

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING OPEN ETENDER FOR INFORMATION TECHNOLOGY – DIGITAL FILE STORAGE SOLUTION - PREBID - SECOND ROUND							
Open e-TENDER ID- 522621						Date / Time of Pre- Bid : 03.06.2022	
Quary No	Vendor	Sr. No.	Tender Clause No. / Annexures	Page No.	Bidders Comments / Queries	Gujarat Gas Reply / Clarifications to All Bidders	Additional Remarks (Vendor)
1		1	3.1 Hardware	5	Central storage to be compatible with existing DELL servers,HP HCI server and all other servers available in industry Change Required - Please remove this specs as the central storage is for Digital File Storage. or Let us know how do you plan to use asked solution with Dell Server and HP HCI. Please let us know Server OS and HBA details of Dell Servers used.	Refer to revised SOW.	
2		2	3.1 Hardware	6	Central storage (port to connect servers) Host Ports and Back-end Ports Change Required - Network ports & Speed: iSCSI/NAS/ Object -10Gbps or Fiber-8Gbps for Frontend & SAS-6Gbps or higher speed for Backend . Justification - This will allow all the vendors to propose the right port types based on the solution requirement. Please allow object storage also. SAS ports are used for Backend.	Refer to revised SOW.	
3		3	3.2 Solution Features / Requirements	6	Solution should also support existing Anti-virus / EDR / XDR solution integration at GGL Query - What is existing Anti-virus / EDR / XDR solutions? Please allow us to propose new solution based on integration with our solution.	Existing End-point Protection software is from Symantec. Bidders may participate in EDR/XDR tender as and when available.	
4		4	3.2 Solution Features / Requirements	6	1. Files monitoring and administration -i.e. File type wise, file date wise modification / access etc. reporting Query - Please let us know what type of files will be stored on the storage?	Digital File Storage solution will be used to store all kinds of files.	
5		5	6 Annexure-I (Digital File Storage Soution at GA /BRANCH Office)	13	Host Ports and Back-end Ports Change required - 1 Gbps and above Network OR 8 Gbps and above FC for Fronend and SAS Ports for Backend . Justification - Backend ports are SAS for most of the vendors.	Refer to revised SOW.	

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6		6	Annexure-II (Central Storage at Datacentre)	14	SAN/NAS/CIFS/NFS Change Required - SAN/NAS/CIFS/NFS/ Object Storage Justification - This will allow all the vendors to choose right storage based on the solution requirement.	Refer to revised SOW.	
7		7	Annexure-II (Central Storage at Datacentre)	14	Host Ports and Back-end Ports Chanhe Required - Network ports & Speed: iSCSI/NAS/ Object-10Gbps or Fiber-8Gbps for Frontend & SAS-6Gbps or higher speed for Backend. Justification - Most of the File storage will have Ethernet or FC Ports for Frontend ports for Frontend and SAS ports for Backend.	Refer to revised SOW.	
8		8	Annexure –IV Storage solution to be deployed at following locations	16	Query - Please clarify if Bandwidth mentioned in "B/w Last Mile (Mb) Approx" column is in MegaByte per second or Megabits per second. The current bandwidth seems to be too less. Any plans to upgrade the links? Hope data change rate is not very high	As discussed and clarified during prebid Bandwidth is: MegaByte per second	
9		9	Suggestions Point to be added in the RFP		"No vendors should not propose DFS based solution" Justification - DFS is not robust solution and has too many issues.This will allow all the vendors to propose enterprise class robust replication solutions.	Tender terms prevails	
10		10	Suggestions Point to be added in the RFP		"All the vendors should propose 29 nodes i. e. 1 extra File Storage at Central site. This storage will act as Backup File storage in case of any of the branch site having hardware/power failure" Justification - This will provide high availability for brach site File storage failure.	Tender terms prevails	
11		1	Digital File storage solution specifications	Pageno. 5	Minimum usable HDD capacity requirement is mentioned in below table for user data storage. We request you to ammend. Catergory II Min HDD usable Capacity after RAID Min 4TB HDD capacity Expandable upto or Higher 7.5TB	Bidder may propose higher hard drive.Tender term prevails.	3.1 -Point 11
12		2	Annexure-III (Technical Features Compliance for solution)n	Pageno. 15	TOEM/Vendors has to propose Digital File Storage solutions which are certified with their respective solutions. OEM has to submit the letter of OEM contract and support alignment with certified Digital File Storage for the support/contract period We request GGL to remove this clause	Refer to revised SOW.	5

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13			3.2 Solution Features / Requirements	page no. 6	We request GGL to kindly clarify that whether only reporting or reporting with management for permission is required?	Tender terms prevails	point 4 (1-2-3)
14		3	SubmissionDate		We request you to kindly extend to submission date till 30th June. We require more time to bid submission.as we need to coordinate with multiple oems and in preparation of proper docuementation and commerical approvals..		
15		1	3.3 Other Requirements Data replication status report, track replication data (how much data is replicated to central master server and how much is left).	Page No -7	Change / Removal of Clause Since our solution support Real time replication hence Request you to remove this clause	Refer to revised SOW.	
16		2	8 Annexure-III (Technical Features Compliance for solution) Additional Feature	Page No -15	Change / Removal of Clause Self-healing - Should support auto-healing & auto-repair features. Central Storage shall provide versioning capability to protect and record Central-level changes. Central Storage must support automated recovery of data from replica copy if Central is found corrupt. Justification Self-healing is necessary and essential features of storage as data consistency and integrity has to be maintained for all times and it is taken care by hash value so that the data is not only protected prof any tampering but is also corruption-proof	Tender terms prevails	
17		3	8 Annexure-III (Technical Features Compliance for solution) Additional Feature	Page No -15	Retention & Compliance Features - The proposed Central storage must provide secure data retention features such as WORM feature, versioning, Central Level retention, privilege delete, retention hold, event-based retention. Justification Retention provide immutable, WORM-compliant storage options for data written to Storage for data governance, regulatory compliance, and legal hold requirements. Retention rules can also protect your data from accidental or malicious update, overwrite, or deletion. Retention rules can be locked to prevent rule modification and data deletion or modification even by administrators.	Refer to revised SOW.	

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18		4	8 Annexure-III (Technical Features Compliance for solution) Additional Feature	Page No -15	Data Consistency - Central storage should support strong data consistency for data reading after immediate data writing	Tender terms prevails	
19		5	8 Annexure-III (Technical Features Compliance for solution) Additional Feature	Page No -15	Automated Tiering - Central storage must be supplied with ability to tier objects from Digital File disk to external cheaper storage tier like S3 compliant storage, Public Cloud, NFS Volume etc. Justification Auto tiering allows for placing right kind of data at the right tier also utilizing cloud for future. Even once data written has to be available as and when required for through search and indexing	Refer to revised SOW.	
20		1	Section II - Scope of Work and Tech. Spec. Section 3.1	5	RedundancyatPowersupply,HardDisk,Network,SAN,controllerlevel Comment: Please allow equivalent in case of HCI/SDS	Refer to revised SOW.	
21		2	Section II - Scope of Work and Tech. Spec. Section 3.1	5	Min. 300 GB or higher * 2 Disks with RAID 1+0 or equivalent for Basic/platform OS installation (OS should be installed in different partition / disk drives) Comment: Please allow equivalent in case of HCI/SDS	Refer to revised SOW.	
22		3	Section II - Scope of Work and Tech. Spec. Section 3.1	5	Host Ports and Back-end Network ports & Speed: iSCSI-10Gbps, Fiber-8Gbps & Ports SAS-6Gbps, Copper Comment: Equivalent 10gbps Base-T/SFP+ in case HCI/SDS based NAS Solution is Proposed.	Refer to revised SOW.	
23		4	Section II - Scope of Work and Tech. Spec. Section 6 Annexure I	12	RAID 1+ 0, RAID-DP or equivalent . Should support Vmware ESXi 6.7 and above / Microsoft Hyper-V / Physical Servers Comment: Please allow AHV Hypervisor as it is widely deployed in India.	Refer to revised SOW.	
24		5	Section II - Scope of Work and Tech. Spec. Section 7 Annexure II	15	Each component should have redundancy like dual power supply, dual controllers, RAID Hard disks and redundant network / FC ports etc. Comment: Equivalent in case HCI/SDS based NAS Solution is Proposed.	Refer to revised SOW.	
25		6	Section II - Scope of Work and Tech. Spec. Section 7 Annexure II	15	RAID 0 / 1 / 3 / 5 / 6 / 10. Should support Vmware ESXi 6.7 and above / Microsoft Hyper-V Comment: Allow KVM based Hypervisor (AHV Hypervisor)	Refer to revised SOW.	
26		7	Section II - Scope of Work and Tech. Spec. Section 7 Annexure II	15	1 Disk per 4 Disks Comment: Equivalent in case HCI/SDS based NAS Solution is Proposed.	Refer to revised SOW.	

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27		1	Eligibility creteria		Feature(points to be included)	Tender terms prevails	
28		2	Eligibility creteria		100 user client base (5 numbers) should be or should not be connected to each other ?	100 users for entire solution	
29		3			can we use 2 diiferent oem at edge and central loaction ?like central storage from x oem and servers and software from oem y at edge ??(both from gartner magic quaderent	Refer to revised SOW.	
30		1	Annexures 1	12	Original Clause: Each component should have redundancy like dual power supply, RAID Hard disks and redundant network / FC ports etc. Changed Clause: Each component should have redundancy like dual power supply and redundant network / FC ports etc. Justification:- This is an OEM specific clause. Please update this clause.	Tender terms prevails	
31		2	Technical Specifications / Requirement of Digital File storage Storage at GGL Locations	13	Original Clause: File share, Folder Level Quota management configuration Changed Clause: User Level Quota, Group Level quota management configuration Justification: Folder level quota is limited offering for Windows storage server/Wnodws server, it s not effective mechanism as if multiple users are accessing same forlder then folder level quota will restrict all users, hence user or group level quota is better mechanism to control.	Tender terms prevails	
32		3	Technical Specifications / Requirement of Central Storage at Datacentre	16	Original Clause: Storage should be fully distributed, symmetrical and scale-out architecture with De-duplication facility , 10Gbps LAN Ports , fully re-dundant node should be a separate appliance or physical servers. Changed Clause: Storage should be fully distributed, symmetrical/assymetrical and scale-out architecture with De-duplication facility , 10Gbps LAN Ports , fully re-dundant node/controllers. Justification: we request you to kindly allow both node based architecture and controller based architecture.	Refer to revised SOW.	
33		4	Technical Specifications / Requirement of Central Storage at Datacentre	16	Original Clause: The Central storage must be factory integrated appliance/devcie/storage from single OEM of both hardware of Central & Digital File storage/server/appliance. Changed Clause: The Central storage must be factory integrated appliance/devcie/storage from single OEM. Stoarge OEM should should be same for both central & edge storage Justification: We request to make this more generic,	Tender terms prevails	

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34		5	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>Original Clause:Storage should be fully distributed, symmetrical and scale-out architecture with De-duplication facility , 10Gbps LAN Ports , fully re-dundant node should be a separate appliance or physical servers.</p> <p>Changed Clause:Storage should be fully distributed, symmetrical/assymetrical and scale-out architecture with De-duplication facility , 10Gbps LAN Ports , fully re-dundant node/controllers.</p> <p>Justification:we request you to kindly allow both node based architecture and controller based architecture.</p>	Refer to revised SOW.	
35		6	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>Original Clause:The Storage nodes in the Central storage must be provided with dual controllers. The Access nodes should be provided in minimum N+1 configuration.</p> <p>Changed Clause:The Storage nodes in the Central storage must be provided with dual controllers.</p> <p>Justification: Access node is not required in controller based architecture</p>	Refer to revised SOW.	
36		7	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>Original Clause:Support data protection against 4 or more simultaneous drive failures across the storage nodes. Disk and node rebuilds should leverage protection from within the same site so as to avoid consuming expensive and limited WAN bandwidth and minimize rebuild times during rebuild operations.</p> <p>Changed Clause:Support data protection against 4 or more simultaneous drive failures across the storage nodes/controllers. Disk and node rebuilds should leverage protection from within the same site so as to avoid consuming expensive and limited WAN bandwidth and minimize rebuild times during rebuild operations.</p> <p>Justification:Please changes this clause for more clarity.</p>	Refer to revised SOW.	
37		8	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>Original Clause:Central Storage solution should sustain fully two node failure & Two Disk Failure at a same time.</p> <p>Changed Clause:Central Storage solution should sustain fully 25% resource failure</p> <p>Justification:we request to kindly qualify both controller based and storage based architecture.</p>	Refer to revised SOW.	
38		9	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>Original Clause:Central storage must support independent scaling & decoupling of compute capacity and storage capacity to allow flexibility in expansion. Proposed Central storage Should be able to scale up, on compute and capacity resources independently, without any impact to users and applications.</p> <p>Changed Clause: Please remove this Clause.</p> <p>Justification: Please remove this point, as this is specific to node based architecture.</p>	Refer to revised SOW.	

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39		10	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>Original Clause:The proposed solution must be configured with Restful API, HTTPS, S3, CIFS, NFS Protocols for data access to applications.</p> <p>Changed Clause:The proposed solution must be configured with Restful API, HTTPS, S3, CIFS, NFS Protocols for data access to applications</p> <p>Justification:we request to remove HTTPs as this is not required for data accessing particularly.</p>	Refer to revised SOW.	
40		11	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>Original Clause:Should support auto-healing & auto-repair features. Central Storage shall provide versioning capability to protect and record Central-level changes. Central Storage must support automated recovery of data from replica copy if Central is found corrupt.</p> <p>Changed Clause:Should support auto-healing & auto-repair features. Central Storage shall provide versioning/snapshot capability to protect and record Central-level changes. Central Storage must support automated recovery of data from replica copy/snapshot if Central is found corrupt.</p> <p>Justification:we request to make the feature more generic</p>	Refer to revised SOW.	
41		12	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>Original Clause:The proposed Central storage must provide secure data retention features such as WORM feature, versioning, Central Level retention,privilege delete, retention hold,event-based retention.</p> <p>Changed Clause:The proposed Central storage must provide secure data retention features such as WORM feature, versioning/snapshot, Central Level retention.</p> <p>Justification:we request to make the feature more generic</p>	Refer to revised SOW.	
42		13	Technical Specifications / Requirement of Central Storage at Datacentre	17	<p>Original Clause: Central storage should support strong data consistency for data reading after immediate data writing</p> <p>Changed Clause: Central storage should support strong data consistency for data reading</p> <p>Justification: we request to make the feature more generic</p>	Refer to revised SOW.	
43		14	Technical Specifications / Requirement of Central Storage at Datacentre	17	<p>Original Clause:Central storage must be supplied with ability to tier objects from Digital File disk to external cheaper storage tier like S3 compliant storage, Public Cloud, NFS Volume etc.</p> <p>Changed Clause:Central storage must be supplied with ability to tier objects from Digital File storage to external cheaper storage tier like S3 compliant storage, Public Cloud, NFS Volume etc.</p> <p>Justification:we request to make the feature more generic</p>	Refer to revised SOW.	
44		15	Technical Specifications / Requirement of Central Storage at Datacentre	17	<p>Original Clause:Storage shall support multi-tenant architecture including ability to apply quota limits on specific sections within the object store. Central storage should allow different administrative rights over different tenants, and logical containers/buckets inside individual tenants.</p> <p>Changed Clause: Storage shall support multi-tenant architecture including ability to apply quota limits. Central storage should allow different administrative rights over different tenants.</p> <p>Justification: we request to make the feature more generic</p>	Refer to revised SOW.	

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45		16	Technical Specifications / Requirement of Central Storage at Datacentre	17	Original Clause:The Central storage must be provided with metadata-based search along to support discovery kind of requests, which must be tightly integrated with proposed Central storage Changed Clause: Please make this Clause more generic.	Refer to revised SOW.	
46		17	Technical Specifications / Requirement of Central Storage at Datacentre	17	Original Clause:File share, Folder Level Quota management configuration Changed Clause: User Level Quota, Group Level quota management configuration Justification: Folder level quota is limited offering for Windows storage server/Wnodws server, it s not effective mechanism as if multiple users are accessing same forlder then folder level quota will restrict all users, hence user or group level quota is better mechanism to control.	Refer to revised SOW.	
47	System	18	Technical Specifications / Requirement of Central Storage at Datacentre	17	Original Clause:Data Encryption, Compression, Archived, Content Indexed Changed Clause: Data Encryption, Compression Justification: we would request to remove oe elaborate in generic terms as archived and content indexed are specific terms used by particular OEM, archival & content indexing are specifically not required as files can be searched using internal metadata.	Refer to revised SOW.	
48		19	Technical Specifications / Requirement of Central Storage at Datacentre	17	Original Clause: Deduplication at Share/folder level Changed Clause: Deduplication at storage/volume level Justification: Deduplication is always enabled/disabled at storage or volume level, folders or directories are created in Volumes hence it is not possible to enable/disable dedup at folder/directory level.	Refer to revised SOW.	
49		20	Technical Specifications / Requirement of Central Storage at Datacentre	17	Original Clause: Integration with Existing Windows DFS Namespace Changed Clause: Please remove this clause. Justification: We request to remove the same, as Windows DFS is proprietry product of Microsoft.	Refer to revised SOW.	

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50	Kepsure Solutions Pvt. Ltd.		Bidder/OEM must have supplied and implemented minimum 5 Digital File Storage Solution (storage OR server OR hypercovered server / hyperconverged storage OR appliance OR software defined storage) projects within last 7 years with following criteria: With connectivity of minimum 5 branch office for each project OR With minimum user base 100 for each project.	Approved_BQ C- IT-Digital File Storage Solution_Revision_2	As a Bidder - We possess awarded orders from many companies for installation of Storage Solutions but with lesser then 5 branch connectivity. We have been awarded by a group company of your esteem organization with 1 site and 10 branches. OEM supporting documents can be provided as. it complies with the set critries. Request to kindly consider our comment/queries, enabling us to quote/propose our best possible solution.	Tender terms prevails	