

Query No	Bidder	Sr. No. (Bidder's)	Tender Clause No. / Annexures	Page No.	Bidders Comments / Queries	Gujarat Gas Reply / Clarifications to All Bidders	Extra Field added by Bidders	Extra Field added by Bidders_1
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REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING OPEN ETENDER FOR INFORMATION TECHNOLOGY – DIGITAL FILE STORAGE SOLUTION						
Open e-TENDER ID- 522621 Tender Type- Open					Date / Time of Pre- Bid : 16.05.2022	

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1		1	Annexures 1	12	<p>Original Clause: Each component should have redundancy like dual power supply, RAID Hard disks and redundant network / FC ports etc.</p> <p>Changed Clause: Each component should have redundancy like dual power supply and redundant network / FC ports etc.</p> <p>Justification: - This is an OEM specific clause. Please update this clause.</p>	refer to revised SOW		

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2		2	Annexures 1	12	<p>Original Clause:Snapshot, Clones, Mirror & Replications. Data should be protected from Ransomware, virus , malware protection attacks.</p> <p>Changed Clause:Snapshot, Clones, Mirror & Replications. Data should be protected from Ransomware.</p> <p>Justification:Virus & Malware are host based solution, so we request to kindly keep it on host based solution , not on storage.</p>	refer to revised SOW	Original Clause: Changed Clause: Justification:	
3		2	Technical Specifications / Requirement of Digital File storage Storage at GGL Locations	13	<p>Original Clause:Digital File Storage Soution should have Native Windows user experience for SMB – SMB v2 and v3 support, ensuring all vulnerabilities are taken care.</p> <p>Changed Clause:Digital File Storage Solution should have support for SMB v2 and SMBv3.</p> <p>Justification:This is an OEM specific clause . Please update for wider participation.</p>	refer revised SOW		

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4			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 term prevails		
5		4	Technical Specifications / Requirement of Digital File storage Storage at GGL Locations	13	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 revised SOW		

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6		5	Technical Specifications / Requirement of Digital File storage Storage at GGL Locations	13	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 revised SOW		
7			Technical Specifications / Requirement of Digital File storage Storage at GGL Locations	13	Original Clause: File Versioning with minimum 3 versions Changed Clause: File Versioning with min 3 versions/snapshot with minimum 255 snapshots Justification: File versioning is specific to particular OEM, as an alternate snapshots can be used for recovery of particular file/data	refer revised SOW		

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8			Technical Specifications / Requirement of Digital File storage Storage at GGL Locations	13	<p>Original Clause:Solution should support reporting functionality for AD user wise / department wise / File extension wise / File and Folder Size wise.</p> <p>Changed Clause:Solution should support reporting functionality at LUN/Nodes/aggregates level for capacity, performance etc.</p> <p>Justification: AD is part of Windows server based solution any related reports has to be generated from Windows server.</p>	refer revised SOW		
9		6	Technical Specifications / Requirement of Digital File storage Storage at GGL Locations	13	<p>Original Clause:Integration with Existing Windows DFS Namespace</p> <p>Changed Clause: Please remove this clause.</p> <p>Justification: We request to remove the same, as Windows DFS is proprietry product of Microsoft.</p>	refer revised SOW		

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10		7	Technical Specifications / Requirement of Digital File storage Storage at GGL Locations	13	<p>Original Clause:Storage OEM/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. Storage OEM's has to submit their ISV certified document.</p> <p>Changed Clause:Storage OEM/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. Storage OEM's has to submit their ISV certified document.</p> <p>Justification:Please remove " Storage OEM's has to submit their ISV certified document." as the ISV certification is applicable for application vendors only.</p>	refer revised SOW		

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11		8	Annexures II	15	<p>Original Clause:RAID 0 / 1 / 3 / 5 / 6 / 10. Should support Vmware ESXi 6.7 and above / Microsoft Hyper-V</p> <p>Changed Clause:RAID 0 / 1 / 3 / 5 / 6 / 10/equivalent. Should support Vmware ESXi 6.7 and above / Microsoft Hyper-V</p> <p>Justification:RAID 0,3 are in no more use and very OEM has diffent nomenclature for data protection RAID, so we request to kindly allow equivalent.</p>	refer revised SOW		
12		10	Annexures II	15	<p>Original Clause: Network ports & Speed: iSCSI-1Gbps, Fiber-8Gbps & SAS-6Gbps, Copper</p> <p>Changed Clause:Network ports & Speed: iSCSI-10Gbps,40Gbps, Fiber-16Gbps & SAS-12Gbps, Copper</p> <p>Justification:Storage supports minimum 10Gbps ISCSI and SAS 12 Gbps</p>	refer revised SOW		
13		11	Annexures II	15	<p>Original Clause: 1 Disk per 4 Disks</p> <p>Changed Clause:2 Global hotspare. Every RAID group should have protection of 3 disks.</p> <p>Justification:Every RAID group is already protected with 3 disks</p>	refer revised SOW		

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					failure, so entire storage is sufficient to have 2 global hot spare.			
14		12	Technical Specifications / Requirement of Central Storage at Datacentre	16	<p>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.</p> <p>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</p> <p>Justification:We request to make this more generic</p>	refer revised SOW		

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15		13	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-undant 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-undant node/controllers.</p> <p>Justification:we request you to kindly allow both node based architecture and controller based architecture.</p>	refer revised SOW		
16		14	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</p>	refer revised SOW		

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					required in controller based architecture			

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17			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 revised SOW		

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18		15	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 revised SOW		
19		16	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 revised SOW		

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20		17	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 revised SOW		
21		18	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</p>	refer revised SOW		

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					<p>from replica copy/snapshot if Central is found corrupt.</p> <p>Justification:we request to make the feature more generic</p>			
22		19	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>	refer revised SOW		

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					<i>Justification: we request to make the feature more generic</i>			
23			<i>Technical Specifications / Requirement of Central Storage at Datacentre</i>	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>	<i>refer revised SOW</i>		

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24		20	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 revised SOW		
25		21	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</p>	refer revised SOW		

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					<p>over different tenants.</p> <p>Justification: we request to make the feature more generic</p>			
26		22	Technical Specifications / Requirement of Central Storage at Datacentre	17	<p>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</p> <p>Changed Clause: Please make this Clause more generic.</p>	refer revised SOW		

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27			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.	Tender term prevails		
28		23	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 revised SOW		

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29		24	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 revised SOW		
30		25	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 revised SOW		

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31		1	BIDDERS' QUALIFICATION CRITERIA, Cause 2	1	<p>Request you to ammend this clause as;</p> <p>Bidder must have supplied and implemented minimum 4 storage solution projects within last 7 years to be reckoned from the Tender publishing date and shall meet following criteria:</p> <ul style="list-style-type: none"> · Each project value should be not less than 1.5 Cr or Bidder or Proposed OEM must have supplied and implemented minimum 5 storage solution projects within last 7 years to be reckoned from the Tender publishing date and shall meet following criteria: · with connectivity of minimum 5 branch office for each project · with minimum user base 100 for each project 	Refer to BQC	Please update for wider participation. Also in WO number of user or connected branches are not mentioned in WO, hence request you to consider Valve of WO/PO or with CA certificate fullfiling mentioned clause	

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32		2	Supporting Documents to be submitted by bidder, Clause 3	2	Request you to ammend this clause as 3 GGL non-associated Bidder: Submit satisfactory Completion Certificate / commissioning certificate/ Confirmation/Inspection release note(s)/ Dispatch Clearance Note(s) against submitted Purchase Order/ Service Order/Contract as per criteria reflecting min. below details but not limited to- Completion Certificate / commissioning certificate/ Confirmation/Inspection release note(s)/ Invoice Copy containing PO no. /CA Certificate Dispatch Clearance Note(s) note shall contain PO no./Service order no./ contract no., date of completion, capacity, quantity etc.	Tender term prevails	Please update for wider participation.	

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33		1	3.1 Hardware Requirement	Page-5/24	<p><i>Modification : Data partition at branch office storage shall be RAID 1+0 , 5 or RAID-DP or equivalent</i></p> <p><i>Justification : Current specifications are OEM specific restricting participation of leading OEM, hence we request GGL to modify the clause as requested.</i></p>	refer revised SOW	Data partition at branch office storage shall be RAID 1+0 or RAID-DP or equivalent	
34		2	3.2 Solution Feature Requirement, Digital File storage at Branch offices	Page-6/24	<p><i>These are OEM favoring and limiting point for other OEMs besides being overheads for Branch locations with much smaller capacities. We request GGL to remove this clause to enable other leading OEM to participate.</i></p>	refer revised SOW	Configure Encryption, Compression, Archived, Content Indexed	

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35		3	7 Annexure-II (Central Storage at DC)	Page-15/24	<i>This is OEM specific clause and request GGL to remove this clause as this restricts other OEM to participate in the bid.</i>	<i>refer revised SOW</i>	<i>Operating system and Clustering : Native OS with clustering support between Storage Controllers Support</i>	
36		4	7 Annexure-II (Central Storage at DC)	Page-15/24	<i>Modification : Snapshot, Clones, Mirror/ Replications. Justification : Ransomware attack protection is totally a diferent solution and not generally inbuilt into storage as this requiries additional software to complete the solution. We request GGL to modify the calsue and may ask for Ransomware attach solution in sperate line item.</i>	<i>refer revised SOW</i>	<i>Data Protection : Snapshot, Clones, Mirror & Replications. Data should be protected from Ransomware attacks.</i>	

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37		5	7 Annexure-II (Central Storage at DC)	Page-15/24	<p><i>Modification : Network ports & Speed: iSCSI-10/25Gbps, Fiber-16/32Gbps & SAS-12Gbps, copper/SFP</i></p> <p><i>Justification : The speed mentioned are way too lower , hence would request GGL to include latest speeds to avoid latency and achieve better RTO, RPOs.</i></p>	<i>refer revised SOW</i>	<i>Network ports & Speed: iSCSI-1Gbps, Fiber-8Gbps & SAS-6Gbps, Copper</i>	
38					<i>We request GGL to consider 1 hot sapre for 30 drives, that will be effective and best practices followed by multiple OEM.</i>	<i>refer revised SOW</i>	<i>1 Disk per 4 Disks</i>	

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39				Page-16/24	<p><i>Modification : Storage should be fully distributed, symmetrical and scale-out architecture with De-duplication facility OR Dual active-active controller architecture, 10Gbps LAN Ports , fully re-ndant node should be a separate appliance or physical servers.</i></p> <p><i>Justification : Current Specification are OEM specific and restrictive in nature. we request GGL to consider the modification requested and allow other leading OEM to participate in the bid. Moreover, the capacity asked of 160TB usable can very well be addressed by TWO active active controller architecture, that GGL has been using for last many years and running successfully. Futher this can scale to address PBs of storage capacity in future , which exceeds GGLs requiriment as stated.</i></p>	refer revised SOW	<p><i>Architecture : Storage should be fully distributed, symmetrical and scale-out architecture with De-duplication facility , 10Gbps LAN Ports , fully re-ndant node should be a separate appliance or physical servers.</i></p>	

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40				Page-16/24	<p><i>Modification : Central Storage solution should sustain fully two node failure & Two Disk Failure at a same time OR single controller failure.</i></p> <p><i>Justification : Current specification are OEM specific and restrictive in nature , we request GGL to modify the clause as requested , so that other leading OEM can participate. Moreover GGL has been using TWO controller architecture ,which has been meeting the SLAs for last many years.</i></p>	refer revised SOW	<p><i>Resilience : Central Storage solution should sustain fully two node failure & Two Disk Failure at a same time</i></p>	

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41				Page-16/24	We request GGL to consider allowing Dual controller architecture as stated above for fair competition, as these clauses are OEM specific and restrictive in nature. While scalability feature can very well be addressed by Dual controller architecture latest storage arrays.	refer revised SOW	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.	

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42				Page-17/24	We request GGL to elaborate on supported protocol like S3, as this may require additional software/hardware to achieve the functionality. Also we notice that these are not useful functionalities in the current setup of GGL or as envisaged.	refer revised SOW	Protocol Support : The proposed solution must be configured with Restful API, HTTPS, S3, CIFS, NFS Protocols for data access to applications	

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43				Page-17/24	Most of these festures are OEM specific and needs modification for other OEM to participate. We request GGL to consider these points rasied above under multiple points and do the needful for fair participation by other OEM.	refer revised SOW	Configure all storage related features – for example deduplication, replication, LUN provisioning, Cluster setup, Policy and Retention Settings	

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44		1	Bidder's Qualification Criteria	Page no. 1	<p>Bidder must have supplied and implemented minimum 5 storage solution projects within last 7 years to be reckoned from the Tender publishing date and shall meet following criteria:</p> <ul style="list-style-type: none"> -with connectivity of minimum 5 branch office for each project - with minimum user base 100 for each project <p>Comments / Queries :We request you to kindly remove this point as we do not comply.</p>	Refer to BQC	<p>This solution is a requirement of refreshing branch hardware and data replication and data availability while point asked is too stringent. The financial criteria point no. 4 contradicts to this point. GGL has also asked for back to back support of the OEM's too. Hence we request you kindly remove this point and allow more S.I. competition to participate. We can provide purchase orders for 5 storage devices / HCI nodes or 2 orders of 1 crore or higher hardware supplied in last 5 years.</p>	2

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45		2	3.1 Hardware Requirement	5/24	Storage response time shall be < 2 ms at Central Storage. Vendor shall provide storage solution accordingly and shall certify the solution for performance. All flash / SSD OR storage with desired performance (response time) shall be provided at Central location. Comments / Queries : We request you to kindly remove "OR storage with desired performance (response time)"	refer revised SOW	By simplifying to all SSD only would bring all the bidders at par. With this change GGL will avail current technology of SSD HDD.	8
46		3	3.1 Hardware Requirement	5/24	If solution requires virtualization, then VMWare shall be considered for virtualization and required licenses to be bundled with solution. Comments / Queries: We request you to add Microsoft Hypervisor solution.	refer revised SOW		14

Query No	Bidder	Sr. No. (Bidder's)	Tender Clause No. / Annexures	Page No.	Bidders Comments / Queries	Gujarat Gas Reply / Clarifications to All Bidders	Extra Field added by Bidders	Extra Field added by Bidders_1
47		4	3.1 Hardware Requirement	6/24	Central storage (port to connect servers) Network ports & Speed: iSCSI-10Gbps, Fiber-8Gbps & SAS-6Gbps, Copper Comments / Queries : Please amend this to 4 X 10G Base T & 4 X 16Gbps FC port	refer revised SOW	Our Solution for central storage will be provided with 4 x 10Gbps and 16Gbps FC ports for hosts connectivity	20
48		5	Annexure-I	12/24	Converge / Storage Comments / Queries : Please amend this to Converge/Storage/Server	refer revised SOW	In document 3.1 article its mentioned properly. In Complainece table this word server is missing.	1