

Date-7th September, 2019.

Clarification to Queries raised by Bidders for Installation of Computers, Servers and Networking items for the Control and Dispatch Centre Tender Document No. 002 dated, August 14, 2019.

E-squire Systems & solutions

Sr. No	Page No	RFP Clause	Query	Reply to Query
1	Page -55	SECTION 5 – TECHNICAL SPECIFICATIONS	Desktop (Core i3), Please change to: Windows-Desktop having Intel i3 9th Gen	Since Latest generation processors are available with all leading OEMs & during IT BoQ preparation available processor was taken into account, So it will be changed in corrigendum processor as 7th Gen & Above
2	Page -55	SECTION 5 – TECHNICAL SPECIFICATIONS	Desktop (Core i3), Please change to MS office 2019 home & business (Preloaded)	During preparation of IT BoQ MS office 2016 was in operation, Since latest version MS office 2019, hence it will be changed in corrigendum

3	Page -24	SECTION 5 – TECHNICAL SPECIFICATIONS	EDS Application server (production setup) / EDS Closing & Reporting Database server(Production setup) / EDS Call Taker Database Server (Production Setup) / Biometric App & DB server with software, Biometric device, GPRS dongle, Installation /Antivirus Server (Production Setup) / FTP Server (Production Setup) / Active Directory Server Primary & Secondary (Production Setup) / Please amend to current generation processor viz. 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache	Intel has launched latest processor recently so Processor will be changed in Corrigendum as 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache
4	Page -24	SECTION 5 – TECHNICAL SPECIFICATIONS	EDS Application server (production setup) / EDS Closing & Reporting Database server(Production setup) / EDS Call Taker Database Server (Production Setup) / Biometric App & DB server with software, Biometric device, GPRS dongle, Installation /Antivirus Server (Production Setup) / FTP Server (Production Setup) / Active Directory Server Primary & Secondary (Production Setup) / Please amend to matching Memory: XXX DDR4 2933MT/s, total 24 DIMM slots, it should not be populated more than 50% of the memory slots with the offered RAM.	Latest Memory is DDR4 2933 MT/s so it will be changed in corrigendum.
5	Page -41	SECTION 5 – TECHNICAL SPECIFICATIONS	Fibre Channel/ Ethernet Converged Switch for SAN connectivity Please change it to 1.5 Mpps	For wider participation SAN connectivity / switching throughput will be updated to 1.5 mbps in corrigendum

6	Page -42	SECTION 5 – TECHNICAL SPECIFICATIONS	IS-IS is older routing feature which is not used in today scenario, BGP and OSPF majorly used in WAN deployment. Kindly remove as this feature generally asked in ISP class Routers.	Since IS-IS is older version of routing protocol & not in use in latest version of device from leading OEMs so IS-IS will be removed from Spec in Corrigendum.
7	Page -44	SECTION 5 – TECHNICAL SPECIFICATIONS	Tape Library, tape cartridges & Backup Software ,Shall be offered with LTO8/LTO7 ,please include LTO7 also	LTO-8 tape drive is required. Since LTO-8 cartridges are not readily available, LTO-7 OR LTO- 8 cartridges can be supplied. Refer corrigendum for changes.
8	Page -42	SECTION 5 – TECHNICAL SPECIFICATIONS	SAN Storage 50TB Usable & upgradable up to 2 PB, Please clarify 4*12Gbps across the controllers required or per controller	4*12 GBPS Across the controller
9	Page -55	SECTION 5 – TECHNICAL SPECIFICATIONS	Laptop with Installation and Configuration , Please change to Core i5 processor 8th Generation or Above	Since Latest generation processors are available with all leading OEMs & during IT BoQ preparation available processor was taken into account, So it will be changed in corrigendum processor as 7th Gen & Above
10	Page -55	SECTION 5 – TECHNICAL SPECIFICATIONS	Please change this to 3 cell or higher or asked for minimum hour battery backup required	Battery backup hour will be mentioned in Laptops as 6 hours in corrigendum
11	Page -56	SECTION 5 – TECHNICAL SPECIFICATIONS	Netbook - with Installation and Configuration , Please change to Intel Core i3 8th Generation processor or above	Since Latest generation processors are available with all leading OEMs & during IT BoQ preparation available processor was taken into account, So it will be changed in corrigendum processor as 7th Gen & Above
12		General	Requested for relaxation in delivery schedule,	No Change
13		General	Relaxation in experience	No Change
14		General	Enquiry about Time line for installation of Biometric device, whether ambulance is ready for installation of device,	Clarification given as Installation as per delivery schedule from September to January 2020.

15		General	The SI should install the DG and other equipment with all accessories and cabling	Clarification given as the SI should install the DG and other equipment with all accessories and cabling.
16		General	Kindly note that Microsoft delivers the licenses in the name of the Customer and in name of the Parent Department in case of Government procurement. Here the Purchaser is mentioned as - Department of Health and Family Welfare , Government of Odisha, which is also the Parent department for this project. Hence Kindly confirm that the Microsoft licenses to be supplied, will be in the name of the Government Department only under Government of Odisha.	Microsoft Licenses like, MS SQL Server, MS CALs, MS Windows Server & MS Office should be taken as volume licensing on the name of NHM. OS should come with Desktop & Laptop from OEMs.
17	Page -27	Section -5	Reference- Page 27 and others; Section 5- Technical Specifications: The RFP mentions the requirement with just the name of the product but does not mention the license type. For every Government requirement the right form of licensing from Microsoft is "VOLUME LICENSING". Volume Licenses are supplied in the name of the Govet Department and are Perpetual in nature. The customer also gets downgrade rights with Volume Licensing. Also the customer is provided with access and login to Microsoft Volume Licensing Support Portal (VLSC Portal), where the customer can login- see the licenses in the name of the Department, Manage the licenses and ask for support. No other type of licensing provides these features and are Not perpetual in Nature- and hence are not RIGHT Licenses for Government. Hence it is most important to mention in the RFP that all Microsoft Licenses to be supplied must be "VOLUME LICENSES". In case this is not mentioned, some bidders may quote wrong licenses intentionally or by mistake.	Microsoft Licenses like, MS SQL Server, MS CALs, MS Windows Server & MS Office should be taken as volume licensing on the name of NHM. OS should come with Desktop & Laptop from OEMs.

18	Page 39	Section -5	Page 39- Windows Server CAL- Windows Server CALs are licenses required for every device and users accessing the Windows Server. Similarly it is required for all users of the Active Directory. Kindly confirm the total number of devices and users to be considered.	Clarification given as user for Active Directory it was clarified the system is for 350 users maximum. Since each server comes with 5 CALs only 200 CALs has been specified as requirement
19		General	Software Assurance - Microsoft provides Software Assurance (SA or ATS) in a block of 2 years along with the products. This covers all SA support tickets, Upgrades and updates from Microsoft side. Kindly confirm the period for which SA is required. As per our understanding of the scenario here, first by default 2 year SA provided along with the License will can suffice- Kindly confirm the same.	Software assurance is not required as of now
20		General	<p>Very Important- For selling of any OEM product or services by any company, the company must submit Manufacturer Authorization Form/Certificate (MAF) to the customer/end customer from the OEM. A MAF provides the assurance of the vendor providing/offering the right and legally correct products. MAF also explains and notifies the engagement and commitment of the OEM towards the end customer and the product support. In Absence of a MAF, OEM engagement is never checked and bidders may propose wrong products with no commitment from the OEM.</p> <p>However the RFP does not mention the mandatory Manufacturer Authorization document to be submitted by the bidders from all associated OEM in the Bid.</p> <p>We would earnestly request you to include the mandatory submission of respective OEM MAFs along with the Bids.</p>	Clarification given as user for Active Directory it was clarified the system is for 350 users maximum. Since each server comes with 5 CALs only 200 CALs has been specified as requirement

Netcom:

Sr.No	Page No	RFP Clause	Query	Reply to Query
1	Page -5	Section 2	We request you to change the mentioned clause under Section –II, point no. 3 in page 5 to Experience in supply and installation of similar kind of products, like servers, storage, Desktop, Laptop, UTM and switches.	Clarification given as the implementation is consisting primarily call centre & data centre so it can not mentioned as only supply of hardware's. The bidder must have experience of setting up call centre of minimum 50 seater & it can be any call centre.
2	Page -6	SECTION 3 - INSTRUCTIONS TO BIDDERS	Also request you to minimize cost of the RFP document to Rs. 5000.00 instead of Rs. 25000.00	clarification given as Kept high for attracting serious bidders only
3			Enquiry about Time line for installation of Biometric device, whether ambulance is ready for installation of device	Clarification given as Installation as per delivery schedule from September to January 2020
4	Page -5	Section 2	Experience of "50 seater call centre" only makes one vendor in the state eligible, request to relax the clause mentioning either call centre setup experience or IT solution implementation experience.	Regretted the request as this is primarily of call centre setup so bidder must have experience of setting up call centre of 50 seater.
5		General	Is the SI should install the DG and other equipment with all accessories and cabling?	The SI should install the DG and other equipment with all accessories and cabling

Infotech Services:

Sr. No	Page No	RFP Clause	Query	Reply to Query
1	Page -5	SECTION 2 - ELIGIBILITY CRITERIA	The bidder should have an average annual turnover of Rs. 10 crore for last three financial years.. The bidder must attach audited accounts or certificate duly certified by Chartered Accountant for last three years as supporting documents.	As per RFP
2	Page -39	SECTION 5 – TECHNICAL SPECIFICATIONS	The storage system should be supplied with minimum 4 x 12Gbps back-end ports	4*12 GBPS Across the controller
3	Page -39	SECTION 5 – TECHNICAL SPECIFICATIONS:	The SAN must include support for synchronous & asynchronous replication. Further, the replication must be bi-directional to support multiple replication options.	SAN should support bidirectional multiple replication.
4	Page -39	SECTION 5 – TECHNICAL SPECIFICATIONS:	The Storage to include licenses for Snapshots/ Virtual disk copy & Thin Provisioning, QoS, De-duplication & Compression should be supported. Must have capability to Write in RAID 10 & Read in RAID 5 for same LUN. In case of unavailability of such feature vendor should give 30% additional up & above the useable capacity mentioned.	As per RFP
5	Page -65	Part II:	Delivery schedule: The delivery should be completed within 35 days from the date of issue of Purchase Order.	As per RFP

6	Page -65	Part II:	Supervision, Installation: The installation should be completed within 45 days from the date of issue of Purchase Order.	As per RFP
7	Page -23	SECTION 5 – TECHNICAL SPECIFICATIONS	Processor : 2 x Intel Xeon Gold 5122, 3.60 GHz, 4 cores,16.5 MB L3 Cache	Intel has launched latest processor recently so Processor will be changed in Corrigendum as 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache
8	Page -24	SECTION 5 – TECHNICAL SPECIFICATIONS	EDS Application server (production setup): Memory: 64GB DDR4 2666MT/s, total 24 DIMM slots, it should not be populated more than 50% of the memory slots with the offered RAM.	Latest Memory is DDR4 2933 MT/s so it will be changed in corrigendum.
9	Page -26	SECTION 5 – TECHNICAL SPECIFICATIONS	EDS Call Taker Database Server (Production Setup) :Processor : 2 x Intel Xeon Gold 5122, 3.60 GHz, 4 cores,16.5 MB L3 Cache	Intel has launched latest processor recently so Processor will be changed in Corrigendum as 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache
10	Page -26	SECTION 5 – TECHNICAL SPECIFICATIONS	EDS Call Taker Database Server (Production Setup) :Memory:128GB DDR4 2666MT/s, total 24 DIMM slots, it should not be populated more than 50% of the memory slots with the offered RAM.	Latest Memory is DDR4 2933 MT/s so it will be changed in corrigendum.
11	Page -29	SECTION 5 – TECHNICAL SPECIFICATIONS	EDS Closing & Reporting Database server(Production setup):Processor : 2 x Intel Xeon Gold 5122, 3.60 GHz, 4 cores,16.5 MB L3 Cache	Intel has launched latest processor recently so Processor will be changed in Corrigendum as 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache

12	Page -29	SECTION 5 – TECHNICAL SPECIFICATIONS	EDS Closing & Reporting Database server (Production setup): Memory: 128GB DDR4 2666MT/s, total 24 DIMM slots, it should not be populated more than 50% of the memory slots with the offered RAM. Hard Disk Drive	Latest Memory is DDR4 2933 MT/s so it will be changed in corrigendum
13	Page -59	SECTION 5 – TECHNICAL SPECIFICATIONS Biometric	Biometric App & DB server with software, Biometric device, GPRS dongle, Installation :Processor : 2 x Intel Xeon Gold 5122, 3.60 GHz, 4 cores,16.5 MB L3 Cache	Intel has launched latest processor recently so Processor will be changed in Corrigendum as 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache
14	Page -59	SECTION 5 – TECHNICAL SPECIFICATIONS Biometric	Biometric App & DB server with software, Biometric device, GPRS dongle, Installation: Memory: 128 GB DDR4 2666MT/s, total 24 DIMM slots, it should not be populated more than 50% of the memory slots with the offered RAM.	Latest Memory is DDR4 2933 MT/s so it will be changed in corrigendum.
15	Page -36	SECTION 5 – TECHNICAL SPECIFICATIONS	Antivirus Server (Production Setup) :Processor : 2 x Intel Xeon Gold 5122, 3.60 GHz, 4 cores,16.5 MB L3 Cache	Intel has launched latest processor recently so Processor will be changed in Corrigendum as 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache
16	Page -36	SECTION 5 – TECHNICAL SPECIFICATIONS:	Antivirus Server (Production Setup) :Memory:32GB DDR4 2666MT/s, total 24 DIMM slots, it should not be populated more than 50% of the memory slots with the offered RAM.	Latest Memory is DDR4 2933 MT/s so it will be changed in corrigendum.
17	Page -34	SECTION 5 – TECHNICAL SPECIFICATIONS	FTP Server (Production Setup) :Processor : 2 x Intel Xeon Gold 5122, 3.60 GHz, 4 cores,16.5 MB L3 Cache	Intel has launched latest processor recently so Processor will be changed in Corrigendum as 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache

18	Page -34	SECTION 5 – TECHNICAL SPECIFICATIONS	FTP Server (Production Setup): Memory: 32GB DDR4 2666MT/s, total 24 DIMM slots, it should not be populated more than 50% of the memory slots with the offered RAM.	Latest Memory is DDR4 2933 MT/s so it will be changed in corrigendum.
19	Page -31	SECTION 5 – TECHNICAL SPECIFICATIONS	Active Directory Server Primary & Secondary (Production Setup) :Processor : 2 x Intel Xeon Gold 5122, 3.60 GHz, 4 cores,16.5 MB L3 Cache	Intel has launched latest processor recently so Processor will be changed in Corrigendum as 2 x Intel Xeon Gold 5222, 3.80 GHz, 4 cores, 16.5 MB L3 cache
20	Page -31	SECTION 5 – TECHNICAL SPECIFICATIONS	Active Directory Server Primary & Secondary (Production Setup) :Memory:32 GB DDR4 2666MT/s, total 24 DIMM slots, it should not be populated more than 50% of the memory slots with the offered RAM. Hard Disk Drive:	Latest Memory is DDR4 2933 MT/s so it will be changed in corrigendum.
21	Page -41	SECTION 5 – TECHNICAL SPECIFICATIONS:	Fibre Channel/ Ethernet Converged Switch for SAN connectivity	For wider participation SAN connectivity / switching throughput will be updated to 1.5 mbps in corrigendum
22	Page -41	SECTION 5 – TECHNICAL SPECIFICATIONS	Fibre Channel/ Ethernet Converged Switch for SAN connectivity : <ul style="list-style-type: none"> Should support Static Route, RIP, OSPF, ISIS, BGP from Day one for both IPv4 and IPv6 considering all License, software, hardware upgrades required if any. 	Since IS-IS is older version of routing protocol & not in use in latest version of device from leading OEMs so IS-IS will be removed from Spec in Corrigendum.

Dell Systems:

Sr. No	Page No	RFP Clause	Query	Reply to Query
1	41	Fibre Channel/ Ethernet Converged Switch for SAN connectivity	Kindly change the product name as " Layer 3 Core switch " instead of " Fibre Channel/ Ethernet Converged Switch for SAN connectivity "	Changes has been incorporated, refer corrigendum.
2	Nil	Nil	AS per Functional requirement of the solution. We need a 2 nos. FC + Iscsi Switch to connect Storage and Servers. However this switch is not specified in the RFP. Kindly add for holistic solution.	Configuration changes has been incorporated, refer corrigendum.