

Reply to pre-bid Queries: Procurement of Enterprise SAN Storage Solution
Tender ref No. OICL/HO/ITD/SAN/2012/01 dated 10th Sept 2012

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1	9	B.b	Overall annual turnover of minimum Rupees One Hundred Crores in each of the <u>last three</u> financial years.	The bidder should have an overall annual turnover of minimum Rupees One Hundred Crores in each of the <u>last two</u> financial years.	No change
2	13		Implement the solution <u>within 60 working days</u> of issue of Purchase order by OICL	Implement the solution within <u>90 working days</u> of issue of Purchase order by OICL	Implement the solution within 90 working days from the date of PO
3	13	Existing Storage Framework		Whether the existing Brocade FCIP and Cisco ASR Replication Router will be used at both DC & DR sites	Yes
4	13	Existing Storage Framework		Please let us know the OS & file system details of the Servers connected to DC and DR Storages	Currently Solaris 10 and Windows 2003/ 2008 servers are connected to storage. However support requirement is mentioned in Line 22 of specifications on Page 20 of RFP
5	13	Existing Storage Framework	Logs are being replicated asynchronously on this link to maintain RPO of 1 hour and RTO of 2 hours.	Please confirm if the new setup also needs to deliver RPO of 1 Hr and RTO of 2 Hrs.	Yes
6	13	Existing Storage Framework	Logs are being replicated asynchronously on this link to maintain RPO of 1 hour and RTO of 2 hours.	Please let us know the rate of change of Data of the Databases being replicated from Bangalore to Vashi	DB is growing by 5 GB approx per day. On an average 180 log files are generated on working days. Size of log file is 400 MB.

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7	13	Existing Storage Framework	SUN SE 9990 and 9990V models are configured with local replication (SUN Shadow Image Software)	How much will the space reserved for Business copy	7.5 TB is the DB instance and same amount of space reserved for Business copy.
8	13	Existing Storage Framework	SUN SE 9990 and 9990V models are configured with local and remote replication capabilities	Please let us know the firmware version of the SUN SE 9990, 9990V and SUN SE 6320 Storages	Main firmware version no.: 60_05_15_00/00 and & svp version is 60_05_12/00
9	13	Scope of Work		Please provide the current size of data and file system and dependency if any during Migration and estimated downtime.	Size of data to be migrated is on page 13. As mentioned in Page 14, bidder should give data migration approach document along with downtime requirement.
10	13	Scope of Work		For Migration: While storage based migration will be performed by the bidder, however, Application support wherever required shall be provided by OICL.	During Migration, Application support wherever required will be provided by OICL
11	13	Existing Storage Framework	Architecture Diagram	Please provide the current architecture diagram along with connectivity	Necessary details are given on page 13. Architecture details will be shared with winning bidder.
12	13	Existing Storage Framework		Please clarify what is the minimum number of IOPS being expected (30000 or more) from the system.	Bidder should provide IOPS delivered by their proposed Storage Solution.

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13	14	Scope of Work	Provide 24 x 7 remote monitoring services for the storage array	Whether OICL will provide SMTP server for routing alerts to Call centre Mail id for 24*7 remote monitoring as Alerts will directly go from Storage.	Yes.
14	14	Scope of Work	Resident Onsite Support at Bangalore DC till project Completion	Is Resident Engineer required for standard OICL working hours or 24*7 Basis?	Though Resident engineer is required for one shift, it may not be necessarily during working hours and will be as per the planned activities.
15	14	Scope of Work		Request, to clarify whether onsite and remote services are to be provided by the bidder's personnel or by OEM personnel.	Refer Page 14. Onsite and Remote Services are to be provided directly by OEM
16	16	C.		Requesting to accept the soft copy in PDF file also.	No change
17	17	Bid security	EMD in the form of Bank Guarantee	Requesting to accept the BD/DD also for Bid Security	EMD in the form of DD is also acceptable.
18	18	10	Proof of experience for three similar projects in BFSI sector in the last three years	One or Three projects? OEM or Bidder should have this?	One project experience of OEM in Public Sector BFSI unit – as per Eligibility Criteria in Page 10 of RFP

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19	18	12	Letter from the OEM to undertake Migration, Implementation, Onsite support until sign-off and Remote Services to OICL for six years	Letter should be from Bidder or OEM?	From OEM. As per Eligibility Criteria in Page 10 of RFP
20	22	Technical Evaluation	Merits of the Solution Proposed- 30 Marks	Kindly elaborate the specific parameters on which the bidders will be evaluated on "Merits of the solution proposed".	Depends on the value add proposed by the bidder and is as decided by Technical Committee
21	22	Technical Evaluation	Technical Presentation- 20 Marks	Kindly elaborate the specific parameters on which the bidders will be evaluated during Technical Presentation.	Evaluation parameters during technical presentation will be Bidders Profile, OEMs profile, Work Experience, Understanding of Solution, Project Plan, Migration Plan, Resources provisioned etc
22	23	Commercial Bid		All products & services (implementation, migration & onsite Support) have been asked to mention in single line item. The Product Cost & Services cost should be mentioned separately as the taxes on Product & services are different	Bidder can give the applicable tax calculation in a separate sheet. However the final Total figure should be in commercial bid.

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23	24	9,10	Cost of Additional Front-end Ports (Specify No _) & Cost of Additional Backend-Ports (Specify No _)	Request, to clarify the no. of ports for which the bidder has to quote so as to bring all the bidders on one platform	No change. Specify number of ports and cost.
24	25	Terms and Conditions	Changes in Terms & Conditions	a) Insurance Clause b) Penalty Clause c) Termination Clause	No change
25	26	Installation and Implementation	All expenses for acceptance test shall be borne by the bidder.	The cost of Travel, lodging and food expenses of the representatives of OICL have to be borne by OICL.	The cost of Travel, lodging and boarding of OICL employees is not the responsibility of bidder
26	27	Payment Schedule	Payment Terms : 70% on Delivery and 30% after Sing-off	a) 100% on Delivery b) 90% on Delivery, 10% on Sign-off	No change
27	27	Payment Schedule	AMC Payment	a) AMC to be paid quarterly in Advance b) Payment within 30 days of Invoice c) Interest to be paid if delay in payment	No change
28	38	SLA	Refer clause (4.c) under (5.D)	Penalty clause is very high and needs to Provide relaxation to SI.	No change

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(Technical Queries)

S. No	Page #	Reference	Original Clause	Query / Change Request	Response from OICL
1	19	S. No. 3	The supported disks should be dual ported with minimum 4Gbps or higher full-duplex data transfer capability	As whole industry has moved to SAS 6 Gbps drive, we suggest to move to SAS drive keeping investment intact	No change
2	19	S.No.1,4	300 GB SAS Disks	a) Can the bidder provide higher capacity Disks b) 300 GB SAS / FC Disks c) Insist on 15K RPM d) Insist on 2.5" Disks	300 GB SAS Disks should be read as "300 GB SAS / FC disks with 15k RPM"
3	19	5	The Storage should support RAID 1, RAID 5, RAID10 etc.	RAID 10 is enhanced version of RAID 1 so we suggest to relax RAID 1 and also include RAID 6 as it is industry standard.	Storage should support RAID5 and RAID10. In additional Storage should support either RAID1 or RAID 6
4	19	7	The storage should be scalable to at least 1000 HDDs within the same storage system	a) Relax it to up to 800/950 drives. b) Increase to 1200 drives c) Increase to 1300 or more	No change

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5	19	9	Storage should have support for FCoE ports of 10Gbps speed	a) Remove totally b) Ask for 1 Gbps speed c) Ask for 10 ports of 10 Gbps d) add at the end: - either natively or externally	Storage should have support for FCOE ports of 10Gbps speed either natively or externally.
6	19	8	Front-end Ports of 32x6 Gbps SAS or 48x4 Gbps FC-AL with scalability to 64 SAS or 96 FC-AL	a) Decrease number of Ports b) Give option of 24 x 8 Gbps without compromising on Frontend Bandwidth c) Insist on Scalability to 4 times	No change
7	19	8	Backend ports 32x6Gbps SAS scalability to 64x6 Gbps or higher OR 48x4 Gbps FC-AL scalability to 96x4 Gbps or higher	Backend ports 32x6Gbps SAS scalability to 64x6 Gbps or higher OR 48x4 Gbps FC-AL scalability to 96x4 Gbps or higher OR 24x8 Gbps FC scalability to 48x8 Gbps or higher	L.No 10 on Page 19 should be read as: Storage should have minimum 32x6Gbps SAS links for Disk Connectivity and scalable up to 64x6 Gbps or higher OR Storage should have minimum 48x4 Gbps FC-AL for Disk Connectivity and scalable to 96x4 Gbps or higher OR Storage should have minimum 32x8 Gbps FC-AL for Disk Connectivity and scalable to 64x8 Gbps or higher

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8	19	11	The storage system should have minimum 128 GB cache and scalable to 512 GB or higher Cache. The write cache must be mirrored.	a) Reduce Cache to 16 GB b) Reduce Cache to 96 GB c) In case read cache is mirrored, insist on additional cache	No change
9	19	6	One Hot spare disk should be provided for every 30 Disk Drives over and above the Raw capacity i.e. 100TB. Additional capacity required for OS should be over and above 100 TB.	a) Ask for Global hot spares for every 12 disks b) How many disks for OS?	No change in Global Hot Spares requirement. For OS, additional capacity to be provisioned as per the architecture requirement of the storage box proposed.
10	20	16	The Storage should support Virtual / Thin Provisioning.	The Storage should have Virtual / Thin Provisioning license for the supplied capacity	Storage should have support and bidder should give the price quote for this license in commercial bid under optional items

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11	20	27	The storage should be supplied with remote replication capacity for 5 TB	a) The storage should be supplied with remote replication copy software for 5 TB b) Ask for Entire capacity c) 5 TB usable capacity or Raw Capacity?	Each storage box should be supplied with 5 TB replication license /copy software.
12	20	19	The storage should support data tiering between different storage tiers namely SSD, SAS, and SATA/NL-SAS within the same storage array.	Confirm if licenses need to be supplied now	The storage should support data tiering between different storage tiers namely SSD, SAS /FC, and SATA/NL-SAS within the same storage array. Storage should have support and bidder should give the price quote for this license in commercial bid under Optional Items
13	20	30.c	The replication solution should support three-way remote replication in both Concurrent and Cascaded configuration for zero-data-loss.	The replication solution should support three-way remote replication in Concurrent / Cascaded configuration for zero-data-loss.	The replication solution should support three-way remote replication using Concurrent configuration for zero-data-loss.

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14	20	19		Minimum 5% (5 TB RAW) capacity on SSD's and license for the auto tiering should be supplied for the entire proposed capacity	No change
15	21	Line1	40 Port FC Switch	Ask for 48 Port FC Switch	No change
16	21	S.No.6	Switch should be rack mountable 1U size and should be supplied with mounting kit	Switch should be rack mountable and should be supplied with mounting kit	The words '1U Size' stands deleted.