

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
49		6	Annexure-I	12	Network / FC Ports Comments / Queries: Please amend this to 4 X 10G Base T and 4 x 1G Base T ports.	refer revised SOW		6
50		7	Annexure-I	13	Digital File Storage Soution should have Native Windows user experience for SMB – SMB v2 and v3 support, ensuring all vulnerabilities are taken care. Comments / Queries : Please amend this to Digital File Storage Soution should have Native Windows user experience for SMB – SMB v2 and v3 support.	refer revised SOW	We cannot fix required protocol vulnerabilities.	1
51		8	Annexure-I	13	Data Encryption, Compression, Archived,Content Indexed Comments / Queries :We request you to reomove this point	refer revised SOW	Remove this point from as this feature is not supported on branch office wndows server.	4

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52		9	Annexure-I	13	Configure all storage related features – for example deduplication, replication, LUN provisioning, Cluster setup, Policy and Retention Settings Comments / Queries :We request you to remove this point.	refer revised SOW	Remove this point as it storage centric features. We don't required storage device at locations.	4
53		10	Annexure-I	13	Deduplication at Share/folder level Comments / Queries : Please amend this line Deduplication at disk level	refer revised SOW	Deduplication is supported on disk level	4
54		11	Annexure-I	13	WORM feature Comments / Queries :We request you to remove this point.	refer revised SOW		4

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55		12	Annexure-I	13	Integration with Existing Windows DFS Namespace Comments / Queries :We request you to remove this point.	refer revised SOW	After migration to new system existing windows DFS is for use. Hence request you to remove this point.	4

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56		13	Annexure-I	13	<p>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>Comments / Queries :We request you to kindly amend.</p>	refer revised SOW	This to Bidder/OEM has to certify that every component of the digital file storage solution are tightly integrated and Hardware and software solution should have back to back support from respective OEM.	5

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57		14	Annexure-2	15	Minimum 160TB and expandable upto 300TB or more. Comments / Queries :We request you to kindly amend capacity of disk to satisfied 160TB usable storage.	refer revised SOW	ALL SSD being mandatory would bring all the bidders at par. With this change GGL will avail current technology of SSD HDD.	3
58		15	Annexure-2	15	1 TB or more (Cache) Comments / Queries :We request you to kindly ammend this to Minimum cache 256GB per node/controller Or More.	refer revised SOW	Every OEM has its own technology but desired performance will be taken care.	4

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59		16	Annexure-2	15	All Flash OR with desired performance of response time. Storage shall provide < 2 ms response time. Comments / Queries : We request you to amend this line to All Flash/SSD configuration.	refer revised SOW	ALL SSD being mandatory would bring all the bidders at par. With this change GGL will avail current technology of SSD HDD.	6
60		17	Annexure-2	15	Network ports & Speed: iSCSI-1Gbps, Fiber-8Gbps & SAS-6Gbps, Copper Comments / Queries : Please amend this to 4 X 10G Base T and 4 x 16G FC HBA ports.	refer revised SOW		9
61		18	Annexure-2	15	1 Disk per 4 Disks Comments / Queries : Please amend this to 2 Disk spare capacity per 24 disks.	refer revised SOW		10

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62		19	Annexure-2	16	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. Comments / Queries : Please amend this to " storage should had redudant Controllers and shall be symmetric active-active with deduplication facility, each storage controller should have 4 X 16Gbps FC ports and 2 X 10Gbps Iscsi Ports for host connectivity"	refer revised SOW		2
63		20	Annexure-2	16	The Storage nodes in the Central storage must be provided with dual controllers. The Access nodes should be provided in minimum N+1 configuration. Comments / Queries E21 : Please amend this to "The Storage nodes in the Central storage must be provided with dual controllers. The Access nodes/ file headers should be provided in minimum N+1 configuration.	refer revised SOW		3

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64		21	Annexure-2	16	<p><i>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.</i></p> <p>Comments / Queries : Please amend this to "Support data protection against 2 or more simultaneous drive failures accross the storage"</p>	refer revised SOW	<i>The storage nodes.in case of Disk and node failure, data rebulid should leverage protection policy within the same storage so as to avoid consuming expensive and limited WAN bandwidth and minimize rebuild times during rebuild operations.</i>	4

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65		22	Annexure-2	16	Central Storage solution should sustain fully two node failure & Two Disk Failure at a same time Query: Please ammend this to Central Storage solution should sustain a node/controller failure & Two Disk Failure within same raid group	refer revised SOW	Offered storage shall be an enterprise storage array & 100% data availability guaranteed architecture. Shall be published as enterprise array on the vendor web site.	5

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66		23	Annexure-2	16	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. Comments / Queries : Storage should be scalable to four controllers without replcing the installed contreller to scale compute resouces at node level and should also allow to scale capacity as per clasue mentioned above	refer revised SOW	This is vender specific	8
67		24	Annexure-2	17	The proposed Central storage solution must provide flexibility of using different types of storage like SAN Storage, Digital File Storage capacity, S3 compliant Storage, NFS volumes , CIFS Shares etc.	refer revised SOW	This is vender specific	9

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68		25	Annexure-2	17	The proposed solution must be configured with Restful API, HTTPS, S3, CIFS, NFS Protocols for data access to applications Comments / Queries : Please amend this to "The proposed solution must support FC Iscsi using SAN controllers and supports CIFS,NFS Protocols using file headers, File Headers should be of same OEM as Storage OEM"	refer revised SOW	This is vender specific	10
69		26	Annexure-2	17	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. Comments / Queries : Please amend this to " Proposed solution should be able to recover the file data from last three restore points	refer revised SOW	This is vender specific	11

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70		27	Annexure-2	17	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. Comments / Queries : Request you to remove this point.	refer revised SOW	This is vender specfic. HPE Storage provides 100% Data avalialbity	12
71		28	Annexure-2	17	Central storage should support strong data consistency for data reading after immediate data writing Comments / Queries : Request you to remove this point.	refer revised SOW	This is vender specfic. HPE Storage provides 100% Data avalialbity	13
72		29	Annexure-2	17	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. Comments / Queries : Request you to remove this point.	refer revised SOW	This is vendor Specific.	14

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73		30	Annexure-2	17	Central storage should support deduplication/Single Instance Storage & Compression functionality to optimize the storage capacity usage Comments / Queries : Request you to remove this point.	refer revised SOW	This is vendor Specific.	15
74		31	Annexure-2	17	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. Comments / Queries : Request you to remove this point.	refer revised SOW	This is vendor Specific. We are proposing SAN storage and not object storage to meet your functional requirement	17

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75		32	Annexure-2	17	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 Comments / Queries : Request you to remove this point.	refer revised SOW	This is vendor Specific. We are proposing SAN storage and not object storage to meet your functional requirerment	18
76		32	Annexure-2	17	Central storage should be provided with all features available with it, any hardware, software, and license required to use these features should be provided along with Central storage. Comments / Queries :Please ammend Central storage should be provided with all reuired features with it, any hardware, software, and license required to use these features should be provided along with Central storage	refer revised SOW		20

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77		33	Annexure-2	18	File share, Folder Level Quota management configuration . Comments / Queries :Please ammend to Folder Level Quota management configuration	refer revised SOW	Quota can be managed on disk and folder.	21
78		34	Annexure-2	18	Data Encryption, Compression, Archived,Content Indexed Comments / Queries :We request you to remove this point	refer revised SOW	Remove this point from as this feature is not supported on branch office wndows server.	21
79		35	Annexure-2	18	Deduplication at Share/folder level Comments / Queries : Please ammend this line Deduplication at disk level	refer revised SOW	Deduplication is supported on disk level	21
80		36	Annexure-2	18	WORM feature E44 Comments / Queries :We request you to remove this point.	refer revised SOW		21

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81		37	Annexure-2	18	Integration with Existing Windows DFS Namespace Comments / Queries : We request you to remove this point.	refer revised SOW	After migration to new system existing windows DFS is for use. Hence request you to remove this point.	21
82					Commerical Query			
83					GGL has asked to quote for amc charges for 6 years and 7 year amc . Comments / Queries : We request GGL to remove amc charge clause as it very difficult to get prior commerials for 6th -7th years from day one	Tender term prevails		
84			Extension of submission date		The submission date is 30th May. Comments / Queries : We request you provide 21 working days from date of issue of corriegendum agaisnt prebid queries			

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85		1	Clause no.: 2 of BQC Criteria: 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: > with connectivity of minimum 5 branch office for each project > with minimum user base 100 for each project	#1	We request you to amend the given clause as mentioned below.. Given Clause: with connectivity of minimum 5 branch office for each project Change Request: with minimumm 5 Qty of storage for each project.	Refer to BQC		

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86		2	Clause No.: 1 of section II - SOW and Technical Specification Technical Specifications / Requirement of Central Storage at Datacentre <i>The Central storage must be factory integrated appliance / devcie /storage from single OEM of both hardware of Central & Digital File storage/server/appliance.</i>	#16	<i>As per the given specification in the RFP, it could not be possible for single OEM to suffice the technologies requested by GGL, So we request to allow the Multiple OEMs.</i>	refer revised SOW		

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87		3	Clause No.: 5.3 Delivery Schedule of section II Installation, Configuration of devices for all locations, data migration and go-live – within 16 weeks from the date of delivery	#11	Change Request: We request you to extend the "installation, Configuration of devices for all locations, data migration and go-live – within timeline" from 16 weeks to 24 weeks . Justification:- Looking to the scope and number of locations with installation data and migration, we suggest you to give atleast 24 weeks for smooth migration.	Tender term prevails		

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88		4	<p>Clause No.: 5.1 Payment Terms of section II - SOW and Technical Specification Payment against the Invoice will be done within 30 days after the correct invoice is received and signed /agreed by contract owner as per General terms and conditions. Invoicing frequency shall be as below: > 80% of the total Solution Cost (Refer Sr. No. 1 of the SoR) – Upon delivery of material at all locations > 20% of the total Solution Cost (Refer Sr. No. 1 of the SoR)- Upon go-live sign-off (i.e. Implementation of complete solution across GGL offices) > AMC Support for</p>	#10	<p>Please consider the following : > 100% invoicing will be done for 5 years, however GGL may make the payment as per the given milestones in the RFP.</p>	Tender term prevails		

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			<p>6th year - At the beginning of the 6th year and submission of required Bank Guarantee and invoice to GGL</p> <p>> AMC Support for 7th year – At the beginning of the 7th year and submission of required Bank Guarantee and invoice to GGL</p>					

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89		5	3.1 Hardware Requirements Specification- Minimum requirement - Maximum 4U Rack mount appliance / storage / device / Server / hyperconverged server at GA/Branch offices and Maximun 10U rack mount appliance/device/ser ver at central Datacentre at Gandhinagar	#5	Change of Clause:- Maximum 4U Rack mount appliance / storage / device / Server / hyperconverged server at GA/Branch offices and Maximun 19U rack mount appliance/device/server at central Datacentre at Gandhinagar Justification:- For High Availability which is requested in RFP more number of nodes are desired and which will in turn require more rack space. Hence Request you to mention Max. 19U Rack mount	refer revised SOW		

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90		6	3.1 Hardware Requirements Specification- Minimum requirement - 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.	#5	Change of Clause:- Storage Throughput should be min. 5GB/s for Write and 8GB/s Read at Central Storage. Vendor shall provide storage solution accordingly and shall certify the solution for performance. All flash / SSD /HDD OR storage with desired performance (Throughput) shall be provided at Central location. Justification:- for Central file storage solutions , throughput is major factor to be considered than latency as how many people accessing it will make it more relevant	refer revised SOW		
91		7	3.2 Solution Features / Requirements - Replication frequency shall be configurable at location and central location	#6	Change of Clause:- Replication frequency shall be configurable/Real Time at location and central location but User can pause the sync manually though	refer revised SOW		

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92		8	3.2 Solution Features / Requirements - Solution should get integrated with active directory for access management, quota management, file extension restrictions etc.	#6	Change of Clause:- Solution should get integrated with active directory for access management, quota management, file extension restrictions etc which should be manageable by native Operating system or Proprietary Solution.	Tender term prevails		

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93		9	3.2 Solution Features / Requirements - Central Reporting / administration tool required with following features: 1. Files monitoring and administration - i.e. File type wise, file date wise modification / access etc. reporting 2. Access Management monitoring and administration – i.e. user wise access to folders at multiple devices and solution level, removal of access / file / folder permission centrally 3. identification and modification (Add/delete) userwise and department wise permission across all offices	#6	Please allow native or 3rd party OEM software integration for monitoring and administration	refer revised SOW		

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94		10	6 Annexure-I (Digital File Storage Soution at GA /BRANCH Office) - Snapshot, Clones, Mirror & Replications. Data should be protected from Ransomware, virus , malware protection attacks.	#12	<p>Request you to remove Snapshot, Clones, Mirror & Replications.</p> <p>Change of Clause:- Digital File Storage solution should have Policy to expire local cache copy. Data should be protected from Ransomware, virus , malware protection attacks.</p> <p>Justification:- Digital File storage is actually a caching device which in turn replicates the data to central location. hence, snapshot, Clones/ Mirror / replication availability is not relevant.</p>	refer revised SOW		

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95		11	6 Annexure-I (Digital File Storage Soution at GA /BRANCH Office) - Thin/Thick Provisioning and Space Reclaim required.	#12	Request you to remove Thin/Thick Provisioning and Space Reclaim required. Change of Clause:- Digital File Storage solution should have Policy to expire local cache copy. Justification:- Digital File storage is actually a caching device which in turn replicates the data to central location. hence, Thin/Thick Provisioning and Space Reclaim required is not relevant.	refer revised SOW		
96		12	Data replication status report, track replication data (how much data is replicated to central master server and how much is left).	#13	Change / Removal of Clause:- Request you to remove this clause	refer revised SOW		

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97		13	Configure all storage related features – for example deduplication, replication, LUN provisioning, Cluster setup, Policy and Retention Settings	#13	Change / Removal of Clause:- Request you to remove this clause The requested features are more relevant and essential for central storage location not at Digital File Storage Soution at GA /BRANCH Office	refer revised SOW		
98		14	Deduplication at Share/folder level	#13	Change / Removal of Clause:- Request you to remove this clause The requested features are more relevant and essential for central storage location not at Digital File Storage Soution at GA /BRANCH Office	refer revised SOW		

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99		15	7 Annexure-II (Central Storage at Datacentre) All Flash OR with desired performance of response time. Storage shall provide < 2 ms response time.	#15	Change of Clause:- Storage Throughput should be min. 5GB/s for Write and 8GB/s Read at Central Storage. Vendor shall provide storage solution accordingly and shall certify the solution for performance. All flash / SSD /HDD OR storage with desired performance (Throughput) shall be provided at Central location. Justification:- for Central file storage solutions , throughput is major factor to be considered than latency as how many people accessing it will make it more relevant	refer revised SOW		
100		16	7 Annexure-II (Central Storage at Datacentre) RAID 0 / 1 / 3 / 5 / 6 / 10. Should support Vmware ESXi 6.7 and above / Microsoft Hyper-V	#15	Change of Clause:- RAID 0 / 1 / 3 / 5 / 6 / 10 / Erasure coding. Justification:- Sustaining 4 Hard disk failure erasure coding is the recommended technique	refer revised SOW		

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101		17	7 Annexure-II (Central Storage at Datacentre) Snapshot, Clones, Mirror & Replications. Data should be protected from Ransomware attacks.	#15	Change of Clause:- Snapshot/ Clones / WORM/ Mirror & Replications. Data should be protected from Ransomware attacks.	refer revised SOW		
102		18	7 Annexure-II (Central Storage at Datacentre) Global Hot Spare- 1 Disk per 4 Disks	#15	Change of Clause:- 1 Disk per 4 Disks or Provides enhanced data protection in a storage efficient fashion using Erasure coding, implements the Reed Solomon error correction using schemes 20+6 / 12+4 without any dependencies on RAID	refer revised SOW		

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103		19	7 Annexure-II (Central Storage at Datacentre) Digital File Storage Soution should have functionality to configure the below: Configure all storage related features – for example deduplication, replication, LUN provisioning, Cluster setup, Policy and Retention Settings	#17	Change / Removal of Clause:- Request you to remove this clause The requested features are more relevant and essential for central storage location not at Digital File Storage Soution at GA /BRANCH Office	refer revised SOW		
104		20	7 Annexure-II (Central Storage at Datacentre) Deduplication at Share/folder level	#18	Change / Removal of Clause:- Request you to remove this clause The requested features are more relevant and essential for central storage location not at Digital File Storage Soution at GA /BRANCH Office	refer revised SOW		

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105		21	7 Annexure-II (Central Storage at Datacentre) Restriction of file extensionwise	#18	Change of Clause:- Solution should get integrated with active directory for access management, quota management, file extension restrictions etc which should be manageable by native Operating system or Proprietary Solution.	refer revised SOW		
106		22	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.	refer revised SOW		