000 Base-T modules and 16 no. of 10 Gig-SR with MM fibre modules	Kindly specify type and qty of QSFP modules	4x40G QSFP MM fibre modules

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68	103	clause 43, performance and scalability	16 nos. of 1G modules	kindly specify optics type of 1G SFP modules asked	16 nos. of 1G Fibre modules
69	107	clause 43, 13.1.16 Distribution Switch	Must have minimum 48 x 1/10 G SFP+ and 6 X 40 G QSFP ports. with minimum 16 nos. of 1G modules, 16 nos. of 1000 Base-T modules and 16 no. of 10 Gig-SR with MM fibre modules	Kindly specify type and qty of QSFP modules	4x40G QSFP MM fibre modules
70	107	clause 43, performance and scalability	16 nos. of 1G modules	kindly specify optics type of 1G SFP modules asked	16 nos. of 1G Fibre modules
71	98	CORE SWITCH 13.1.14 Point No 30	Should Support IGMP v1, v2 , v3, IGMP Snooping	Mostly multicast (PIM-SM) is configured at the Core Switches and IGMP snooping gets implemented at Access Layer only. Hence we request you to please remove IGMP v3 from this clause that shall enable us to participate. SUGGESTED CLAUSE: Should Support IGMP v1 and v2 Snooping	As per RFP
72	98	CORE SWITCH 13.1.14 Point No 38	Should have support routing protocol IP v4 - Static routing, OSPF v2, BGPv4, IS-IS and IP v6 - BGP, OSPF v3. The switch must support Bidirectional Forwarding detection on OSPF and BGP.	IS-IS is a protocol used only in the Service Provider WAN networks. And never used in LAN Campus Networks. We request you to remove IS-IS from this clause that shall enable us to participate. SUGGESTED CLAUSE: Should have support routing protocol IP v4 - Static routing, OSPF v2, BGPv4 and IP v6 - BGP, OSPF v3. The switch must support Bidirectional Forwarding detection on OSPF and BGP.	As per RFP
73	98	Point No 40 CORE SWITCH 13.1.14	Switch should support VRF - Lite and VRF Route leaking functionality. The switch should support upto 1000 VRF instances.	Desired no of VRF instances are very high and shall only be required in the service providers / telcos environment. It will rarely gets implemented in the Enterprise Data Centers. We request you to reduce the total no of instances from 1000 to 128 that shall enable us to participate. SUGGESTED CLAUSE: - Switch should support VRF - Lite and VRF Route leaking functionality. The switch should support upto 128 VRF instances.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
74	99	Point No 43 CORE SWITCH 13.1.14	Should support Protocol Independent Multicast - Sparse Mode and PIM - ASM/SSM for IPv4 and MSDP for IP v6. It should also support Anycast Routing Protocol (Anycast RP).	PIM-SM is the most widely deployed multicast routing technology at Core Layer which is sufficient and hence, we request you to modify the clause as per request. SUGGESTED CLAUSE : Should support Protocol Independent Multicast - Sparse Mode (SM) or PIM - Source Specific Multicast (SSM)	As per RFP
75	99	Point No 52 CORE SWITCH 13.1.14	Switching system shall have minimum throughput of 2.5 Tbps full duplex per slot, and scalable to 10 Tbps full-duplex in future without chassis upgrade.	The desired future 10 Tbps throughput support is specific to one OEM only. Please modify the clause which shall enable us to participate. SUGGESTED CLAUSE : Switching system shall have minimum throughput of 2.5 Tbps full duplex per slot, and scalable to 4 Tbps full-duplex in future without chassis upgrade	As per RFP
76	99	Point No 53 CORE SWITCH 13.1.14	Switching system should be scalable to additional 288 no. of 10 Gig and 24 nos. of 40 Gig Ports, for future requirements of inter-device uplinks and server connectivity.	The desired ports density is specific to one OEM only. Please modify the clause which shall enable us to participate. SUGGESTED CLAUSE: Switching system should be scalable to additional 240 no. of 10 Gig or 48 nos. of 40 Gig Ports, for future requirements of inter-device uplinks and server connectivity.	As per RFP
77	100	Point No 60 CORE SWITCH 13.1.14	Should support integrated security features like DHCP snooping with option-82, Dynamic Arp Inspection, IP Source guard and uRPF (unicast Reverse path forwarding)	URPF is used to block the traffic from invalid sources coming from internet. Such features are deployed at perimeter devices like Firewall / Router. Hence, please modify the clause which shall enable us to participate. SUGGESTED CLAUSE : Should support integrated security features like DHCP snooping with option-82, Dynamic Arp Inspection and IP Source guard	As per RFP
78	100	Point No 62 CORE SWITCH 13.1.14	Should support AAA, with CHAP, PAP, CHAP. It must support LDAP, RADIUS and TACACS+ protocol as well.	CHAP, PAP is widely used for Point to Point authentication to validate users before allowing them access to server resources and found in WAN Perimeter level devices as like Firewall / Router which is not required on the switches in the LAN environment. Hence, we request you to please modify the clause which shall enable us to participate. SUGGESTED CLAUSE : Should support AAA, LDAP, RADIUS and TACACS+ protocol as well.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
79	101	Point No 14 DMZ SWITCH 13.1.15	The proposed switch should support GRE (Generic routing encapsulation) Tunnel	The latest feature set required to extend VLAN's across the Data Center is VXLAN tunnel which provides future prroof design. Hence, we request you to modify the clause as per request. SUGGESTED CLAUSE : The proposed switch should support GRE (Generic routing encapsulation) or VXLAN end to end Tunnel or equivalent feature	As per RFP
80	102	Point No 28 DMZ SWITCH 13.1.15	Should support routing protocol IP v4 - Static routing, OSPF v2, BGPv4, IS-IS and IP v6 - BGP, OSPF v3. The switch must support Bidirectional Forwarding detection on OSPF and BGP.	IS-IS is a protocol used only in the Service Provider WAN networks. And never used in LAN Campus Networks. We request you to remove IS-IS from this clause that shall enable us to participate. SUGGESTED CLAUSE : Should have support routing protocol IP v4 - Static routing, OSPF v2, BGPv4 and IP v6 - BGP, OSPF v3. The switch must support Bidirectional Forwarding detection on OSPF and BGP.	As per RFP
81	102	Point No 29 DMZ SWITCH 13.1.15	Must support Protocol Independent Multicast Version 2 (PIMv2) sparse mode, Source Specific Multicast (SSM), Multicast Source Discovery Protocol (MSDP), and Internet Group Management Protocol Versions 2, and 3 (IGMP v2, and v3)	PIM-SM and IGMP v1 / v2 is the most widely deployed multicast routing technology which is sufficient and hence, we request you to modify the clause as per request. SUGGESTED CLAUSE : Must support Protocol Independent Multicast (PIM) Sparse mode / Source Specific Multicast (SSM) / Multicast Source Discovery Protocol (MSDP), and Internet Group Management Protocol Versions 1 and 2	As per RFP
82	102	Point No 30 DMZ SWITCH 13.1.15	Support for up to 8000 multicast routes.	The Core Switches in the tender are asked with only 2K Multicast routes support and even at Core Layer only Multicast routes shall be required. Such higher density at DMZ is never required and favouring only one OEM. Hence, we request you to reduce the value to 2K as same like Core Switch which shall enable us to participate. SUGGESTED CLAUSE: Support for up to 2000 multicast routes .	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
83	101	Point No 31 DMZ SWITCH 13.1.15	Support for 1000 VRF entries	Desired no of VRF instances are very high and shall only be required in the service providers / telcos environment. It will rarely gets implemented in the Enterprise Data Centers. We request you to reduce the total no of instances from 1000 to 32 that shall enable us to participate. SUGGESTED CLAUSE: Switch should support VRF - Lite and VRF Route leaking functionality. The switch should support upto 32 VRF instances.	As per RFP
84	103	Point No 42 DMZ SWITCH 13.1.15	Must have Embedded packet analyzer like ethereal	OEM Specific only as packet analysis can be done internally / externally with equivalent feature as like tcpdump, wireshark or any third party tools. Hence, we request you to modify the clause as per request. SUGGESTED CLAUSE: Must have support for Embedded / External packet analyzer like ethereal / wireshark	As per RFP
85	103	Point No 49 DMZ SWITCH 13.1.15	The proposed switch Must support minimum 16000 IPV4 routes and 8000 IPV6 routes	Routing framework in IPv6 is different from IPv4 and since more number of routes can be accommodated in IPv6. Therefore lesser number of aggregated routes would serve the purpose. And thus we request that a reduction in IPv4 and IPV6 aggregated routes which shall enable us to participate. SUGGESTED CLAUSE: The proposed switch Must support minimum 12000 IPV4 routes and 3000 IPV6 routes	As per RFP
86	105	Point No 14 Distribution Switch 13.1.16	The proposed switch should support GRE (Generic routing encapsulation) Tunnel	The latest feature set required to extend VLAN's across the Data Center is VXLAN tunnel which provides future prrof design. Hence, we request you to modify the clause as per request. SUGGESTED CLAUSE: The proposed switch should support GRE (Generic routing encapsulation) or VXLAN end to end Tunnel or equivalent feature	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
87	106	Point No 28 Distribution Switch 13.1.16	Should support routing protocol IP v4 - Static routing, OSPF v2, BGPv4, IS-IS and IP v6 - BGP, OSPF v3. The switch must support Bidirectional Forwarding detection on OSPF and BGP.	IS-IS is a protocol used only in the Service Provider WAN networks. And never used in LAN Campus Networks. We request you to remove IS-IS from this clause that shall enable us to participate. SUGGESTED CLAUSE: Should have support routing protocol IP v4 - Static routing, OSPF v2, BGPv4 and IP v6 - BGP, OSPF v3. The switch must support Bidirectional Forwarding detection on OSPF and BGP.	As per RFP
88	106	Point No 29 Distribution Switch 13.1.16	Must support Protocol Independent Multicast Version 2 (PIMv2) sparse mode, Source Specific Multicast (SSM), Multicast Source Discovery Protocol (MSDP), and Internet Group Management Protocol Versions 2, and 3 (IGMP v2, and v3)	PIM-SM and IGMP v1 / v2 is the most widely deployed multicast routing technology which is sufficient and hence, we request you to modify the clause as per request. SUGGESTED CLAUSE: Must support Protocol Independent Multicast (PIM) Sparse mode / Source Specific Multicast (SSM) / Multicast Source Discovery Protocol (MSDP), and Internet Group	As per RFP
89	106	Point No 30 Distribution Switch 13.1.16	Support for up to 8000 multicast routes .	The Core Switches in the tender are asked with only 2K Multicast routes support and even at Core Layer only Multicast routes shall be required. Such higher density at DMZ is never required and favoring only one OEM. Hence, we request you to reduce the value to 2K as same like Core Switch which shall enable us to participate.	As per RFP
90	106	Point No 31 Distribution Switch 13.1.16	Support for 1000 VRF entries	Desired no of VRF instances are very high and shall only be required in the service providers / telcos environment. It will rarely gets implemented in the Enterprise Data Centers. We request you to reduce the total no of instances from 1000 to 32 that shall enable us to participate. SUGGESTED CLAUSE: Switch should support VRF - Lite and VRF Route leaking functionality. The switch should support upto 32 VRF instances.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
91	107	Point No 42 Distribution Switch 13.1.16	Must have Embedded packet analyzer like ethereal	OEM Specific only as packet analysis can be done internally / externally with equivalent feature as like tcpdump, wireshark or any third party tools. Hence, we request you to modify the clause as per request. SUGGESTED CLAUSE: Must have support for Embedded / External packet analyzer like ethereal / wireshark	As per RFP
92	107	Point No 49 Distribution Switch 13.1.16	The proposed switch Must support minimum 16000 IPV4 routes and 8000 IPV6 routes	Routing framework in IPv6 is different from IPv4 and since more number of routes can be accommodated in IPv6. Therefore lesser number of aggregated routes would serve the purpose. And thus we request that a reduction in IPv4 and IPV6 aggregated routes which shall enable us to participate. SUGGESTED CLAUSE: The proposed switch Must support minimum 12000 IPV4 routes and 3000 IPV6 routes	As per RFP
93	99	13.1.14 Core Switch Point: 52; Section: Performance & Scalability	Switching system shall have minimum throughput of 2.5 Tbps full duplex per slot, and scalable to 10 Tbps full-duplex in future without chassis upgrade.	As per the total 10G & 40G interface scalability asked in 8 slot Core Switch chassis kindly clarify our understanding of asked "2.5 Tbps minimum Performance in Chassis required from Day-1 with scalability to 10 Tbps performance in future without chassis upgrade required" is correct.	Yes, understanding is correct.
94	102	13.1.15 DMZ Switch Point: 21; Section: Layer 2 features	Must have per port virtual output queuing	Request to kindly clarify, since the feature not asked in CORE switch, please suggest if equivalent feature can be proposed, hope this understanding is correct	Yes, understanding is correct.
95	106	13.1.16 Distribution Switch Point: 21; Section: Layer 2 features	Must have per port virtual output queuing	Request to kindly clarify, since the feature not asked in CORE switch, please suggest if equivalent feature can be proposed, hope this understanding is correct	Yes, understanding is correct.
96		13.1.15 DMZ Switch & 13.1.16 Distribution Switch		Must have provision to install 2 x 100G ports to support Inter-Switch backbone links or uplinks	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
97		13.1.15 DMZ Switch & 13.1.16 Distribution Switch		Must have support for 2x 100G module for inter switch uplinks for any future requirements without chassis upgrade.	As per RFP
Core Firewall & DMZ Firewall					
98		13.1.17 Core & DMZ Firewall with Integrated IPS	Proposed Firewall Should be an enterprise Firewall with modular architecture with integrated IPS and Anti-BOT solution.	OICL has not defined the architecture of firewall. Please confirm whether it is open architecture or any proprietary architecture.	It is clarified that it should be Open Architecture, proprietary ASIC based architecture is not allowed.
99	109	13.1.17 Core & DMZ Firewall with Integrated IPS	Firewall Throughput for multiprotocol / production performance should be atleast 2 Gbps	2Gbps of Firewall Throughput for multiprotocol / production is very less in for handling the load at OICL, request you to please scale this to 10Gbps atleast.	As per RFP
100	109	13.1.17 Core & DMZ Firewall with Integrated IPS	Appliance should have a capability to support for more than 500 VLAN & Should support 50 Virtual Context or more	50 Virtual Context license is very high which may push higher end box as a solution, request you to please drop the number to 10 Virtual Context.	As per RFP
101	112	13.1.17 Core & DMZ Firewall with Integrated IPS	Proposed Bidder must have a track record of continuous improvement in threat detection and must have successfully completed NSS Labs' IPS Methodology testing with a minimum attacks /exploit blocking rate of 96% or more	Asked requirement can be met by the product, hence request is to modify the same as "Proposed solution must have a track record of continuous improvement in threat detection and must have successfully completed NSS Labs' IPS Methodology testing with a minimum attacks /exploit blocking rate of 96% or more"	As per RFP
102	112	13.1.17 Core & DMZ Firewall with Integrated IPS, 72	Proposed Bidder must have a track record of continuous improvement in threat detection and must have successfully completed NSS Labs' IPS Methodology testing with a minimum attacks /exploit blocking rate of 96% or more	OICL being an insurance company dealing with sensitive financial data, any security solution less than 99% efficacy can pose significant threat. There is more than one vendor who scored 99% or more in the NSS Lab testing for IPS. It is thus requested to modify the clause as - "Proposed Bidder must have a track record of continuous improvement in threat detection and must have successfully completed NSS Labs' IPS Methodology testing with a minimum attacks /exploit blocking rate of 99% or more"	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
103	109	13.1.17 Core & DMZ Firewall with Integrated IPS	"Unknown-threat" is generic framework that requires multiple technologies to work in sycn to prevent "Day Zero" attack. We request OICL to define the expected functionality in this framework to be available on the security appliance	The detection engine should support the capability of detecting variants of known threats as well as new threats (i.e - unknown threats) using both signature based technologies for example IPS, AntiBot etc. and behaviour based technology of threat emulation	As per RFP
104	109	13.1.17/ S.N0. 20	Appliance should have a capability to support for more than 500 VLAN & Should support 50 Virtual Context or more	Please advise if 50 Virtual contexts are required on Day 1 or the proposed solution should be capable to support 50 or more Virtual contexts in future with Software / License upgrade for scalability.	Proposed solution should be capable to support 50 or more Virtual contexts in future with Software / License upgrade for scalability.
105	112	13.1.17/ Point 69 Core & DMZ Firewall with Integrated IPS	The detection engine should support the capability of detecting variants of known threats, as well as new threats (i.e., so-called "unknown threats").	"Unknown-threat" is generic framework that requires multiple technologies to work in sycn to prevent "Day Zero" attack. We request OICL to define the expected functionality in this framework to be available on the security appliance. Revised Suggested Specification: The detection engine should support the capability of detecting variants of known threats as well as new threats (i.e - unknown threats) using both signature based technologies for example IPS, AntiBot etc. and behaviour based technology of threat emulation	As per RFP
106	109	13.1.17 / Core & DMZ Firewall with Integrated IPS		As per the industry best practices, it is recommended that Core & DMZ Firewalls should be from two different OEM's. Today all big state of art datacentres have deployed two different OEM firewalls in setting up their network. If both Firewalls are from same OEM, the integrated IPS engine will have same signature database and if any intruder attempt is able to bypasses the core Firewall, it can easily gain access through DMZ Firewall too. It is suggested that OICL which is building the critical Datacentre to consider two different OEM Firewalls at Core & at DMZ.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
107		New Suggestion		Reason for the same is : 1) ASIC based systems is restricted by performance degradation over time (when new updates/technologies are applied) 2) ASIC based system limits the capability against evolving threats due to inflexible architecture to incorporate the same The platform should support open architecture for security controls and doesn't deploy proprietary ASIC, limiting the solution capability for expansion of the same against evolving threats, etc.	It is clarified that it should be Open Architecture, proprietary ASIC based architecture is not allowed.
Mail Messaging Solution & Bulk Mail Solution					
108	30	4.7.6.	The Bidder shall be responsible for setup/configuration of existing Email/SMTP Gateway Appliance i.e. TrendMicro IMSVA (with Anti-Virus & Anti-Spam capabilities). The Bidder would need to integrate the same with the proposed Mail/Messaging Solution.	Please confirm if bidder has to propose the license for the same for next 6 years as per RFP ask or only the integration with Existing IMSVA will be in scope of the bidder.	Bidder shall configure and integrate the existing Email/SMTP Gateway Appliance i.e. TrendMicro IMSVA with the proposed mail messaging solution.
109	30	4.7.10.	As email would be a business critical application, OICL desires to implement the Email solution so as to optimally utilize the bandwidth by providing high availability and redundancy for the critical mailboxes. OICL wishes to implement an integrated and highly robust email anti-spam and anti-virus solution for all the email communication.	we understand that scope is to reconfigure/setup existing OICL IMSVA solution so that it can work effectively towards the SPAM. Please confirm.	Yes, understanding is correct.
110	126	MAIL SECURITY	The proposed messaging solution should be protected from Denial of Service Attacks	DDoS protection is a separate solution, does bidder need to factor Anti DDoS solution as part of the solution.	This feature is asked only under Mail Messaging Solution, separate Anti DDoS solution is not required.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
111	125	127/13.1.22	The proposed messaging solution should have the ability to enforce following features of a password	Please share the existing Active directory architecture at DC & DR along with SW Version, HW details	Microsoft Windows Server 2012 R2
112	30	4.7.6	The Bidder shall be responsible for setup/configuration of existing Email/SMTP Gateway Appliance i.e. TrendMicro IMSVA (with Anti-Virus & Anti-Spam capabilities). The Bidder would need to integrate the same with the proposed Mail/Messaging Solution	Please share the SW version details for the Email/SMTP Gateway. Also is the same device available at DR site	SW version details for the Email/SMTP Gateway: TrendMicro IMSS 7.0 Is the same device available at DR site: No.
113	30	4.7/4.7.8	The Bidder shall be responsible for installation of Mail/Messaging Client at User Desktop/Laptop so that they are able to use all the features of the proposed Mail/Messaging Solution.	Please share the Location wise Number of Mail/Messaging Client at User Desktop/Laptop	Please find enclosed the location wise user count in Annexure-A.
114	30	4.7/4.7.9	The Bidder shall be responsible for migration of user mailboxes from the existing Mail/Messaging Platforms to the proposed Mail/Messaging System. During the migration of the user mailboxes the Bidder shall ensure to minimize the end user impact as much as possible. If there is any issue involved in migration Bidder shall discuss the same with OICL and will plan accordingly. There should not be any data loss during migration.	1- As your current Email infra is on Sun Communication Express, is there any tool provided by OICL to Migrate user data? or Bidder need to configure the same for Migration? 2-Please share more details on existing System to be migrated: * Protocol on which user connects to it eg IMAP/POP etc. * For How many users data need to be migrate * Per user email data MB/GB(approximately) which needs to be migrated	1. OICL shall not provide any tool to migrate the data. 2. * Protocol on which user connects to it e.g. IMAP/POP etc.: POP3 * For How many users data need to be migrate: 13000 * Per user email data MB/GB(approximately) which needs to be migrated: 1 GB on Client / 200 MB on Server.
115	31	4.10.5	The Bidder shall provide post implementation support, management and administration of software by applying software patches/ service packs and keep the solution updated or upgraded with the functionalities; compression-protocol updates etc. to latest version without any additional cost to OICL	Request This clause as applicable to Mail solution to read as "The Bidder shall provide post implementation support, management and administration of software by applying software patches/ service packs and keep the solution updated or upgraded with the functionalities; compression-protocol updates etc. to latest / quoted version without any additional cost to OICL."	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
116	29	4.7 Mail Messaging Solution	The Bidder shall be responsible for Supply, Installation, Migration, Integration, Rollout, Operationalization, Failover Testing and Maintenance of total solution comprising Hardware, Storage and Software	We understand that storage as per the specifications asked in the RFP needs to be provided. All storage required for different solutions asked in RFP i.e. mailing solution will be allocated from the asked storage only. Please confirm	Yes, understanding is correct.
117	127	13.1.22 – 162 Mail Messaging Solution> Email Archival & Compliance	The proposed solution should provide e discovery capabilities to set Search filters for quick searching data within multiple Mailboxes, Personal Archives & data held via tamper-proofing through single interface.	Referring IRDA Guidelines in circular number ref: IRDA/SDD/GD4CIR/104/05/2013, Does OICL wants Archival Solution to meet EDRM Standard to ensure compliance to the guidelines?	It is clarified as – The proposed solution should provide e discovery capabilities as per EDRM (E-Discovery Reference Model) to set Search filters for quick searching data within multiple Mailboxes, Personal Archives & data held via tamper-proofing through single interface.
118	Pg23	4.1.2	The Bidder shall be responsible for supply, installation, configuration, migration, testing and commissioning the Mail Messaging Solution for 18000 users and maintain the same during the tenure of the contract.	Does this include testing of new mail messaging solution for all 18000 users?	Yes, testing is also required of new mail messaging solution for all 18000 users.
119	Pg29	4.7.1	Currently OICL is using Sun Communication Express for the mail messaging solution. For E-mail Client, OICL is using Microsoft Outlook 2007/2010/2013, Windows Live-Mail. The proposed solution support and compatible to all these clients.	Please share details of email client version (standard, professional) with service pack for Office 2007 as online archiving requires at least Office 2007 sp3 professional edition or later.	Currently there are 2000 email clients with office 2007 SP3 professional edition and later edition.
120	Pg30	4.7.11	E-mails for 30 Days should be available online. Older emails should be moved to an online archive for 6 years.	Are we referring to hybrid exchange deployment?	Clause is self-explanatory

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
121	29	4.7 Mail Messaging Solution	Bidder shall design, supply, install, configure, migrate, test and commission the Mail Messaging Solution and maintain the same during the tenure of the contract. Bidder has to ensure that the mail messaging system is integrated with Core Insurance & other required applications. The number of email user is 18,000. The email solution proposed by the Bidder should comply with all the requirements mentioned in this RFP.	What is the level of integration anticipated from Mailing Solution to each application and which applications requires what level of integration. Can you please elaborate the requirement in detail.	Integration of Mail Messaging Solution shall be responsibility of respective Application Vendor. Bidder need to provide the user-id, password and IP Address.
122	29	4.7 Mail Messaging Solution Item No 4.7.3	The Bidder shall be responsible for implementation of the Centralized Mail Messaging Solution with High Availability for 18000 users. Number of Front-end Client Licenses required is 11000.	When Server sizing is required to be scalable to support for 18000 users, why User licenses required only for 11000? Whether 18000 Users is including future employee/mailbox growth	Bidder shall propose the Mail Messaging Solution for 18000 users, whereas Front-end Client Licenses required is 11000.
123	30	4.7 Mail Messaging Solution Item No 4.7.11	E-mails for 30 Days should be available online. Older emails should be moved to an online archive for 6 years.	Whether OICL envisage any dedicated Archival Appliance or Software Solution or whether we can provide options and features available in the proposed mailing solution itself?	Dedicated Archival Solution is required which should meet the technical specifications mentioned in the RFP.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
124	30	4.7 Mail Messaging Solution Item No 4.7.9	The Bidder shall be responsible for migration of user mailboxes from the existing Mail/Messaging Platforms to the proposed Mail/Messaging System. During the migration of the user mailboxes the Bidder shall ensure to minimize the end user impact as much as possible. If there is any issue involved in migration Bidder shall discuss the same with OICL and will plan accordingly. There should not be any data loss during migration.	What is the total size of mails that needs to be migrated ? Are these emails all on the server that needs to be migrated or there are mails on desktop that needs to be migrated as well? Would there be a requirement to setup a co-existence between the existing solution and new solution for the cut over What is the current LDAP directory that is used ? Is it ok to have a new password for the new mailing solution for all the users? What all needs to be migrated? Email / Calendar / Contacts / Folders etc?	1. Total size of mails that needs to be migrated - 2 TB 2. Migration is required on servers as well as on Desktops 3. Would there be a requirement to setup a co-existence between the existing solution and new solution for the cut over - Yes 4. What is the current LDAP directory that is used - SUN LDAP 5. Is it ok to have a new password for the new mailing solution for all the users - No 6. Email / Calendar / Contacts / Folders etc - Email, contacts, folders etc needs to be migrated.
125	71	Table G – Optional Items	Front-end Mail Clients	Please can you advise on this requirement? We would provide a client with each entitled license	Bidder shall provide the cost as per RFP format.
126	119	13.1.22; Item No 6	The proposed messaging solution should provide high availability and load Balancing capability	Would you prefer Application level clustering to provide better high availability and load balancing and so the mail servers are not dependant on operating systems	Please quote as per RFP requirement
127	124	13.1.22 Item No 109	Messaging solution should support server-side and client-side contact management including integration of contacts with word processing applications	Please suggest the integration required with the word processing application and the word processing applications with which the integration is required?	Integration is not required

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
128	127	13.1.22 Item No 163	Archived E-mails should be kept in a de-duplicated format for space efficiency on archive repository.	Would you want the normal mailbox server to also de-duplicate the attachments for space reduction? The email archival Solution should support de-duplication at source and target to achieve faster archival and better space saving on target.	Please quote as per RFP requirement
129	119	13.1.22	General Sizing query	What is the average concurrency at peak time for mail users	Solution should be sized for all 18000 users.
130	119	13.1.22	General Sizing query	Would you want instant messaging capabilities on client and browser interface for quick formal instant messages / chat between employees to get instant responses from online colleagues rather than wait for emails Reponses.	Please quote as per RFP requirement
131	119	13.1.22	General Sizing query	What is/will be the most prevalently used email interface? Thick client or browser interface.	Both
132	127	13.1.22 Item No 152	The system should allow server side rules for retention of internal, external mails to be journal/saved to a separate database	This is a Mail Messaging Functionality. Please confirm whether it is OK to have this feature in Mailing Solution itself rather than archival solution	Please quote as per RFP requirement
133	127	13.1.22 Item No 153	Based on administrator defined rules, a copy of the mail should go to Journaling database & retained there for desired time for audit purposes	This is a Mail Messaging Functionality. Please confirm whether it is OK to have this feature in Mailing Solution itself rather than archival solution	Please quote as per RFP requirement
134	29	4.7.1	Currently OICL is using Sun Communication Express for the mail messaging solution. For E-mail Client, OICL is using Microsoft Outlook 2007/2010/2013, Windows Live-Mail. The proposed solution support and compatible to all these clients.	What is the exact version of existing Messaging Solution?	Sun Java(tm) System Messaging Server 7u2-7.02 64bit (built Apr 16 2009)
135	30	4.7.7	The Bidder shall be responsible for setup/configuration of Email Access using Client (over Internet), Browser & Mobile Devices.	Would all the users be using email client? If not, what would be the other modes?	11000 users shall use E-mail client proposed by Bidder. 2000 users shall use Existing Microsoft Outlook Clients. Remaining users may use browser based clients.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
136	29	4.7 Mail Messaging Solution	Bidder shall design, supply, install, configure, migrate, test and commission the Mail Messaging Solution and maintain the same during the tenure of the contract.	Is the bidder responsible for supplying client software as well for mail messaging solution? If yes, please specify the count.	Please refer RFP Section 4.7.3
137	29	4.7.3	Number of Front-end Client Licenses required is 11000.	Is this count specifies the client software requirements?	Yes
138	30	4.7.9	The Bidder shall be responsible for migration of user mailboxes from the existing Mail/Messaging Platforms to the proposed Mail/Messaging System. During the migration of the user mailboxes the Bidder shall ensure to minimize the end user impact as much as possible. If there is any issue involved in migration Bidder shall discuss the same with OICL and will plan accordingly. There should not be any data loss during migration.	Is it mandatory to migrate the mail data to new email servers? It will involve a lot of Bandwidth & operational effort. It is suggested to use PST attach approach with the email client. In this approach existing emails will be downloaded & attached to the user's email client for their reference	Clause is self-explanatory
139	127	13.1.22 Mail Messaging Solution	The proposed solution should provide compliance archival for all mail boxes on the server side to be used by Compliance officer, Auditors and Administrator for Audit and Backup/restore purpose. Email Data retention is for 6 years	Do you require high availability for Archive also on server side?	Yes
140	127	13.1.22 Mail Messaging Solution	The system should allow server side rules for retention of internal, external mails to be journal/saved to a separate database	Is journaling required? If yes, for how many years?	6 Years
141		13.1.22 Mail Messaging Solution		Are there any LOB application integrated with Mailing solution?	Yes
142		13.1.22 Mail Messaging Solution		Number of mobile users in your organization. Please also describe types of mobile devices in use (BlackBerry, Windows Mobile, IPhone, other)?	Approximate 2000

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
143		13.1.22 Mail Messaging Solution		Does your organization have Blackberry Enterprise Server deployed in your corporate network?	No
144	29	4.7 Mail Messaging Solution	Bidder shall design, supply, install, configure, migrate, test and commission the Mail Messaging Solution and maintain the same during the tenure of the contract.	Is the bidder responsible for supplying client software as well for mail messaging solution? If yes, please specify the count.	Please refer RFP clause 4.7.3
145	127	163	Archived E-mails should be kept in a de-duplicated format for space efficiency on archive repository.	The email archival Solution should support de-duplication at source and target to achieve faster archival and better space saving on target. should be able to encrypt the Archive data using 256-bit AES, Two Fish, Blow Fish, Serpent encryption and should not demand for additional license, any such license if needed should be quoted for the total number of archive mailbox asked for	Please quote as per RFP requirement
146	126	13.1.22		Can bidder propose capacity needed for archival in the main production and DR storage or one should provision this capacity outside the main production and DR storage	OICL has already factored the capacity needed for archival in the Storage & Disk based backup appliance.
147	30	Sec 4.7.9.	The Bidder shall be responsible for migration of user mailboxes from the existing Mail/Messaging Platforms to the proposed Mail/Messaging System. During the migration of the user mailboxes the Bidder shall ensure to minimize the end user impact as much as possible. If there is any issue involved in migration Bidder shall discuss the same with OICL and will plan accordingly. There should not be any data loss during migration.	1. Migration of mail is limited to existing user mail configuration on new platform. 2. Old user mail boxes may not be migrated to new platform if the two platforms are from different OEMs. 3. Client side installation is responsibility of customer. 4. Server side configuration will done by bidder.	1. Bidder shall be responsible for overall migration from existing platform to new platform. 2. Client side installation is responsibility of Bidder. 3. Server side configuration will done by bidder.
148	30	Bulk Volume Email	Bidder shall provide Bulk (Volume) Mail service at hosted model.	Please clarify the Link between OICL DC/DR site to the hosted DC will be provided by OICL	Yes, understanding is correct.
149	30	Bulk Volume Email	The approximate count of bulk mail per day is twenty thousand; accordingly the Bidder shall design and propose the solution	Please clarify, Since Bulk email solution is asked on Hosted model, increase in count of mails/per day will be handled via CR process or not	Yes, understanding is correct.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
150	Pg30	4..8.3	Each Bulk Mail may contain a PDF attachment.	What is the average PDF size we are referring to?	Approximate 150 kb
151	30	4.8 Bulk (Volume) Mail Item 4.8.1	Bidder shall provide Bulk (Volume) Mail service at hosted model.	If the proposed mailing solution had inbuilt features for Bulk Mailing option requirement meeting and/or exceeding RFP requirements in terms of volume, will OICL accept such solution or it is mandatory to provide a hosted solution model only where OICL will pay as per usage etc?	Clause is self-explanatory
152	30	4.8 Bulk Mailing Solution	Bidder shall provide Bulk (Volume) Mail service at hosted model.	Who will provide Bulk Mailing solution? Is this the bidder or the datacentre hosting solution provider?	Bidder
DR Management Solution					
153	130	13.1.24 DR Management Software	The main management server of the proposed should have a mechanism to have a local HA and remote, real time replica to eliminate any single point of failure and should not have any impact on the production in case the main management server fails.	Please clarify whether the Local HA solution is required for DR mgmt software	Yes, Local HA is required.
154	22	3, Summary of Requirements, Point D	Automated DR Management Tool	"The RFP does not have details about all the applications which will be managed by DR Management Tool. Please specify the following details for provisioning the correct automated DRM licenses: 1. Number of active nodes (physical and virtual) in DC which will have a DR. 2. Number of databases (physical and virtual) in D which will have a DR. 3. Replication mechanism for the above"	1. Two INLIAS Database Servers in OS Cluster 2. Two INLIAS App Servers in Load Balanced 3. Two INLIAS Reporting Servers 4. Two HRMS Database Servers in OS Cluster 5. Two HRMS App Servers in HA 6. Two Web Portal Database Servers 7. Two Web Portal App Servers in Load Balanced 8. Two SAP Servers in OS Cluster 9. Replication is Storage based.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
155	130	13.1.24, DR Management Software, Point 10	The proposed solution must support all major platforms including Linux, Windows, Solaris, HPUX, and AIX with native high availability options. It must support both physical and virtual platforms.	Does OICL desire the proposed solution should have an existing install base for at least 3 years for all the platforms mentioned here, including physical and virtual platforms?	As per RFP
156	130	13.1.24, DR Management Software, Point 13	The DR Monitoring and Management software must be running successfully in at least 10 organizations.	Does OICL require the 10 organisations, each having a minimum number of licenses (100 nodes, 20 databases)?	As per RFP
157	130	13.1.24, DR Management Software, Point 14	The DR Monitoring and Management software must be available in Indian market for more than 6 years and running in at least 3 organisations in financial sector.	1. OICL is looking at an install base in financial sector. Is it compulsory that the 3 organizations should be in similar business like OICL, that of general/life insurance? 2. This might limit to only one OEM. The capability and experience of the solution should be the counted on the size & magnitude of the projects and the depth of experience instead of quantifying the existence of the software in years.	As per RFP
158	131	13.1.24, DR Management Software, Point 16	The DR Management solution should be tested and certified by a third party Organization to ensure that there are no security vulnerabilities which can be exploited.	It is recommended that the certifying authority be competent, recognized and reliable. Does OICL desire that the testing and certifying authority be an A2LA accredited organization?	As per RFP
159	29	4.6 DR Management Solution	OICL envisages implementing a DR Management Tool. The Bidder is required to design, supply, Install, configure, test, implement, monitor, maintain and provide Facilities Management for the DR Management tool.	Our understanding is that proposed onsite FMS Team can be used to manage DRM Tool and no separate team or resource would be required. Please confirm.	Yes, understanding is correct.
160	130	13.1.24, DR Management Software, Point 2	The proposed solution must offer a workflow based management & monitoring capability for the real time monitoring of a DR solution parameters like RPO (at DB level), RTO, replication status and should provide alerts on any deviations.	RPOs at DB level does not depicts the correct picture of application RPO. The RPO/RTO monitoring should always be for Business Services/Application level	Please quote as per RFP requirement

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
161	130	13.1.24, DR Management Software, Point 3	The proposed solution should provide a single dashboard to track DR Readiness status of all the applications under DR.	Do you want the dashboard to also display the real time business impact and financial impact analysis for any IT disruption?	Please quote as per RFP requirement
162	130	13.1.24, DR Management Software, Point 4	The proposed solution should be capable of reporting important health parameters like disk space, password changes, file addition/deletion etc. to ensure DR readiness and facilitate policy based actions for events with ability to cancel out polar events.	Do you want the DR management software also have the capability to report the application interdependencies, business impact & financial impact reports?	Please quote as per RFP requirement
163	130	13.1.24, DR Management Software, Point 5	The proposed solution should have inbuilt ready to use library of recovery automation action for heterogeneous databases and replication environment. This must significantly reduce custom development of scripts and speedy deployment of DR solutions.	The proposed solution should also have the in-built library for network automation as well along with the heterogeneous databases and replication environment	Please quote as per RFP requirement
164	130	13.1.24, DR Management Software, Point 6	The DR Management solution should have a managed lifecycle for all workflows from draft to final published version with version control and time stamp to ensure proper testing and troubleshooting of drill/recovery procedure.	The version control should be applicable for not just the workflows but also for the DR management software itself	Please quote as per RFP requirement
165	130	13.1.24, DR Management Software, Point 7	The proposed solution should be capable of executing DR drill and recovery workflows in simulation mode, without any changes to DR to ensure conditions are met for a successful execution.	Does OICL require the DR management solution to provide parallel recoveries for multiple applications simultaneously so as the RTO can be optimized?	Please quote as per RFP requirement
166	130	13.1.24, DR Management Software, Point 8	The proposed solution should be capable of generating reports and email/SMS alerts on RPO deviation, RTO deviation and DR Drills from a centralized location.	Do you want the DR management software also have the capability to report the application interdependencies, business impact & financial impact reports?	Please quote as per RFP requirement

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
167	131	13.1.24, DR Management Software, Point 17	The DR management solution should have inbuilt debugging and log capture with facility to view the logs from the web based GUI itself.	Is this in reference to the user activity logs? Please clarify.	Yes
168	131	13.1.24, DR Management Software, Point 18	The DR Management solution should have a validation tool to verify DC-DR equivalence for OS, databases and applications with both out-of-box and custom templates.	The equivalence should also be validated for network components(firewall policies) along with OS, databases and applications	Please quote as per RFP requirement
169	29	4.6.3	4.6.3 Solution design and demonstrate compliance to RTO (2 Hour) / RPO (1 Hour) for OICL's IT Systems and other Functional and Technical requirements mentioned in this document.	Please share how much BW is available between DC & DR	50 Mbps in fail over mode.
Enterprise Storage System					
170	24	4.2.1.1 Existing Storage details	ST9990V, BuyBack and data migration to new storage	a) Please share the application and database mapping along with Server OS details which are running on ST9990V storage. b) Please share the individual hosts data size to be migrated from ST9990V to New Storage	It is clarified that for ST9990V, there is no data migration to new storage.
171	25	Scope of work for Storage	Physical shifting of EMC VMAX from old DC to New DC. Migration of data from existing EMC VMAX Storage to new Storage. Further, few applications might be reverted back to the existing EMC VMAX Storage from new storage. Responsibility of EMC VMAX space allocation etc. also rests with Bidder thereafter, for the contract period. Onsite FM will be with bidder. However, remote management will remain with OEM. AMC is already in place with M/s Sify	a) Please specify the applications and databases who data needs to be migrated back to the existing EMC VMAX storage from New Storage b) Please share the individual hosts data size to be migrated from New Storage to existing EMC VMAX storage	Please refer RFP section 4.2.1.4

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
172	84	13.1.2 SAN Switch	The switch should be provided with the required LWL/ELWL SFPs and licenses to connect to NLDC over dark Fibre or XWDM	Please specify the no of LWL/ELWL SFPs required on each SAN Switch	It is clarified that LWL/ELWL SFPs are not required.
173	24	4.2 Existing Storage Details; Subsection 4.2.1.1 Existing SAN Storage; Item No 2 and Item no 4	Re-Use, Data Migration to New Storage & restoration of data from new storage.	We understand data from existing EMC VMAX 20K Storage to be migrated to new proposed storage (100 TB in each site). However, what is the purpose of restoration of data from new storage? If data needs to be restored back to this storage, it is suggested to keep the data in the same old storage (EMC VMAX) which will saves a huge time and appropriate costs involved. But if there is any specific business need or technical need, we request you to please explain in detail.	Restoration shall be done only if required.
174	24	Point 4.2.1.1 / Section 4 Subsection 4.2.1 Existing Storage Details	1. DC, Bangalore / ST9990V / 33 TB Raw / 2009 / Buyback and Data Migration to New Storage 2. DC, Bangalore / EMC VMAX 20K / 100 TB Raw / 2013 / Re-Use, Data Migration to New Storage & restoration of data from new storage. 3. DR, Vashi / EMC Clarrion AX4 / 20 TB Raw / 2011 / Re-Use and Shifting to OICL HO 4. DR, Vashi / EMC VMAX 20K / 100 TB Raw / 2013 / Re-Use, Data Migration to New Storage & restoration of data from new storage.	The tender refers to certain existing storage systems with different approaches for dealing with each of them. a) We would request OICL to kindly clarify if the Enterprise Storage system needs to be provisioned with corresponding additional storage capacity for the existing data, over and above the capacity requirements specified in this tender. b) In case of ST9990V, it seems that data would need to be migrated (one-time) to the new Enterprise Storage with buyback of the old array. Please confirm. c) In case of CLARiiON AX4-5, is the data in the older array also to be migrated to the new Enterprise Storage or is it adequate just to shift it to the OICL HO without data migration? Please confirm.	a) Bidder has to quote the capacity as mentioned in the RFP Section 13.1.1 b) For ST9990V, there is no data migration to new storage, only buyback is required. C) For AX4, there is no data migration to new storage, only shifting is required to OICL HO.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
175	24	Point 4.2.1.1 / Section 4 Subsection 4.2.1 Existing Storage Details	1. DC, Bangalore / ST9990V / 33 TB Raw / 2009 / Buyback and Data Migration to New Storage 2. DC, Bangalore / EMC VMAX 20K / 100 TB Raw / 2013 / Re-Use, Data Migration to New Storage & restoration of data from new storage. 3. DR, Vashi / EMC Clarrion AX4 / 20 TB Raw / 2011 / Re-Use and Shifting to OICL HO 4. DR, Vashi / EMC VMAX 20K / 100 TB Raw / 2013 / Re-Use, Data Migration to New Storage & restoration of data from new storage.	In case of VMAX 20K (1 each at DC and DR), it mentions reuse, data migration to new storage and restoration of data from new storage. Reverting / restoring data to the older arrays from the new Enterprise Storage arrays would involve additional migration exercise and also involve dealing with contractual considerations, support, warranty etc. with the older OEM vendor/SI (e.g. EMC, Sify). Since different vendors have different approaches, we would request OICL to kindly permit us to reuse the EMC VMAX systems according to our best practices through virtualization etc. as applicable, while ensuring that OICL is able to reuse the existing VMAX systems.	Restoration shall be done only if required.
176	25	4.2 Existing Storage Details; 4.2.1.4. Application Mapping on EMC VMX Storage	Usable Capacity of EMC Storage in DC and DR	1. While section 4.2.1.1 says 100 TB capacity, Table 4.2.1.4 says 27 TB usable space in DC and 32 TB Usable Space in DR. Though we do understand that remaining space is unallocated/unused, whether the mentioned usable capacity is fully utilised in terms of data. What is the actual data stored /actual used capacity for each of these applications/DB/Files in both DC and DR out of this 27 TB and 32 TB respectively. 2. Can we get similar details for each application stored in Hitachi Storage too?	1. 100 TB is raw capacity whereas Table 4.2.1.4 indicates the usable capacity after RAID 10 & RAID 5. 2. For ST9990V, there is no data migration to new storage, only buyback is required.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
177	25	4.2.2. Scope of Work for Storage Point 4.2.2.2.	Physical shifting of EMC VMAX from old DC to New DC. Migration of data from existing EMC VMAX Storage to new Storage. Further, few applications might be reverted back to the existing EMC VMAX Storage from new storage. Responsibility of EMC VMAX space allocation etc. also rests with Bidder thereafter, for the contract period. Onsite FM will be with bidder. However, remote management will remain with OEM. AMC is already in place with M/s Sify.	We understand that the EMC VMAX Storage at both sites to be physically shifted to respective new sites and data migration to be done. Please clarify the below : 1. Please clarify whether the servers and other equipments mentioned as "Reuse" only to be moved to the new DC and DR respectively. Equipments marked for "Buyback" will be taken back by bidder directly from old sites after migration activity and will not be moved to new sites. 2. How the migration plan to be arrived? Will OICL provide us the schedule of application/data that needs to be moved and migrated in some predefined order or all applications will be migrated in a single activity/downtime. 3. We understand that some applications are hosted in Site A (DC) and some applications are hosted in Site B (DR). Their respective DR is available at other sites. In this case, We assume that Applications and DB from Old DC to be migrated to New Servers and Storage in New DC and same is applicable for DR Sites too. Then, we need to establish replication setup to ensure the data are available at respective DR Sites. Please confirm.	1. Understanding is correct. 2. OICL will provide the schedule of application that needs to be moved and migrated in some predefined order during the implementation time. 3. Yes.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
178	25	4.2.2. Scope of Work for Storage Point 4.2.2.2.	Physical shifting of EMC VMAX from old DC to New DC. Migration of data from existing EMC VMAX Storage to new Storage. Further, few applications might be reverted back to the existing EMC VMAX Storage from new storage. Responsibility of EMC VMAX space allocation etc. also rests with Bidder thereafter, for the contract period. Onsite FM will be with bidder. However, remote management will remain with OEM. AMC is already in place with M/s Sify.	1. For Replication, whether we can propose App/DB level default features, (E.g. Data Guard) or we have to propose SAN level replication features/utilities. As per industry standards, it is recommended to do DB Replication by DB Replication features. Please let us know whether OICL have necessary licenses in place to proceed with App/DB level Replication. 2. Whether OICL will take care of necessary environment like Rack Space, Power and Cooling requirements for both EMC storage and new proposed storage.	1. Storage based Replication. 2. Yes.
179			Clarification	Kindly confirm Application Mapping with Existing EMC VMAX Storage and the proposed Enterprise storage separately. It is not clear in the proposed Architecture mentioned in Pg.No.152 of the RFP Document	Please refer RFP section 4.2.1.4
180			Clarification	Kindly Share per day rate of Change of Storage Data currently (Require for WAN Bandwidth Calculation OICL Applications and DB	Approximate 10 GB currently
181	82	9	The storage should have minimum 512 Gbps FC bandwidth using 16 Gbps ports and 80GigE bandwidth for host connectivity.	Since OICL is asking for scalability in drives , capacity and cache, it is clear that OICL intends to achieve desired scalability at some time. To get the same desired performance from the storage array it is recommended to ask for atleast 100% scalability of Front End ports / Front End aggregate bandwidth as well.	As per RFP
182	82	10	Storage should have with minimum 384 Gbps SAS Backend Disk Connectivity across storage controllers with native 6Gbps SAS backends.	Since OICL is asking for scalability in drives, capacity and cache, it is clear that OICL intends to achieve desired scalability at some time. To get the same desired performance from the storage array it is recommended to ask for atleast 100% scalability of Back End ports / Back End aggregate bandwidth also.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
183	82	13	The storage system should have support for multi-path configuration for redundant path to connected hosts. Any Licenses required for this should be provided with Storage.	Most of the Operating system today delivers Multi-path functionalities. Is there any specific function expected here, please clarify?	Please quote as per RFP requirement
184	82	17	The storage should support data tiering between different storage tiers namely SSD and SAS/ SATA/NL-SAS within the same storage array. Licences should be provided for the supplied capacity.	Since OICL has asked for 3 different types of drives to be configured in the Storage Array, the tiering functionality should also be available / supported for all these 3 types of drives - SSD/FMD, SAS and NL-SAS Drives and NOT ONLY for 2 drive types.	As per RFP
185	25	4.2.1.4	Application Mapping on EMC VMX Storage	Application mapping for EMC VMAX storage is given in RFP however application mapping for ST9990V storage is not provided in the RFP. We understand that data from both these storages need to be migrated to new storage. Please share the details	It is clarified that for ST9990V, there is no data migration to new storage.
186	82	13.1.1 S/N 4	The proposed Storage Systems should be supplied with following usable capacity:

20 TB usable capacity in RAID 5 using 400 GB or higher SSD / Enterprise Flash Drives

240 TB usable capacity in RAID 5 using 900 GB or higher 10K RPM SAS drives.

140 TB usable capacity in RAID 6 or equivalent using 4 TB 7.2K RPM NL-SAS / SATA Drives. | We suggest OICL to look at asking eMLC(Enterprise MLC) type SSD disks as they have 10 times more write endurance as compared to cMLC (Consumer MLC) type SSD drives, which would be quoted by default unless OICL specifically asks for eMLC disks. | It is clarified as –

The proposed Storage Systems should be supplied with following usable capacity:

20 TB usable capacity in RAID 5 using 400 GB or higher Enterprise (eMLC) SSD / Enterprise Flash Drives

240 TB usable capacity in RAID 5 using 900 GB or higher 10K RPM SAS drives.

140 TB usable capacity in RAID 6 or equivalent using 4 TB 7.2K RPM NL-SAS / SATA Drives. |

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
187	82	13.1.1 S/N 4	The proposed Storage Systems should be supplied with following usable capacity: 20 TB usable capacity in RAID 5 using 400 GB or higher SSD / Enterprise Flash Drives 240 TB usable capacity in RAID 5 using 900 GB or higher 10K RPM SAS drives. 140 TB usable capacity in RAID 6 or equivalent using 4 TB 7.2K RPM NL-SAS / SATA Drives.	We suggest OICL to modify NL-SAS Drive size to 2TB or higher as it would allow OEM's to select either of 2TB or 4TB disks basis their best practices.	As per RFP
188	82	13.1.1 S/N 5	The Storage System should be scalable to at least 1500 Drives in future.	We suggest OICL to consider increasing drive scalability to 2000	As per RFP
189	82	13.1.1 S/N 8	The Storage Systems should be supplied with minimum 512 GB Cache across storage controllers scalable to minimum 1TB. (Cache should not be configured in the form of SSDs.) NAS Gateways (If required) should be proposed in high availability mode with full redundancy and have separate memory.	Can we quote Storage where cache is not Global Cache?	It is clarified as – The Storage System should be supplied with minimum 512 GB Cache across storage controllers scalable to minimum 1TB which should be shared by all the controllers simultaneously. (Cache should not be configured in the form of SSDs.) NAS Gateways (If required) should be proposed in high availability mode with full redundancy and have separate memory.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
190	82	13.1.1 S/N 8	The Storage Systems should be supplied with minimum 512 GB Cache across storage controllers scalable to minimum 1TB. (Cache should not be configured in the form of SSDs.) NAS Gateways (If required) should be proposed in high availability mode with full redundancy and have separate memory.	We suggest OICL to consider increasing cache scalability to 2TB	As per RFP
191	82	13.1.1 S/N 11	The storage should be with No Single Point of Failure (NSPOF) with redundant and hot swappable components. The proposed storage must support non-disruptive replacement of hardware components.	Can we quote Storage with non-redundant Passive Back plane?	Please quote as per RFP requirement
192	82	13.1.1 S/N 11	The storage should be with No Single Point of Failure (NSPOF) with redundant and hot swappable components. The proposed storage must support non-disruptive replacement of hardware components.	Would OICL need High Availability features on Enterprise storage such as Component level fault isolation e.g. failures like Port, Dimm do not cause entire controller board to be disabled or cause reboot of the entire controller and these failing components are disabled on the fly.	Please quote as per RFP requirement
193	82	13.1.1 S/N 12	The storage must provide non-disruptive firmware/micro code upgrade, device reallocation and configuration changes	Is it okay if Controllers reboot during firmware upgrades causing host side lun failover or OICL expects a truly non-disruptive Firmware upgrade where there is no event like lun failover/failback at host side.	Please quote as per RFP requirement

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
194	83	13.1.1 S/N 17	The storage should support data tiering between different storage tiers namely SSD and SAS/ SATA/NL-SAS within the same storage array. Licences should be provided for the supplied capacity	As OICL is asking for all three tiers namely SSD, SAS and NL-SAS in the storage. Normally it is expected that cold data shall stay in SATA and Hot data shall stay in SSD and SAS tiers. Current specification asks for tiering between SSD to SAS and SSD to NL-SAS Its not asking for tiering between all three tiers i.e. SSD, SAS and NL-SAS, Which would result in SAS being used to store Cold data as well. So request modifying this clause as: "The storage should support data tiering between different storage tiers namely SSD, SAS and SATA/NL-SAS within the same storage array. Licences should be provided for the supplied capacity"	It is clarified as – "The storage should support automatic data tiering between different storage tiers namely SSD, SAS and SATA/NL-SAS within the same storage array. Licences should be provided for the supplied capacity"
195	83	13.1.1 S/N 23	Easy to use GUI based and web enabled administration interface for configuration, storage management. Storage management alerting, and reporting tools also should be bundled with the storage.	Would OICL not require a detailed Real time and historical performance management tool which can be helpful in debugging performance issues?	Please quote as per RFP requirement
196	83	13.1.1 S/N 24B	Licences for clone should be supplied for the 80 TB of capacity.	Kindly confirm if it's a right understanding that OICL is looking at necessary license to create 1 clone copy of 40TB Production Data or 3 Clone Copies of 20TB Production Data. Kindly clarify.	Clause is self-explanatory
197	83	13.1.1 S/N 24C	Licences for snapshot should be supplied for the 20 TB of capacity.	We suggest OICL to look at equal and full array capacity licenses for Clone, Snap and Replication features. This would avoid complexities in future and give flexibility to OICL in future.	As per RFP
198	83	13.1.1 New	New	As OICL has heterogeneous storage environment, we suggest OICL to look at asking support for Storage Virtualization natively in the new Enterprise Storage array which will give flexibility to OICL in future.	It is clarified as – The proposed Enterprise Storage System should support Storage Virtualization natively. Licence should be factored for 50 TB Usable capacity for existing EMC VMAX 20K Storage.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
199	83	13.1.1 New	New	As OICL is going to use existing Storage arrays in DC and DR along with new Enterprise arrays, would OICL like to have a SRM tool to manage and provision all the storages from a single GUI? This would simplify overall management of OICL Storage environment.	As per RFP
200	83	13.1.1 New	New	Would OICL expect Self Service catalog to automate storage administration tasks such as provisioning Storage, Configure protection etc. via a management layer?	As per RFP
201	Page No. 82	Point 3 / Section 13 Subsection 13.1.1 Enterprise Storage System	The proposed system should support RAID 1/10,5,6.	Different storage vendors have different implementation of RAID to provide data protection. Can we provide equivalent or better RAID level without compromising the data protection?	Yes
202	Page No. 82	Point 4 / Section 13 Subsection 13.1.1 Enterprise Storage System	The proposed Storage Systems should be supplied with following usable capacity: 20 TB usable capacity in RAID 5 using 400 GB or higher SSD / Enterprise Flash Drives 240 TB usable capacity in RAID 5 using 900 GB or higher 10K RPM SAS drives. 140 TB usable capacity in RAID 6 or equivalent using 4 TB 7.2K RPM NL-SAS / SATA Drives.	Different storage vendors have different implementation of RAID to provide data protection. Can we provide equivalent or better RAID level without compromising the data protection?	Yes
203	Page No. 82	Point 8 / Section 13 Subsection 13.1.1 Enterprise Storage System	The Storage Systems should be supplied with minimum 512 GB Cache across storage controllers scalable to minimum 1TB. (Cache should not be configured in the form of SSDs.) NAS Gateways (If required) should be proposed in high availability mode with full redundancy and have separate memory.	We understand that in case vendors do not offer unified storage with NAS and SAN functionality, they need to include additional NAS Gateways in HA mode. We would request OICL to kindly provide the specifications for these NAS Gateways.	Please quote as per RFP requirement

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
204	Page No. 82	Point 8 / Section 13 Subsection 13.1.1 Enterprise Storage System	The Storage Systems should be supplied with minimum 512 GB Cache across storage controllers scalable to minimum 1TB. (Cache should not be configured in the form of SSDs.) NAS Gateways (If required) should be proposed in high availability mode with full redundancy and have separate memory.	Please clarify if NAS Gateway can be based on Generic Purpose OS and HW - like Intel Servers and/or Windows/Linux based OS for Storage.	Please quote as per RFP requirement
205	Page No. 83	Point 24 B / Section 13 Subsection 13.1.1 Enterprise Storage System	Licences for clone should be supplied for the 80 TB of capacity.	Since OICL's requirements for cloning may change dynamically, we would suggest that the clone license should be asked for the entire supplied capacity. This is also in line with the tender specifications for other storage software such as Thin provisioning etc. which have asked for licenses to be provided for the entire supplied capacity.	As per RFP
206	Page No. 83	Point 24 C / Section 13 Subsection 13.1.1 Enterprise Storage System	Licences for snapshot should be supplied for the 20 TB of capacity.	Since OICL's requirements for snapshots may change dynamically, we would suggest that the snapshot license should be asked for the entire supplied capacity. This is also in line with the tender specifications for other storage software such as Thin provisioning etc. which have asked for licenses to be provided for the entire supplied capacity.	As per RFP
207	Page No. 83	Point 25 C / Section 13 Subsection 13.1.1 Enterprise Storage System	Replication Licence for 40 TB of capacity should be configured for Asynchronous Replication.	Since OICL's requirements for replication may change dynamically, we would suggest that the replication license should be asked for the entire supplied capacity. This is also in line with the tender specifications for other storage software such as Thin provisioning etc. which have asked for licenses to be provided for the entire supplied capacity.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
208	85	FC-IP Routers		According to Page 83, Point 25-B, Section 13, Subsection 13.1.1 Enterprise Storage System, "The proposed storage should be able to utilise the FC-IP routers (Specifications mentioned in this RFP, which will be shared with existing EMC SRDF Replication) for replication of FC volumes, or else it should support IP Port based replication (In case of using IP Port based replication, 4 nos. of 10GigE IP should be additionally configured across storage controllers.) All necessary licenses should be supplied for proper functioning of the setup." We would request OICL to kindly confirm that in case the Enterprise storage system is being provided with IP port based replication through additional 4 x 10GigE IP ports, FC-IP Routers do not need to be supplied.	Since the existing FC-IP routers being used for EMC VMAX replication are End of Life, bidder shall supply the new FC-IP routers as per RFP requirement.
209	82	13.1.1 Point no 7.	Storage System should support multiple Hot Spares. One Hot spare disk should be provided for every 30 Disk Drives.	Every Enterprise storage has a different architecture of creating Hot Spare Disks/Capacity. Request you to change the clause as requested. "Storage System should support multiple Hot Spares. One Hot spare disk/or equivalent capacity should be provided for every 30 Disk Drives."	As per RFP
210	82	13.1.1 Point no 9.	The storage should have minimum 512 Gbps FC bandwidth using 16 Gbps ports and 80GigE bandwidth for host connectivity.	Kindly clarify if Minimum 512Gbps of FC Bandwidth is required from Day 1.	Yes
211	82	13.1.1 Point no 9.	The storage should have minimum 512 Gbps FC bandwidth using 16 Gbps ports and 80GigE bandwidth for host connectivity.	As the offered storage is asked with the scalability in terms of the Cache and Drives, We recommend to please the twice scalability in terms of the front end connectivity to avoid any bottlenecks in future. "The storage should have minimum 512 Gbps aggregate FC bandwidth using 16 Gbps ports with scalability upto 1024 Gbps on FC bandwidth and 80GigE bandwidth for host connectivity."	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
212	82	13.1.1 Point no10.	Storage should have with minimum 384 Gbps SAS Backend Disk Connectivity across storage controllers with native 6Gbps SAS backbends.	As the offered storage is asked with front end bandwidth of 512Gbps and backend with 384 Gbps , we request OICL to make it balanced at the front end and backend by changing the BE bandwidth to 512 Gbps with the required scalability. "Storage should have with minimum 512 Gbps SAS aggregate Backend Disk bandwidth scalable to atleast 1024Gbps across storage controllers with native 6Gbps or higher SAS backends."	As per RFP
213	82	13.1.1 Point no10.	Storage should have with minimum 384 Gbps SAS Backend Disk Connectivity across storage controllers with native 6Gbps SAS backbends.	Kindly clarify if Minimum 384 Gbps of SAS backend Disk Connectivity is required from Day 1.	Yes
214	82	13.1.1 Point no14.	The storage should have protection of cache data during a power down either scheduled or unexpected power outage by battery backup for at least 72 hours OR by de-staging the data in cache to non-volatile disk / flash memory.	Request OICL please change the clause as "The storage should have protection of cache data during a power down either scheduled or unexpected power outage by battery backup for at least 72 hours OR by de-staging the data in cache."	As per RFP
215	83	13.1.1 Point no17.	The storage should support data tiering between different storage tiers namely SSD and SAS/ SATA/NL-SAS within the same storage array. Licenses should be provided for the supplied capacity.	As per our understating OICL is looking for the Automated Policy based data tiering between the different tiers of Storage. Hence request you to please change the same as suggested below "The storage should support data automated policy based sub lun tiering between different storage tiers namely SSD ,SAS &SATA/NL-SAS within the same storage array. Licenses should be provided for the supplied capacity."	It is clarified as – "The storage should support automatic data tiering between different storage tiers namely SSD, SAS and SATA/NL-SAS within the same storage array. Licences should be provided for the supplied capacity"

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
216			Additional Clause	As OICL is investing in the Enterprise Class Storage for the mission critical applications, We request you to please consider QOS feature at the Storage level so that the performance hungry applications can take advantage of the OICL investment in the SSD Drives and high end technology. Request you to please add the following "Quality of service engine shall allow to define minimum and maximum cap for required IOPS / bandwidth for a given logical units of application running at storage array. It shall be possible to change the quality of service Response time (in both milliseconds as well as sub-milliseconds), IOPS, bandwidth specification on basis of real time. Required licenses for the same shall be provided."	As per RFP
217	82	13.1.1	Enterprise Storage Specifications	As we understand OICL has broadly two workloads; 1. Sequential workload 2. Databases which is an OLTP workload. We recommend OICL to split the storage specifications in to two storages; 1. Storage for databases (with capabilities to serve databases workload better and have tighter integration with existing Oracle database software) 2. Storage which is better tuned to handle File type or sequential workload better. We recommend to go this path, OICL will achieve better TCO with this approach. a) Enterprise storage will always have higher $/TB than storage built (NAS) for these kind of workloads b) Enterprise storages are inherently BLOCK devices with NFS/CIFS access provided by getting an GATEWAY server in between, which anyways means that we have a different WINDOW of management for provisioning PROJECTS or SHARES. This is no different than having two different specific purpose built storages for DB and DMS.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
218	82	13.1.1/ Point no.5	The Storage System should be scalable to at least 1500 Drives in future.	Existing storage requirement of 20Tb + 240TB + 140TB can be met using 450 drives or lesser. Also drive technologies are getting better with denser options and better performance levels. We recommend the scalability to be reduced to 700 drives	As per RFP
219	82	13.1.1/ Point no.8	The Storage Systems should be supplied with minimum 512 GB Cache across storage controllers scalable to minimum 1TB. (Cache should not be configured in the form of SSDs.)	Once the requirement is split there is no requirement for such high cache. Request you to change cache scalability to 400GB. Higher cache will not yield any incremental performance but will make the system costly.	As per RFP
220	82	13.1.1/ Point no.9	The storage should have minimum 512 Gbps FC bandwidth using 16 Gbps ports and 80GigE bandwidth for host connectivity.	128 to 192Gbps FC frontend bandwidth is enough for the performance requirement. Higher number of FC ports yields no result. 12 FC Ports @ 16GBps are more than sufficient to meet the requirement and beyond. Any further addition of ports is an unnecessary cost.	As per RFP
221	82	13.1.1/ Point no.10	Storage should have with minimum 384 Gbps SAS Backend Disk Connectivity across storage controllers with native 6Gbps SAS backends.	Request you to change it to 288Gbps so that all storage vendors are able to participate	As per RFP
222	83	13.1.1/ Point no.28	OEM of the offered product should be listed in Leader Quadrant of Gartner "Magic Quadrant for General-Purpose Disk Arrays Published in 2014".	Request to add other analysts as well. There are other competent analysts available that does similar study. They must also be allowed.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
223	82	13.1/Annexure 1	The Storage Systems should be supplied with minimum 512 GB Cache across storage controllers scalable to minimum 1TB. (Cache should not be configured in the form of SSDs.) NAS Gateways (If required) should be proposed in high availability mode with full redundancy and have separate memory.	We request you to please amend the clause as "The Storage Systems should be supplied with minimum 128 GB Cache across storage controllers scalable to minimum 512 GB cache. In Addition to cache, Storage subsystem should be configured with 150000 IOPS with 8 KB Block size and response time should be less than 1 milliseconds. (Cache should not be configured in the form of SSDs.)

NAS Gateways (If required) should be proposed in high availability mode with full redundancy and have separate memory".

Different vendors use different block size for caching some use smaller block size and some use larger block size for caching. With smaller block size used for caching, it will improve the cache efficiency. Hence in addition to specifying cache total no of IOPS should be specified along with block size and response time. If any OEM requires more cache to meet the IOPS no and response time more cache should be provided by that vendor. | As per RFP |
| 224 | 82 | 13.1/Annexure 1 | Storage should have with minimum 384 Gbps SAS Backend Disk Connectivity across storage controllers with native 6Gbps SAS backends. | We request you to please amend the clause as "Storage should be configured with minimum 384 Gbps SAS/FC Backend Disk Connectivity across storage controllers with native 6 Gbps or higher SAS/FC backends".

SAS Backend is restrictive technology. As long as total aggregate bandwidth of 384 Gbps is provided one should not bother that backend is SAS or FC. Hence kindly change it to SAS/FC backend technology | As per RFP |

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
Tape Library, Backup Software & Disk based Backup Appliance					
225	26	Backup Solution	The backup solution should be scalable and free from any restriction of including the number of applications and data size in the backup thus catering to such future needs of the OICL.	Understanding is under the Backup license capacity asked in the RFP.	Yes, understanding is correct.
226	88	13.1.6 Backup software	Quoted Backup software must support more than 1 worker/storage/media server which works as worker to receive backup data from clients and write data to tape.	Please specify the nos. of Media/Storage servers required for backup solutions	It is clarified as – Number of Backup Server should be minimum two.
227	88	13.1.6 Backup Software	The backup software should be able to encrypt the backed up data using 256-bit AES encryption on the backup client and should not demand for additional license, any such license if needed should be quoted for the total number of backup clients asked for.	Request OICL to allow others encryption algorithm also.	As per RFP
228	88	13.1.6 Backup Software	Backup methodology should be LAN Free. Pricing of the software should not to be dependent on the number of CPUs of the client machines. Upgrading the client machines and increasing CPU should not have any commercial implications in terms of renewing licenses or buying additional licenses.	Please specify the backup window.	Existing Backup Window is 4 Hours.\n\nHowever, bidder shall supply the Tape Library as per Technical Specifications mentioned in the RFP.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
229	87	13.1.5 Disk Based Backup Appliance, 1	The Proposed Disk based backup appliance should be supplied with: - 100 TB of Usable capacity Using SATA / NL-SAS Drives in RAID 6 or equivalent. - 4 x 8 Gbps FC & 2 x 10 Gbps LAN Connectivity - Scalable to 200 TB of Usable capacity	Kindly modify as- "The Proposed Disk based backup appliance should be supplied with: - 100 TB of Usable capacity Using SATA / NL-SAS Drives in RAID 6 or equivalent. - 2 x 10 Gbps LAN Connectivity - Scalable to 200 TB of Usable capacity"	As per RFP
230	27	4.5	Backup Solution	Please clarify the scope of migration from existing backup to the new backup solution	There will be no backup to backup migration.
231	27	4.5	The backup solution should be scalable and free from any restriction of including the number of applications and data size in the backup thus catering to such future needs of the OICL.	RFP asks for capacity based license for backup software. In case of increase data size OICL has to buy additional capacity license for backup software	Yes, understanding is correct.
232	87	13.1.5	New	Looking at the large File Storage Requirement, does OICL want LAN free NDMP backup on Disk Appliance.	It is clarified that on Disk based Appliance, LAN free NDMP or equivalent backup is required.
233	87	13.1.5	New	OICL has not mentioned any protocol support required for the disk based backup appliance. We suggest OICL to consider asking support for OST Protocol. OST protocol will allow source based deduplication which will help reducing the traffic between the backup client/ Media Server to Disk based back appliance which will lead to the efficient utilization of Network, thereby reducing the backup window drastically.	As per RFP
234	87	13.1.5-2	Offered device should have integrated de-duplication license in a low bandwidth mode so that only unique – Non Duplicated data flows to remote location.	Global Deduplication technology help improving the deduplication ratio thereby utilizing the capacity of the disk based appliance in a efficient manner. Would OICL want global deduplication in the proposed appliance?	Please quote as per RFP requirement

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
235	88	13.1.6 -21	Software to be licensed for 100 TB of data.	Is our understanding correct that backup software licence for 100 TB capacity has to be provision at both DC and DR sites in active-active mode.	Yes
236	27	4.5 Backup Solution Item (f)	The Bidder shall be responsible for ensuring that the backup and restoration process is executed in the prescribed timeframe and is encrypted before being backed up on to the tapes. The backup must be done using latest backup technologies having features such as encryption etc. to enable a secure, efficient and reliable backup and restoration process.	Please share the total size of data and backup window. If possible, please share current high level backup policies and anticipated data growth	Shall be provided to successful bidder.
237	27	4.5 Backup Solution Item (j)	The backup solution should be scalable and free from any restriction of including the number of applications and data size in the backup thus catering to such future needs of the OICL.	Backup Solution generally comes with two licensing model : Capacity and Agent Based. In both cases, any addition to space and agents should have to be purchased by OICL. Bidder may not be able to factor those costs adhoc. We request OICL to share the list of applications, database and size of those data to be backed up along with future application plans and data growth Year on Year to arrive at approximate licensing model and licenses.	Please refer Point # 21 of RFP Section 13.1.6
238	28	4.5.1 Tape Library Item No 4.5.1.1	Data Migration to New Library	Proposed LTO6 FC Drives can read/write LTO5 Tapes and can read LTO4 Tapes. Hence in DC, Data in LTO4 can be migrated to LTO6 Tapes at ease, however, in DR, LTO3 Tape Content has to be moved to temporary VTL / Disk Space and then moved to LTO6 Tapes. Free available space n Storage will be utilised for the same. Please confirm whether this is acceptable for OICL.	There shall be no migration from existing tape library to new tape library.
239	28	4.5.2 Disk Based Backup Solution Item No 4.5.2.4	OICL is considering speeding up its backup operation, therefore the Bidder needs an appliance at DC and identical appliance at DR with replication enabled. The Bidder has to recommend appropriate bandwidth for the same.	We request OICL to share the list of applications, database and size of those data to be backed up, planned backup window, high level backup policies, future application roll-out plans, Data growth Year on Year etc., to arrive at sizing of the solution and the bandwidth for DC to DR Replication	Please refer RFP section 4.2.1.4

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
240	87	13.1.5; Clause No 1	The Proposed Disk based backup appliance should be supplied with: - 100 TB of Usable capacity Using SATA / NL-SAS Drives in RAID 6 or equivalent. - 4 x 8 Gbps FC & 2 x 10 Gbps LAN Connectivity - Scalable to 200 TB of Usable capacity	Redundancy should be ensured by having automatic failover of controllers for resumption of service if one controller fails. hence we request OICl to amend the clause as "The Proposed Disk based backup appliance should be supplied with: - 100 TB of Usable capacity Using SATA / NL-SAS Drives in RAID 6 or equivalent. - 4 x 8 Gbps FC & 2 x 10 Gbps LAN Connectivity - Scalable to 200 TB of Usable capacity. -Minimum two Controller to offer redundancy with automatic failover. "	As per RFP
241	87	13.1.5; Clause No 6	Data replication should be enabled on the offered solution for 20 TB.	This will not create a single vendor lock-in and OICL will have the leverage to choose dissimilar disk based backup appliance. We request OICL to amend the clause as "Data replication should be enabled and should have the provision to replicate to similar or dissimilar disk based backup appliance"	As per RFP
242	87	Section 13 Subsection 13.1.5 Disk Based Backup Appliance	Disk Based Backup Appliance	The requirement for providing disk based backup can be met by different vendors through different solutions. The tender also refers to Disk Based Backup Solution elsewhere (Page 28, Point 4.5.2 Disk Based Backup Solution). We would therefore request OICL to kindly amend this subsection name to read: "13.1.5 Disk Based Backup Appliance/Solution"	As per RFP, Further it is clarified as - Disk based backup Appliance.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
243	87	Point 1 / Section 13 Subsection 13.1.5 Disk Based Backup Appliance	The Proposed Disk based backup appliance should be supplied with: - 100 TB of Usable capacity Using SATA / NL-SAS Drives in RAID 6 or equivalent. - 4 x 8 Gbps FC & 2 x 10 Gbps LAN Connectivity - Scalable to 200 TB of Usable capacity	a) The tender clause 13.1.5 Point No. 4 asks for 8TB/hr write performance. 8TB/hr translates to approx 20Gb/s front end connectivity. Even if we consider 1.5 times this figure of 20Gbps, we get 30Gbps. In contrast, this clause asks for a total front end connectivity bandwidth of (4 x 8) + (2 x 10) = 52Gb/s, which is much more than what is needed for the defined requirement. Also since different vendors offer different connectivity options on their disk based backup solutions, we would request OICL to kindly modify the clause to read: "The Proposed Disk based backup appliance/solution should be supplied with: - 100 TB of Usable capacity Using SATA / NL-SAS Drives in RAID 6 or equivalent. - Minimum 30 Gbps front end Connectivity - Scalable to 200 TB of Usable capacity"	As per RFP
244	88	13.1.6; Item 3	The backup software should be able to encrypt the backed up data using 256-bit AES encryption on the backup client and should not demand for additional license, any such license if needed should be quoted for the total number of backup clients asked for.	The flexibility of key management schemes makes data encryption useful in a wide variety of configurations. Should also allow other encryption algorithm like Blowfish 256- bit, GOST 256-bit, Serpent 256-bit, Twofish 256-bit	As per RFP
245	89	13.1.6; Item 16	Should integrate with third party VTL which has data deduplication capabilities.	As per the RFP the ask is Disk Based appliance. Allow disk based appliance with data deduplication capabilities.	As per RFP
246	87	13.1.5/ S.N0. 6	Data replication should be enabled on the offered solution for 20 TB.	Data replication should be enabled and should have the provision to replicative to similar or dissimilar disk based backup appliance. Justification - This will not create a single vendor lock-in and OICL will have the leverage to choose dissimilar disk based backup appliance	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
247	86	13.1.4 Point no 2	Cartridge Slots	Single LTO 6 Cartridge can hold approx 3-6TB of data , considering 5TB per cartrage with 150 Slots the tape library can host approx 750TB of the data in the tape library which much more than asked capacity. In addition to the same Disk backed backup device is also asked for the backup. Hence request you to please change the slots from 200 to 150 Slots. "Tape Library shall be offered with minimum 150 Cartridge slots and shall be scalable to 300 slots"	As per RFP
248	86	13.1.4 Point no 9	1. Tape Library shall have GUI Panel 2. Tape Library shall be supplied with software which can predict and prevent failures through early warning and shall also suggest the required service action. 3. Offered Software shall also have the capability to determine when to retire the tape cartridges and what compression ratio is being achieved	Below mentioned point is not a feature / managed by tape library, hence request you to please remove the same. "Offered Software shall also have the capability to determine when to retire the tape cartridges and what compression ratio is being achieved"	As per RFP
249	87	13.1.5 Point no 5	Appliance should be offered with hot spare disks in at least 15:1 ratio.	As these are appliances we request you to please allow bidders to choose the right level of spares to meet the SLA requirements. "Appliance should be offered with hot spare disks."	It is clarified as - Appliance should be offered with hot spare disks as per best practice.
250	87	13.1.5 Point no 6	Data replication should be enabled on the offered solution for 20 TB.	On Disk based backup devices where DE duplicated data is stored , its almost impossible to use capacity based licenses / identify the TB to be replicated , hence request you to please change the clause as suggested. "Data replication should be enabled on the offered solution for offered capacity."	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
251	27	4.5	The Bidder will configure the backup server and software to enable automated backup of all applications as per OICL's requirement based on parameters finalized by OICL. The Backup Server, Tape Library & Disk Based Backup Solution is required to be configured to existing SAN box as well as new Enterprise Storage System at both DC & DR sites	Requesting OICL to clarify whether both site DC & DR would be hot site or only DC would be hot site and DR would be cold site for replication only. Will backup takes place at both site locally.	Both site DC & DR would be hot site.
252	87	1	The Proposed Disk based backup appliance should be supplied with: - 100 TB of Usable capacity Using SATA / NL-SAS Drives in RAID 6 or equivalent. - 4 x 8 Gbps FC & 2 x 10 Gbps LAN Connectivity - Scalable to 200 TB of Usable capacity	The Proposed Disk based backup appliance should be supplied with: - 100 TB of Usable capacity Using SATA / NL-SAS Drives in RAID 6 or equivalent. - 4 x 8 Gbps FC & 2 x 10 Gbps LAN Connectivity - Scalable to 200 TB of Usable capacity. -Minimum two Controller to offer redundancy with automatic failover	As per RFP
253	87	6	Data replication should be enabled on the offered solution for 20 TB.	Data replication should be enabled and should have the provision to replicate to similar or dissimilar disk based backup appliance	As per RFP
254	28	4.5.1.1.	Buyback, Data Migration to new Tape Library	We understand that new backup solution will be setup in parallel. Both old and new backup solution (Back up Tool+ tape library) will run in parallel till the retention of data on old tape library expires. And then old backup solution (tool + tape library) can be removed. The understanding is that there will be no scope of migration of data from old tape library to new tape library. Please confirm	There will be no scope of migration of data from old tape library to new tape library.
255	22	2	The Bidder is required to supply, implement and maintain the backup solution i.e. Tape Library, Backup Software and Disk based appliance at DC & DR sites.	Why do customer is required Disk base backup appliance when he is already procuring the Tape Library & Backup solution.	Please quote as per RFP requirement

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
256	27	g	The Bidder shall be responsible for upgradation of backup software at OICL at no extra cost during the contract period.	All FOC Updates will be done by bidder, Any version update which incurs commercials will be charged as per actuals	As per RFP
257	27	4.5.b	vaulting option for data continuity	Please let us know if tape vaulting activity (Offsite tape storage) has to be provided by the bidder	No
258	28	4.5.1.4.	It shall be supplied with encryption capable Linear Tape Open (LTO) Gen6 Tape Drives	The Drives LTO-6 are all encryption capable, but would require separate license to enable encryption. Does OICL require all drives to be have licenses for doing native drive based encryption	Clause is self-explanatory
259	87	13.1.5/ Point no 2	Offered device should have integrated de-duplication license in a low bandwidth mode so that only unique – Non Duplicated data flows to remote location.	This is specific to a vendor. Request to change this to "Offered device should have integrated de-duplication license. Also offered device should support either only unique non duplicated data or *COMPRESSED DATA* flows to remote location	As per RFP
260	87	13.1.5/ Point no 5	Appliance should be offered with hot spare disks in atleast 15:1 ratio.	Please allow vendor to choose the hot sparing as per their best practice	It is clarified as - Appliance should be offered with hot spare disks as per best practice.
261	86	13.1.4	Tape Library shall be offered with Minimum of 8 LTO6 FC tape drives and shall be scalable to 16 numbers of LTO-6 Drives within the same Library.	We request you to please amend the clause as "Tape Library shall be offered with Minimum of 8 LTO6 FC tape drives and shall be scalable to 30 numbers of LTO-6 Drives within the same Library. For Disk Storage subsystem total no of drives required for meeting the capacity is around 400 and scalability asked is approximately 4 times the current no of drives required. Hence for tape library also atleast 4 times scalability should be asked.	As per RFP
262	86	13.1.4	Cartridge Slots: Tape Library shall be offered with minimum 200 Cartridge slots and shall be scalable to 300 slots.	We request you to please amend the clause as "Cartridge Slots: Tape Library shall be offered with minimum 200 Cartridge slots and shall be scalable to 800 slots". For Disk Storage subsystem total no of drives required for meeting the capacity is around 400 and scalability asked is approximately 4 times the current no of drives required. Hence for tape library also atleast 4 times scalability should be asked.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
Facility Management System (FMS)					
263	34	4.13.1.7.	Intrusion Prevention System	RFP Page 109 has asked IPS as inbuilt feature to Firewall, hence only management to Firewall will be required and not a dedicated IPS management, please confirm the requirement.	Bidder shall implement and manage the Integrated Firewall with IPS.
264	35	4.13.1.7.	Setup of IPS Management System and Reporting Services.	RFP Page 109 has asked IPS as inbuilt feature to Firewall, hence only management to Firewall will be required and not a dedicated IPS management, please confirm the requirement.	Bidder shall implement and manage the Integrated Firewall with IPS.
265	35	4.13.2 24x7 Onsite Support		OICL has asked for engineers to support existing and new proposed Storage, Would you expect OEM Resident engineer being placed in OICL for managing Storages.	For proposed storage, bidder to provision Storage Resource of respective OEM to be available at OICL on weekly basis during the entire contract period of 6 Years. This Resource should own overall storage architecture of OICL environment, he should monitor performance, do changes as needed with approval from OICL, manage provisioning tasks as needed during the 6 year contract period. Bidder may factor the cost within the Storage Commercials.
266	33	4.13.1	Services to be Implemented by Bidder at DC and DR Site	Services to be Implemented by Bidder or OEM?	OEM certified personnel must be deployed for implementation. Further Post implementation vetting and certification along with reporting for all the supplied equipment and solution by OEM is required and is in the scope of Bidder.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
267	39	4.13.3.	This service needs to provide continuous monitoring of events, and will filter and qualify them, identifying events that need customer attention. The service needs to provide a secure, interactive web-based portal which serves as a critical link between Bidder and the OICL. All elements regarding life state, including performance reporting, incident tracking and remediation, change management, inventory management, configuration details, and account information, can be viewed through this single source. It needs to act as a repository for both Bidder and the OICL for contact information and escalation processes.	Requirement specifications from Monitoring/helpdesk tools is not clearly coming out. Would request OICL to share detailed monitoring requirements.	Bidder shall provide 24x7 proactive monitoring services from their NOC for the equipments as mentioned in Section 4.13.3. This service should provide following but not limited to: 1. Incident Management 2. Change Management 3. Problem management 4. Availability and Performance reporting 5. Configuration management.
268	39	4.13.3.	Helps in change management, incident management and process management	Do OICL has any existing helpdesk tool which can be leveraged for asked requirements? Does bidder need to propose separate tool to manage the requirements mentioned.	Currently there is no such tool deployed. OICL is not expecting on premises tool, instead bidder is expected to deliver the services through remote tools deployed in their NOC.
269	34	4.13.1.4	iii. Carry out regular mock drills	Please let us know the frequency annually, half yearly etc.?	Quarterly
270	35	4.13.2	24 x 7 Onsite Support	Bidder request OICL to share the DC call dump for last six months for an indicative analysis of tickets	Will be shared with successful bidder.
271	35	4.13.2	24 x 7 Onsite Support	Since this is 24x7 onsite support in DC & DR, so in DC 3 resource per shift means, 3x3=9, 9 resources from Monday to Friday, and for Saturday and Sunday we would need additional 3 resources, hence 9+3=12. Similar calculation for DR will add 12 more resource. To run 24x7 supports in DC & DR would need 24 resource. is our assumption correct.	Clause is self-explanatory

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
272	35	4.13.2	These resources should be field engineers of L1 level with the ability to resolve any severity issues that may arise during the period. The engineers deployed for the job at DC and DR Site must have suitable qualifications, experience and certification for the assigned job. The minimum required qualification of FMS engineers is BE/B.Tech/MCA with minimum three years of relevant experience in a FMS in a similar setup.	Being SLA driven contract, we would strongly request OICL to relax the required experience in the clauses for FMS resources. We recommend minimum of 1 year of relevant experience in FMS in similar Setup. As per our prior experience, minimum 1 to 2 yrs experienced resource is capable to do L1 level of activity and is the industry practice.	As per RFP
273	35	4.13.3	Advanced Monitoring and Reporting Services	Please list down the parameters to be monitored by proposed tool. For instance in the reporting clause 4.15.2.4. utilization of components is one report, bidder would like to clarify that utilization of components has many variants, like per user mail bandwidth utilization, over utilization of a switch/router, switch utilization, application bandwidth utilization at particular switch etc. which require multiple plugins in the tool which needs to be factored	Bidder shall provide 24x7 proactive monitoring services from their NOC for the equipments as mentioned in Section 4.13.3. This service should provide following but not limited to: 1. Incident Management including Escalation. 2. Change Management 3. Problem management 4. Availability and Performance reporting 5. Configuration management.
274	35	4.13.3	Advanced Monitoring and Reporting Services	Bidder assumes OICL will extend the required MPLS connectivity to the bidders offsite location	Yes, understanding is correct.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
275	37	4.13.2.4. Security Administration	The Bidder should address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion detection, application delivery controller etc. through implementation of proper patches and rules.	Please clarify the requirement is limited to the monitoring the hardware of security devices or it will also include the monitoring of event on Security devices. Monitoring of Events can only be done using SIEM tool, please clarify if SIEM has to be factored.	Bidder is expected to deliver all the mentioned services.
276	34	4.13.1.5, vii	Throughput testing of the Network switches if required.	Throughput testing needs to be done with traffic generator? If, yes whether the same needs to be included as a part of the BoM.	It is clarified that throughput testing shall not be required.
277	34	4.13.1.6, vii	Throughput testing of the Firewall if required.		
278	34	4.13.1.7, viii	Throughput testing of the IPS if required		
279	35	4.13.2. 24 x 7 Onsite Support	Management and Monitoring	1. Will the default management and monitoring solutions available with all those proposed and existing solution components will be enough? 2. Whether OICl has any EMS/NMS Solution in place to manage and monitor the entire infrastructure or else bidder has to quote any EMS/NMS Solution to comprehensively manage the entire solution stack?	Currently there is no EMS/NMS tool deployed. OICL is not expecting on premises tool, instead bidder is expected to deliver this Advanced Monitoring and Reporting Services through shared services remote tools deployed in their NOC.
280	37	Point 4.13.2.3 :- ix.	The network administrators are responsible for managing the trouble tickets, diagnosis of the problems, reporting, managing escalation, and ensuring rectification of problems as prescribed in the SLA.	Pls share us the details of the existing ticket system which is current in place.	Currently there is no such tool deployed.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
281	38	4.13.3. Advanced Monitoring and Reporting Services	General Queries	1. Is there a centralized service desk facility with ticket management currently available 2. List of Native & Third party Monitoring and management tools currently deployed 3. Apart from Hardware and proposed Messaging solution services availability , any other application to be covered under remote monitoring services 4. Is an SMS trigger required for Critical alerts leading to Severity 1 / Severity 2 ticket etc	Currently there is no such tool deployed.
282	37	4.13.2.4./Security Administration	iii. Maintain an updated knowledge base of all the published security vulnerabilities and virus threats. iv. Ensure that patches / workarounds for identified vulnerabilities should be patched / blocked immediately.	For vulnerability are we looking at assessment tools or just creating the knowledge base. Also since patch management solution is not in scope of this RFP, there would be dependency on the patch updates and resolution time on existing OEM/vendor.	OICL is not expecting on premises tool, instead bidder is expected to deliver these services through shared services remote tools deployed in their NOC.
283	33	4.13.1.1	iii. Patch updates of software & firmware.	Is bidder expected to propose an appropriate Patch Management Tool?	OICL is not expecting on premises tool, instead bidder is expected to deliver these services through shared services remote tools deployed in their NOC.
284	34	4.13.1.3	Periodic mock restoration activity to ensure that backup is effective.	What shall be the frequency to conduct Periodic mock restoration?	Quarterly
285	34	4.13.1.4	ii. Setting up of RPO & RTO monitoring	What is expected RPO & RTO?	RTO (2 Hour) / RPO (1 Hour)
286	34	4.13.1.4	iii. Carry out regular mock drills	What shall be the periodicity of carrying out Regular Mock Drills?	Quarterly
287	34	4.13.1.4	iv. Carry out periodic Switching from DC to DR	What shall be the periodicity of carrying out switching from DC to DR?	Quarterly
288	35	4.13.2.1	Monitoring of proposed systems and solutions as well as existing Cisco & HP Intel blade servers for key events, health and performance.	Please provide the Inventory details (make, model, specs etc.) for existing Cisco & HP blade servers to be covered under monitoring	Please refer RFP Section 2.1 & 2.2

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
289	35	4.13.2.2	Monitoring proposed and Existing EMC SAN Storage for key events, health and performance	Please provide the Inventory details (make, model, specs etc) for existing SAN setup including the details of existing Tape Library/Disk, SAN switches, Backup & Recovery software etc. to be covered under monitoring	Please refer RFP Section 2.1 & 2.2
290	38	4.13.3	Advanced Monitoring and Reporting Services: This needs to be delivered via a network of remote engineers and worldwide remote monitoring centres that are designed for full disaster recovery.	Does worldwide means that the bidder shall deliver remote monitoring & management services from its Global centre only (From where it's catering to Global customers)? Or does it mean that bidder can deliver remote monitoring & management services from its Indian remote monitoring centre which is designed for full disaster Recovery? Kindly elaborate the understanding?	Bidder shall deliver remote monitoring & management services from their monitoring centres
291	35	4.13.2	Minimum Resources in each Shift required is 3	These 3 resources are for single skill or multiple skills (Network management, Server management etc.) in a same resource. Kindly confirm	Please quote as per RFP requirement
292	38	4.13.3	All Systems and Solution Proposed in this RFP.	Kindly elaborate, what all we have to monitor?	Bidder shall provide 24x7 proactive monitoring services from their NOC for the equipments as mentioned in Section 4.13.3.
293	38	4.13.3 Advanced Monitoring and Reporting Services	A single knowledge base, online portal and tool set needs to ensure that OICL business reaps the maximum benefit from the Bidder's global expertise.	Any tool currently being used in system. If no, Bidder has to propose for Network monitoring, Server monitoring tool. Kindly confirm.	Currently there is no tool deployed. OICL is not expecting on premises tool, instead bidder is expected to deliver this Advanced Monitoring and Reporting Services through shared services remote tools deployed in their NOC.
294	38	4.13.3 Advanced Monitoring and Reporting Services		Any ticketing tool in currently being used in system , If Yes : Bidder will use the same tool or bidder has to proposed new ticketing tool	Currently no ticketing tool is being used in system

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
295	38	4.13.3 Advanced Monitoring and Reporting Services		Total Assets list required	Existing inventory details are already mentioned in RFP Section 2.1 & 2.2.
296	38	4.13.3 Advanced Monitoring and Reporting Services		Number of end users at each location, Apart from Bangalore & Mumbai location any another location need to support , kindly confirm.	AMR is required only for DC and DR.
297	38	4.13.3 Advanced Monitoring and Reporting Services		Count of instance on, os –Physical & Virtual	Please refer RFP Section 2.1 & 2.2
298	76	4.2	4.2 – Technical Bid Compliance: CV's of Manpower proposed.	It shall be difficult to plan the exact/named resources so much in advance who shall form a part of OICL Project once the PO is awarded. We request OICL to amend this clause to submit sample CV's of identically skilled resources which shall be planned as per the requirement of the Project	Sample CV's are acceptable at the time of bid submission.
299	41	4.15.2.4	Summary of resolved, unresolved and escalated issues/complaints to OEMs	1. Please let us know if the bidder has to provide the ITSM Help desk tool or OICL will extend the same 2. If the tool is provided by OICL, bidder assumes the tool would be compatible with any other 3rd party ITSM tool (CA, Remedy etc.). This is required to provide the remote services on a shared services model from the bidder premises as the tools have to be integrated to provide the services otherwise SLA management would be difficult	Bidder can provide their own ITSM Help desk tool on shared service basis and submit the reports to OICL.
300	61	9.2.8	CV's of Manpower proposed.	Please let us know if bidder can provide sample CV's as proposed CV's would not be possible at the bid submission time	Yes, understanding is correct.
301	Generic	Generic	Generic	Bidder assumes Database and Middleware is out of scope, please validate	Understanding is correct.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
302	26	4.4 Network & Security Point No 4.4.6	Set up of Management system and Reporting services.	What are the existing Management and Reporting System that is current installed. Pls clarify the details of existing EMS/NMS System.	Currently there is no such tool deployed
303	38	4.13.3.	This needs to be delivered via a network of remote engineers and worldwide remote monitoring centres that are designed for full disaster recovery. The services to be delivered to OICL via a remote gateway device.	Does bidder need to propose on premises tools or can even suggest shared services remote tools.	OICL is not expecting on premises tool, instead bidder is expected to deliver this Advanced Monitoring and Reporting Services through shared services remote tools deployed in their NOC.
Migration					
304	33	4.12.9 Migration	Downtime allowed for each application is not more than 12 hours and OICL shall prefer this switch over down time on weekends only	Please confirm the links between OLD DCs and New DCs will be provided by OICL during migration period to run applications from both DCs	Yes, understanding is correct.
305	42	4.16.4/ Shifting of Hardware from one location to another	Bidder shall also be responsible to take insurance on the moving equipment in the name of OICL. Insurance amount shall be paid by OICL on actuals	a) Please declare the asset values to drive the insurance value b) We understand the insurance values will needs not to be quoted as part of commercial proposal as it will be paid on actuals.	a) Asset Values For Vashi Location: Storage VMAX 20 K= Rs. 2,45,38,985 SAN switch (2 units)= Rs. 21,12,338 Blade servers-Cisco (Chassis with 16 blades) = Rs. 46,79,848 Blade servers -HP (Chassis with 10 blades) = Rs. 65,49,722 Routers = Rs. 29,91,732 per router EMC AX 4 = Rs. 10 lakhs b) understanding is correct.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
306	33	4.12.10 migration	Bidder has to factor the required additional infrastructure on rental basis for seamless migration. As per OICL's observation, total 12 core Routers (6 at DC & 6 at DR) shall be required which should be of similar capability and configuration	We assume basis this clause that bidder has to propose 6 routers each at DC and DR location on rental basis, for migration duration as proposed by the bidder. Kindly confirm if, due to any site related dependencies not pertaining to the bidder, the rental duration required to be increased, payment for such additional rental period will be borne by OICL. Kindly also suggest bandwidth and interface requirements for each type of routers	It is clarified that total 6 core Routers shall be required at DR (Mumbai) Site on rental basis.
307	23	4.1.4	The Bidder shall be responsible for the seamless migration of the specified infrastructure from existing sites to the new sites which will be located in the same cities	Please provide the list of equipments which would be required to be migrated from Bangalore and Vashi DC/DR respectively	Please refer RFP section 2.1 & 2.2
308	32	4.12 Migration	The Bidder shall be responsible for migrating the specified equipment at OICL's primary data center (Bengaluru) and disaster recovery site (Navi Mumbai) from their existing location to new locations within the same cities. The Bidder shall be responsible for documenting a plan for migration of required equipment and data from existing systems to new systems at DC and DR sites and submit the same to OICL with the technical bid.	Whether physical migration from old DC and Old DR to New DC and New DR will be done at first and then data migration will followed at new sites with both old and new equipments at respective new sites?	Migration Methodology shall be provided by bidder.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
309	33	4.12 Migration item No 4.12.9	Downtime allowed for each application is not more than 12 hours and OICL shall prefer this switch over down time on weekends only.	1. It is understandable and acceptable to have specific Downtime and schedule, but whether OICL has got any confirmation from respective application vendors whether each application can be migrated within this schedule which includes both APP/DB migration and data migration? Since Application Vendor / existing vendor dependency is there, their feedbacks, support and commitment on these timelines is a mandatory for bidders like us to enable meeting the timelines. 2. Considering that there is very limited time available for completing the work of migration (including baseline, incremental, cutover, DC relocation etc.) for two locations and multiple arrays, it may not be adequate if we are only allowed to get downtime on weekends. We would request OICL to kindly confirm if phased downtimes can be planned during off-business hours on weekdays as well. In absence of this, the process of migration will take longer and could impact the overall project.	Yes, understanding is correct.
310	33	4.12 Migration item No 4.12.10	Bidder has to factor the required additional infrastructure on rental basis for seamless migration. As per OICL's observation, total 12 core Routers (6 at DC & 6 at DR) shall be required which should be of similar capability and configuration. However, any other equipment required also to make the project completely operational may be assessed by the Bidder and the same may be incorporated in the offer.	Even if we factor Routers in HA mode for all sites (Old DC, New DC, Old DR, new DR), we could factor 8 Routers totally. Is there any specific requirement that OICL envisaged either technically or for business to arrive at 12 Routers. It will help bidders to understand the requirement better.	It is clarified that total 6 core Routers shall be required at DR (Mumbai) Site on rental basis: 1. Two WAN Routers 2. Two IPSEC Routers with getVPN 3. Two Replication Routers

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
311	42	4.16 Shifting of Hardware from one location to another Item No 4.16.2	Prior to the start of relocation activities, the Bidder is to provide a team to prepare the pathways for both the "origin" and "destination" locations to avoid any possible damage in the process of moving equipment, to include (but not limited to) floors, walls, elevators, etc.). This preparation shall be done to the satisfaction of OICL.	Since both the existing DC and DR locations and the proposed locations are all Third Party Hosting Data Centers, Bidder cannot take responsbility of making any changes in their sites. However, bidder can provide feasibility study and pathways and indicate OICL and Service Providers of the pre-requisites / amendments required in the sites which has to be take care by respective Service Providers and OICL.	As per RFP
312	32	Point 4.12.1 / Section 4 Subsection 4.12 Migration	Details of various applications, application vendor, current and to-be landscape is provided in Annexure-9 of this RFP. Successful Bidder shall co-ordinate with all the existing vendors of OICL during migration.	In order to arrive at the methodology and approach to be adopted for migration, we would also require some additional details on the existing hardware and software infrastructure which would need to be made available to us at the earliest, before submission of the bids. We have included a table below, and would request OICL to kindly furnish the relevant details so that we can take the data into consideration to plan our approach and estimate the time and efforts accordingly.	Details shall be provided to successful bidder.
Other Queries					
313	19	2.1	20. HP c7000 Blade Chassis 21. HP BL460 Blade Server	1. Please let us know the operating system of these servers 2. Please let us know if any virtualization of servers is done. if yes, please share the count, technology and operating system of virtualized servers	RHEL 6.5 OS (2 Socket 4 Guest)
314	19	2.1	28. HP DL 360 Gen8	Please let us know the operating system	MS Windows
315	19	2.1	35. Wipro Desktop	Please let us know the operating system	MS Windows

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
316	22	3	The Bidder shall be responsible for Supply, Installation, Implementation, Migration and Support of IT Infrastructure Solutions to be deployed at the two sites for a period of six years.	Bidder assumes the timelines would be 24 weeks (6 months) of implementation and 5.5 years of support. please validate	Support shall be for entire 6 Years after acceptance of solution.
317	32	4.11	AMC of Existing Oracle T4 Servers	These servers are not included in the table given for Existing inventory. Please clarify at which location these servers are.	2 Servers at Bengaluru and 2 Servers at Mumbai.
318	18	2.1 Existing Inventory – Bengaluru and 2.2 Existing Inventory – Vashi	Reusable items.	Who will provide OEM Support and AMC for reusable items?	OICL
319	18	2.1 Existing Inventory – Bengaluru and 2.2 Existing Inventory – Vashi	Reusable items.	Who will provide integration support for reusable items during migration. In case of any failure of reusable item, any delay in replacement of faulty hardware/software by concerned System Integrator, should not be accounted in delay for new bidder.	Integration of reusable items during migration shall be done by Bidder. However entire support of the reusable item shall be with the respective vendor.
320	23	4.1.8	The Bidder shall be responsible for structured LAN and SAN cabling at DC and DR Sites. Entire cabling should be dressed and labelled as per industry standards. The cables shall be required to have different colour codes for better identification. The cabling shall include the accessories required for structured LAN and SAN cabling. The same shall be maintained during the contract period.	Please clarify if the passive cables would be provided by OICL and SI has to execute the cabling with the materials provided. Since SOR doesn't mentions any passive Components	Bidder shall be responsible for structured LAN and SAN cabling at DC and DR Sites. All cables should be provided by Bidder.
321	24	4.1.10	An annual audit should be done by the OEM for the proposed security infrastructure at the DC and DR sites.	The audit needs to be done with respect to software vulnerabilities and this audit needs to be conducted for the entire period of 6 Years or just the first year	Entire period of 6 Years

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
322	33	4.13	The personnel being deployed by the Bidder for FM at the OICL should be employees of the Bidder's firm.	We request that the personnel deployed on the project can be wither employees or on contract staff engaged with the bidder.	As per RFP
323	24	4.1.10	An annual audit should be done by the OEM for the proposed security infrastructure at the DC and DR sites.	Is OEM audit is mandatory, as this incure additional cost?	Yes
324	33	4.12.9	Downtime allowed for each application is not more than 12 hours and OICL shall prefer this switch over down time on weekends only.	Bidder will not own the responsibility of any application during the Migration. Bidder will up the infra & required Datasets & handover the same to existing Application Vendor/OICL.	Understanding is correct.
325	19	2.1 Existing Inventory – Bengaluru	Network & Security Buy Back: CISCO 6500-E	Pls provide the complete chassis line card and Sup engine details.	Refer RFP page No. 145(BNG) and 149 (Vashi)
326	NA	NEW COMPONENT REQUEST--DDoS Mitigation Device		The attackers/hackers are using DDoS attacks that typically involve compromising into thousands or Millions of machines across the Internet. After a successful break-in, the "attacker", or the malware acting on behalf of the attacker, installs specific DDoS tools or a specific bot, allowing the attacker to control all these "burgled" machines to launch coordinated attacks on the victim sites. These kind of attacks are highly dangerous as they can shut down the service access to the end users or can further be used for advanced persistence threats. Dedicated DDoS Mitigation device should be proposed by the bidder in order to handle these kind of multi-vector DDoS attacks. The DDoS mitigation solution should be a dedicated appliance based solution not a part of Firewall or UTM with minimum REAL World throughput of 2 Gbps & scalable upto 12 Gbps (EAL4+ or above certified). The Device performance should not degrade in the event of DoS/DDoS attacks (Internal/External solution): with DDoS Flood Attack Prevention Rate: upto 10 Mpps	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
327	18	2	The Bidder is also required to buyback the specified inventory as mentioned in Annexure-7. Buy back items are available at OLD DC and DR. However, buy back is subject to OICLs discretion. If any item is required for future use, OICL may remove it from buy-back offer. Bidder has to collect item in as-is-where-is condition. No additional expenses will be paid for removal of items. Destruction of hard disks and magnetic tapes should be done in the presence of OICL representative. The commercials quoted by the Bidder should include the buyback price assessed by the Bidder.	Please mention the condition and make of the servers. Need to check whether they are in working condition or not	Please refer RFP Section 2.1 & 2.2 for Make & Model details.
328	24	4.1.10.	An annual audit should be done by the OEM for the proposed security infrastructure at the DC and DR sites.	Request OICL to change the clause to "An annual audit should be done by the OEM/OEM Certified Partner for the proposed security infrastructure at the DC and DR sites".	As per RFP
329	22	Networks & Security Infrastructure	The Bidder is required to supply, implement and maintain the network & security infrastructure at DC & DR sites.	It is understood that bidder will be responsible to implement & maintain network & security tool supplied as part of this bid. Any additional network & security components which is required as part of DC/DR infra will not be in scope of bidder & will be taken care by either existing vendor/OICL. Kindly confirm	Please refer RFP Section 4.4
330	26	4.4- Network & Security	4.4.3- Installation of Network and Security components in high availability with necessary configuration. 4.4.6- Set up of Management system and Reporting services.	It is understood that network & security tools/devices are to be proposed in HA at DC & DR, however their management & reporting console will be in non-HA at both DC & DR site. Kindly confirm in case our understanding is correct	Yes, understanding is correct.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
331	Generic	Generic	New Component Suggested-SIEM	Suggestion:- Since OICL is ahead of its peers in the industry in adopting information technology and multiple security controls are involved it is suggested to have a centralized log management and correlation solution(SIEM) to provide a holistic view of security posture and incident response. OICL is requested to add SIEM in requirement scope and in the BOM and commercial formats	As per RFP
332	Generic	Generic	New Component Suggested- PIM	Suggestion: Since OICL is ahead of its peers in the industry in adopting information technology and multiple security controls are involved it is suggested to have a PIM as access related controls are required to managed access to critical data and assests, OICL is requested to add Priveldge identity management in requirement scope and in the BOM and commercial formats	As per RFP
333	31	4.10.1	The Warranty (ATS/AMC) should be back to back from OEM and comprehensive in nature.	Is back to back Warranty/AMC from OEM is expected for the entire DC/DR stack for 6 years including Desktops? Normally Desktop OEMs covers 3 Years back to back Warranty/AMC support. Please suggest	As per RFP
334		Generic Query		Pls clarify, all the software licenses are to be quoted to be entitled with upgrades? Or licenses can be quoted with only updates.	Only Updates.
335	31	4.10 Support during Warranty & AMC Period	4.10.9 If during operation, the downtime of any piece of equipment or component thereof does not prove to be within reasonable period (as per the SLA), the Supplier shall replace the unit of component with another of the same performance and quality or higher, at no cost to OICL	Proposed Clause: Bidder can be liable for max 5% of monthly/quarterly charge in case of risk purchase. Before invoking risk purchase clause customer shall give 30 days notice and reasonable cure period.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
Service Level Agreement (SLA)					
336	56	7	Non-performance deductions	Bidder assumes the overall penalty is capped to 10% of TCV, please confirm	Yes, understanding is correct.
337	56	7	% of the total cost of the equipment for 6 years	Bidder request to change the non-performance deduction from cost of equipment to FMS charges	As per RFP
338	56	Category of SLAs:	Penalty for SLA violation is x% of the total cost of the equipment for 6 years	Pls change the penalty to x% of quarterly payment value.	As per RFP
339	56	Point 1	Availability of equipment at DC and DR	How is minimum availability calculated? (Monthly, Quarterly, Yearly)	Quarterly
340	57		SLA Penalty	Please make the Penalty Service Wise, instead of, on total 1st Year and Quarterly Revenue respectively	As per RFP
341	56	SLA	Non-performance deductions	We understand the Non-performance deduction with the clause "total cost of the equipment for 6 years" has been superseded by the Penalty Structure Table as depicted in page no 57. Please reconfirm.	Yes, understanding is correct.
342	56	7. SLA	Resource Availability: If the resource availability is less than 99%, then payment shall be deducted based on the pro-rata basis. (Total FMS cost per day divided by nos. of persons deployed)	The payment which shall be deducted in such case is per day on overall basis? Or Total FMS cost per day divided by nos. of persons deployed multiplied by no. of unavailable resources for a particular day?	Total FMS cost per day divided by nos. of persons deployed multiplied by no. of unavailable resources for a particular day
343	57	7. SLA	The violation of any of the above SLA's in a quarter will attract a penalty as set out in the table below:	For first year how will the % of deduction (of Total 1st Year Revenue) be distributed in quarterly billing/revenue? Also, What is the capping on Penalty?	For first year deduction if any shall be from quarterly payment.
344	57	7. SLA	No. of SLA Violation in a Quarter (From 2nd Year to End of 6th Year)- % of Deduction (Of Total Quarterly Revenue)	What is the capping on Penalty? Also SLA violation penalty is not clear, please clarify	Same as applicable in Section 6.14
345	57	SLA	Categories of SLA	Request OICL to clarify whether Penalty on SLA is on the Total Cost or Quarterly Revenue	Please refer the table at RFP Page No. 56

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
346	31	4.10.9	If device downtime is not as per SLA requirement then vendor has to replace the equipment at no cost to OICL	Request that this clause may be deleted considering that SLA linked operational penalty clauses are already there.	As per RFP
347	56	7	SLA Penalty	Requesting to keep the quarterly cumulative penalty capped at 5% of the total quarterly revenue for services portion.	As per RFP
Eligibility Criteria & Terms and Conditions					
348		4.1.11	The Bill of Materials as estimated by OICL is not exhaustive. Any additional items/ components like Hardware, Software, any licenses, accessories, service etc. as required to make the project completely operational may be assessed by the Bidder and the same may be incorporated in the offer. Even at the time of execution, if any additional items/ components like Hardware, Software, any licenses, accessories, service etc. are required to complete the system integration, notwithstanding the BOM as identified by the Bidder as above, the same shall be provided at no additional cost to OICL	All additional items/components as required to make project completely operational to be at additional cost to OICL.	As per RFP
349	4.10.11		the Bidder should be in a position to supply a functional standby equipment with same configuration or higher and restore all the services. Monthly rental of 5% of the equipment cost for that particular equipment / component will be payable by OICL to the Bidder for the equipment supplied as standby in lieu of the lost/ damaged equipment	The Bidder should be in a position to supply a functional standby equipment with same configuration or higher and restore all the services. Monthly rental of 25% of the equipment cost for that particular equipment / component will be payable by OICL to the Bidder for the equipment supplied as standby in lieu of the lost/ damaged equipment	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
350	5.1.3	Acceptance of solution	The solution will not be treated as complete if any part of hardware / software etc. is not delivered as per the timelines specified in RFP. In such an event, the supply will be termed incomplete and will not be accepted and warranty period will not commence besides OICL's right to invoke the penalties which will be prescribed in the contract	We assume that the Acceptance of HW/SW to be on Delivery & Installation.	Acceptance shall be done post Installation.
351	5.1.5	Conditional Bids	Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids	Request OICL to accept Deviation points as the same can be discussed & debated during contract signing stage	As per RFP
352	5.1.7	Performance Security	Within 15 days after the receipt of Notification of Award from OICL, the Bidder shall furnish performance security to OICL as per Appendix - 6, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of six year Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI	Request for 1 month after receipt of Notification Award from OICL/PO for Performance security to OICL	As per RFP
353	45	Delay in Bidders Performance	Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default	Request OICL that any unexcused delay by Bidder in performance of his Implm/service/other obligation shall render Bidder liable to imposition of Liquidated damages & thereafter cure period to be given & post it termination of contract for default	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
354	46	Payment Terms	Hardware - 70% on Dely of HW New at DC/DR sites, 15% on Completion of all Work at the DC & DR site & 15 % on Successful DR Drill & Documentation	Request for 80% on Dely of HW new at DC/DR sites, 20% on Completion of all Work at DC/DR sites	As per RFP
355	46	Payment Terms	Software - 100% against Mileston 4 Sw/Licences Delivery	100% against Delivery of SW Licenses	Yes, understanding is correct.
356	6.2	Ownership Grant & Delivery	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure. Further the Bidder also agrees that such use will not infringe or violate any license or other requirements	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. ~~The Software should be assignable / transferable to any successor entity of OICL.~~ ~~OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure.~~ ~~Further the Bidder also agrees that such use will not infringe or violate any license or other requirements~~	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
357	6.4	Assignment	OICL may assign the hardware and software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract.	Request OICL to delete this clause.	As per RFP
358	6.6	Indemnity	The Bidder's should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused	The Bidder's should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Gross Negligence and Wilful misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
359	6.12	Confidentiality	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.	The requirements of use and confidentiality set forth herein shall survive only till the completion of contract period.	As per RFP
360	6.13	Technological Advancements	The hardware and software proposed as part of this contract a. should not reach end of support during the period of contract b. should not have been announced End of Life /Sales In the event if the proposed hardware and software reached end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/ software at no cost to OICL	The hardware and software proposed as part of this contract a. should not reach end of support during the period of contract b. should not have been announced End of Life /Sales at the time of submission of the bid In the event if the proposed hardware and software reached end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/ software at mutually agreed cost no cost to OICL	As per RFP
361	6.14	Liquidated Damages	If the Bidder fails to deliver and power on the equipment as per Milestone -5 as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, OICL may consider termination of the contract.	The maximum cap for all penalties including but not limited to Liquidated Damages and SLA shall not exceed 10 percent of the Contract Value.	Clause is self explanatory

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
362	6.19	Termination for Convenience	Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect: i. To have any portion completed and delivered at the contracted terms and prices; and/ or ii. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.	We would request OICL to confirm the below understanding: In the event of termination by OICL, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 6. unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	Clause is self explanatory
363	6.27	Rights reserved by OICL	ii. Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.	ii. Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect with a malfide intention, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
364		Category of SLAs	<99.50% - 1% of Total cost of Equipment for 6 Years…..< 99.0 - 2% of Total Cost of Equip for 6 Years <98.5 - 3% of Total Cost of Equip for 6 Years < 98.0 - 4% of Total cost of Equip for 6 Years…. < 97.50 ----5% of Total Cost of Equip for 6 Years	Request Penalty to be levied on Cost of per year during which SLA has been defaulted/dropped & also Maximum cap to be mentioned	As per RFP
365		SLA Violation for First Year	3-5 Nos - 0.5% of Total 1st Year Revenue, 5-10 ---- 1.5% of Total 1st Year Revenue, 10-20 ----- 2.5% of Total 1st Year Revenue, More than 20 ---- 5% of Total 1st Year Revenue	Request OICL for some relaxation in SLA penalty & also capping of Max amount of Penalty	As per RFP
366		SLA Violation for 2nd - 6th Year	3-5 Nos - 0.5% of Total Qtr Revenue, 5-10 ---- 1.5% of Total Qtr Revenue, 10-20 ----- 2.5% of Total Qtr Revenue, More than 20 ---- 5% of Total Qtr Revenue	Request OICL for some relaxation in SLA penalty & also capping of Max amount of Penalty	As per RFP
367		Transfer of risk and title	CLAUSE	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto OICL on delivery of the material at the Customer location (DC&DR).	Title of ownership and risk of the goods supplied under this Contract shall be passed onto OICL after acceptance of solution.

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
368		Exceptions to Indemnity		Exceptions to Indemnity (a) Bidder shall not have any liability to Customer under this Section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a Deliverable with equipment or software supplied by Customer where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by Customer; (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than Bidder where the unmodified version of the Deliverable would not have been infringing. Bidder will completely satisfy its obligations hereunder if, after receiving notice of a claim, Bidder obtains for Customer the right to continue using such Deliverables as provided without infringement, or replace or modify such Deliverables so that they become non-infringing.	As per RFP
369		Pass through Warranties		Since Bidder is acting as a reseller of third products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	As per RFP
370		Deemed Acceptance		Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
371		Savings Clause	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	As per RFP
372	46	5.1.11 Payment terms	Software/ Licenses-100% against Milestone-4 (Software/Licenses delivery)	Software payment is linked to milestone -4 which is for hardware delivery. Pls add new milestone for Software/ license delivery payment.	Milestone-4 is also applicable for Software Payment.
373	44	5.1.2.8	5.1.2.8 Right to Alter Quantities	We request OICL to confirm that repeat orders can be made within 6 months from date of original order. (Clause 6.31 pg 54)	As per RFP
374				We further request that prices shall be firm during the validity period for additional orders subject to exchange rate variation and that OICL shall agree to change the price of quoted items in case there is variation in foreign exchange rate beyond 2% of the rate as on date of submission of bids	As per RFP
375	46	5.1.11	Payment terms	We request OICL to consider payment towards AMCs yearly in advance	As per RFP
376	57	7	No. of SLA Violation in First Year	We request that overall cap for SLA penalty be kept at 5% of the quarterly revenue	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
377	30	4.10.1	4.10.1 The solution shall be under a comprehensive on-site warranty covering all parts / components, for a minimum period of one year from the date of acceptance of solution at DC and DR, whichever is later. The warranty will be expiring on the last day of that month and AMC will commence from the 1st of the month immediately following the month in which the warranty period expires. The Warranty (ATS/AMC) should be back to back from OEM and comprehensive in nature.	We request to remove this since in many cases like software the warranty starts from one year from the day of software delivery	As per RFP
378	44	5.1.3.2	There will be an acceptance test conducted by OICL or its nominated consultants after implementation of solution at DC and DR. In case of discrepancy in hardware & related software supplied & not matching the Bill of Materials or technical proposal submitted by the Bidder in their technical bid, the Bidder shall be given 6 weeks' time to correct the discrepancy post which OICL reserves the right to cancel the entire purchase contract and the Bidder should take back their equipment at their costs and risks.	We request OICL to give 8 Weeks of time to correct the discrepancy post which OICL could cancel the contract and pay of the equipment already supplied and OICL can chose to source the requirement through another vendor	As per RFP
379	44	5.1.4	In case sub-contracting any of the activities under the scope of this RFP is required, the Bidder needs to notify and take prior permission in writing from OICL.	We request OICL to remove statement "take Prior Permission in writing from OICL" and Change to " Bidder to Notify OICL in advance"	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
380	48	6.4	OICL may assign the hardware and software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favourable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.	We request OICL to remove "The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL " as we cannot force coerce another business organization with third party terms and conditions which they may chose not to accept	As per RFP
381	45	5.1.11 Payment terms Item: Hardware, Software / Licenses	Confirmation letter/mail from OEM, Delivery Certificate, Performance Bank Guarantee, Agreement.	Delivery Certificate, Gate Pass, Invoice, PBG and Agreement Completion should be accepted as Delivery Confirmation and Acceptance. Letter or Mail from OEM may not be possible to produce. Above said documents are generally accepted by all Public Sector / PSU / Financial Institutions in India. We request OICL to please amend the clause by removing mail/letter from OEM.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
382	50	6.13 Technological Advancements	The hardware and software proposed as part of this contract a. should not reach end of support during the period of contract b. should not have been announced End of Life /Sales In the event if the proposed hardware and software reached end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/ software at no cost to OICL	We request OICL to consider the below. In case of proposed hardware going End of Support Life, OICL should allow bidder to provide the support directly by bidder with same or better level SLA Commitments as an option. For Software, as long as Software is in Support Contract, generally Software Principals allow the end user (OICL) to upgrade free of cost upto a certain level or latest version of software depending upon the support contract. In case of End of Support for Software, Bidder and OEM has to intimate OICL in advance and work with OICL and Application vendor to upgrade of the software to latest and/or supported version of the application/software.	As per RFP
383	59	8.2 Bid Security	EMD of 4,00,00,000/- (Rupees Four Crores Only) in the form of Bank Guarantee favoring 'The Oriental Insurance Company Ltd' valid for six months should be submitted as per format given in Appendix 5 - Pro forma for Bid Security.	Generally, as per industry standards, EMD value will be around 1% of the Bid / Project Estimated / Budgeted Value. We request OICL to consider allowing bidders to submit EMD with around 1% of the Bid value or OICL to standardise the EMD to 1% of Project Value/ TCO / Budget	As per RFP
384	46	Payment Terms	Payment Terms	Request OICL to change the payment terms as 80% for Delivery of Hardware and 20% for Implementation	As per RFP
385	46	Payment Terms	AMC 25% of the Annual Charges at the end of each quarter	Request OICL to change the payment for as 6 monthly or Annual Advance	As per RFP
386	45	Performance Security	Within 15 days after the receipt of Notification of Award from OICL, the Bidder shall furnish performance security to OICL as per Appendix - 6, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of six year Contract period	Request OICL to limit the PBG to 5% of the value of the contract	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
387	48	6.6	Bidder's should indemnify OICL on account of Negligence and misconduct of the Bidder, its employees, and agents.	Bidder suggests that words "Negligence" and "Misconduct" shall be replaced with the word "Gross Negligence" and "Wilful breach" Additionally we would like to request the incorporation that Bidder shall indemnify all claims , losses, and liabilities "as awarded by a court or agreed in settlement with respect to claim by a third party". We also would like you to consider inclusion of the below suggestives: 1. Bidder shall not have any liability for a OICL claim if the claim raised due to: a.) the combination, operation or use of the Deliverables by OICL with equipment or software other than those provided by or on behalf of Bidder where the use, making, selling, reproduction, distribution, modification, public display or public performance of the Bidder Deliverable alone would not misappropriate or infringe such third party's trade mark, copyright or trade secret rights set forth in the OICL claims. b.) Bidder's compliance with OICL's requirements, instruction, or specifications c.) the use, making , selling , reproduction, distribution, public display or public performance of the OICL materials d.) the modification of the Deliverable by anyone other than Bidder or its Affiliates where the use, making, selling, reproduction, modification, public display or public performance of the unmodified version of the Bidder Deliverable would not misappropriate or infringe such third party's trade mark, copyright or trade secret rights set forth in the OICL claim.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
388	50	6.14	Liquidated Damages	We suggest incorporation of permissible percentage on the undelivered services and or deliverables.	As per RFP
389	52	6.19	Termination for Convenience	Termination for Convenience with a notice period of 120 days is requested.	As per RFP
390	53	`	Limitation of Liability	Bidders cumulative liability for its obligations shall under no circumstances exceed the total fees paid to Partner during the preceding (6) six months from the date of such liability under the relevant agreement or 100% of Statement of Work whichever is lower. Incorporation of same is requested. Incorporation is requested.	As per RFP
391	46	5.1.11 Payment terms	Hardware - 70% against Delivery of Hardware at New DC and DR Site 15% against Completion of all work at the DC and DR Sites15% against Successful DR drill and documentation Software/ Licenses - 100% against Delivery Implementation, Installation, Migration & Commissioning - 100% post sign off FMS/AMC - 25% of the Annual Charges at the end of each quarter	Proposed Clause: For HW/SW - Amount should be payable 100% on delivery of material at customer site. For Implementation - The payment shall be 50% in advance and 50% after completion of Installation. FMS/AMC - The payment shall be Quarterly in advance within 15 days of submission of invoice. If the payment is not received within 30 days from the due date while HCL has submitted its Invoice HCL reserves the right to suspend the services by prior intimation.	As per RFP
392	46	Clause 5.1.10 Delay in Bidder's performance	Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.	Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to either one the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
393	53	Clause 6.23 Prices	The prices quoted (as mentioned in Appendix 01- Bill of Materials submitted by the Bidder) for the solution and services shall be firm throughout the period of contract and shall not be subject to any escalation.	In case any national or state statute or any local law or regulation or by-law of any duly constituted authority is changed or comes into force which results in extra costs/tax in relation to the provision of the Equipment/ Software/ Services, the consequential effect shall be to the account of the and the same shall be borne by the Customer. Any additional Cost (in terms of tax) on account of change in law- customer to bear that cost	As per RFP
394	48	Clause 6.4 Assignment	OICL may assign the hardware and software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.	OICL may assign the hardware and software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the AMC services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the Bidder to perform or termination/expiry of the contract.	As per RFP
395	51	Clause 6.17	6.17 Force Majeure	Request to add at the end of the clause: Payment shall remain due for the performed part, and the Parties shall promptly settle their accounts accordingly	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
396	52	Clause 6.19	6.19 Termination for Convenience	(a) The Contract Price, attributable to the parts of the System(s)/Work(s) executed including goods and services delivered (including also the Work in Progress) by the Bidder up to the date of termination. In respect of capital items deployed in the Project, the OICL must purchase at the Written Down Value (WDV) from the Bidder all IT & non-IT infrastructure and the software deployed. Written Down Value (WDV) shall be computed at depreciated value by applying ten per cent (10%) depreciation per annum on written down value basis, on the value of the infrastructure deployed hereunder. VAT and other taxes as applicable shall be payable by the OICL on such WDV. In case the OICL is unable to purchase as mentioned above, the OICL must pay as Liquidated Damages on written down value of all IT & non-IT infrastructure and the software deployed by applying depreciation @ fifteen per cent (15%) per annum. (b) The costs reasonably incurred by Bidder in the ramp down / disengagement of Bidder's and its subcontractors' personnel; (c) Any amount to be paid by Bidder to its subcontractors in connection with the termination of any subcontracts, including any cancellation charges; (d) Costs incurred by Bidder in protecting the System(s)/ Work(s) and leaving the site in a clean and safe condition pursuant to this clause; and (e) The cost of satisfying all other obligations, commitments, and claims that Bidder may in good faith have undertaken with third parties in connection with the contract Work in progress. The term "work in progress" shall include but not limited to the value of goods meant for delivery to the OICL for which prior to the date of termination (i) manufacturing process was initiated by Bidder or its Vendors; or (ii) order was placed by Bidder on its Vendors.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
397	44 AND Page 17	Clause 5.1.2.8 AND Clause 6.1.7.2 (a)	5.1.2.8 Right to Alter Quantities – 61.7.2 a) OICL, at its discretion, shall have the right to alter the delivery schedule and quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises	In case of any variation in the scope of work, the Parties shall pursue a change control procedure which will be mutually decided by the Parties.	As per RFP
398	53	Clause 6.28	6.28 Limitation of Liability Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Notwithstanding anything to the contrary contained in the contract Bidder's aggregate liability arising out of or in connection with the contract, whether based on contract, tort, statutory warranty or otherwise, shall be limited to the amount actually paid by OICL to the Bidder in respect of the Equipment / Software / Services that are subject matter of a claim subject to a maximum of 10% of the contract value. The Bidder shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, whether these may be deemed as consequential or arising directly and naturally from the incident giving rise to the claim.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
399	53	6.24 Taxes & Duties	The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.	The price indicated in the said Proposal are exclusive of all taxes, (VAT if applicable, and CST) duties, levies, Service tax, GST, Octroi, LBT etc. which may be applicable at the time of billing and shall be fully payable by Customer. In case of any change in any tax, law, change in tax rate or introduction of new tax, the same shall be paid by customer on actual as per the prevailing law. Price is exclusive of entry tax, Mathadi municipal taxes or local body taxes as per central or state laws. Liability for payment of these levies to government shall rest solely with customer.	As per RFP
400	44	5.1.3 Acceptance of the Solution		We suggest to add clause 5.1.3.3 in the present clause 5.1.3.3 All Services shall be deemed to have been accepted by IOCL if no issues concerning their quality and/or performance is raised by the OICL within 5 working days of their delivery by Bidder.	As per RFP
401		New		Propose to add this clause in RFP "Interest on delayed payment: Notwithstanding anything to the contrary contained anywhere in the Agreement, OICL agrees that any delay in payments beyond due date i.e. 30 days from the receipt of invoice, shall automatically bear interest at an annual rate equal to 18% per annum for the relevant delayed period, calculated from the date due until date of realization of full payment. The Bidder reserves the right to suspend/terminate this Agreement with immediate effect, if OICL fails to release the payment within 45 days from the date of receipt of invoice.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
402		New		Propose to add this clause in RFP "Deemed Acceptance The Deliverable(s)/Equipment(s)/Software(s)/ Product(s) which requires acceptance test shall be deemed to be accepted (without requiring supporting signatures of the OICL), for the purpose of release of payment and for start of the warranty period and otherwise, on occurrence of any one of following events, whichever occurs earliest: a. if OICL fails to conduct or attend the acceptance test or does not provide a written notice of any rejection/confirmation of acceptance test, within seven (7) days from the date of Test readiness notification by the Bidder, or b. if OICL puts the equipment(s)/Software(s)/Product(s) into operational/ productive/ normal use prior to successful acceptance test, or c. If equipment(s)/Software(s)/ Deliverable(s)/ Product(s) has been installed but, due to reasons beyond the control of the Bidder, it has not been possible during a period of seven (7) days from the date of notice by the Bidder, to proceed with the acceptance tests. "	As per RFP
403	50	6.14 Liquidated Damages	If the Bidder fails to deliver and power on the equipment as per Milestone -5 as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price.	LD should be on the Delayed portion rather than the total contract value.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
404	44	5.1.3 Acceptance of the Solution	Acceptance test methodology	Please elaborate on Acceptance test methodology along with formats in which the test results need to be submitted.	Submitted Bill of Material and Technical Compliance shall be validated post Installation in Acceptance test.
405	15	point 1.6	The bidder should have a positive net worth in the last two financial years (i.e. 2011-12, 2012-13, 2013-14, 2014-15)	Can bidder use credentials of its parent/group company.	As per RFP
406	15	point 1.6	The Bidder should have executed atleast two System Integration Projects involving delivery, installation and maintenance of IT Solutions like Servers, Storage, Backup, Network Switch, Firewall, Application Delivery Controller, Server Load Balancer, DR Management Tool, Mail Messaging in Government/ PSU/ BFSI sector in India in the last 5 years.	Can bidder use credentials of its parent/group company.	As per RFP
407	15	point 1.6	The Bidder should have a minimum turnover of Rs.200 crores per annum in any two of the following financial years (2011-12, 2012-13, 2013-14, 2014-15).	Can bidder use credentials of its parent/group company.	As per RFP
408			Consortium Clause	Is consortium allowed for participating in the BID	As per RFP
409			Request to consider including this clause for meeting PQ criteria.	In case a Bidder does not satisfy the financial criteria, the holding company would be required to meet the financial criteria requirements. In such an event, the Bidder would be required to furnish along with its Techno-Commercial bid, a Letter of Undertaking from its holding company, supported by Board Resolution of the holding company, as per the format enclosed in the bidding documents, pledging unconditional and irrevocable financial support for the execution of the Contract by the Bidder in case of award.	As per RFP

S.N.	Page No.	Point/Section No.	Existing Clause	Query Sought	OICL Response
410	46	5.1.11	Payment terms	Requesting to amend AMC & Yearly software license renewal payment term to Yearly advance as OEMs require payment in advance for B2B AMC support.	As per RFP
411	47	5.2 Other RFP Requirements	Bidder may consider Open Source Software (OSS) along with Closed Source Software (CSS) while responding the RFP. Bidder shall provide justification for exclusion of OSS in their response in case they are providing CSS.	Please clarify the requirement	Clause is self-explanatory
412	15	1.6	3. The Bidder should have a minimum turnover of Rs.200 crores per annum in any three of the following financial years (2011-12, 2012-13, 2013-14, and 2014-15). Audited Financial statements for the respective financial years and/or Published Balance Sheet 4. The Bidder should have a positive net worth in any three of the following financial years (2011-12, 2012-13, 2013-14, and 2014-15).	We request that financials upto FY 13-14 are used for evaluation. Financial statements for FY 14-15 are under preparation.	As per RFP

Other Clarification: Shifting of the equipment mentioned under Section 2.1 (Existing Inventory-Bengaluru) is not required.