

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
1	<p>Vol 1 177/264 Clause 17.29 (4)</p> <p>The SIA will consider if any revision in service tax during the tenure of the project. But it"s DCO"s responsibility to notify (with supporting document(s)) the SIA regarding any upward and downward change in the service tax and pass the benefit to SIA if there is any downward change in the same and SIA will bear in case of upwards change</p>	<p>Please include the following clause:</p> <p>"The prices in the proposal take into account the taxes computed on the basis of the present taxes applicable with present tax rates and tax structure. Any change in applicability of taxes and the tax structure or rates, including but not limited to Goods and Services Tax (GST) that may be introduced in the future, will be to Bank's Account."</p>	<p>As per RFP</p>
2	<p>Vol 1 185/264 Clause 7.36.1 Limitation of Liability - As per the RFP</p>	<p>It is proposed to modify the same as follows:- Except in case of gross negligence or willful misconduct on the part of the DCO or on the part of any person or company acting on behalf of the DCO in carrying out the Services, the liability of the Implementation Agency under this Agreement shall not be liable to DGR (a) For any indirect or consequential loss or damage and (b) For any direct loss or damage that exceeds the annual payments payable under the contract to the Implementation Agency. For the purpose of this clause, Gross negligence means indifference to, and a blatant violation of a legal duty with respect to the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a Gross negligence. Willful Misconduct means any act or omission of a party which is willfully intended to harm the interests of the other party, provided however, that Willful Misconduct does not include ordinary negligence, an error of judgment or mistake of a person.</p>	<p>Except in case of gross negligence & or willful misconduct, on the part of the DCO or on the part of any person or company acting on behalf of the DCO in carrying out the Services, the DCO with respect to the damage caused by him to Punjab State Government's property, shall not be liable to the PSeGS:-</p> <p>7.36.1.1 For any indirect or consequential loss or any direct loss or damage that exceeds (A) the total payments payable under his contract to the DCO hereunder, or (B) the proceeds the DCO may be entitled to receive from any insurance maintained by the DCO to cover such a liability, whichever of (A) or (B) is higher.</p> <p>As per RFP</p>

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3	Vol 1 199/264 Clause 7.45.10 Risk Purchase - As per the RFP	HP proposes the following modification:- If the work is not completed within 10 weeks from the date of proposed completion, buyer shall have a risk purchase right ie right to terminate the current contract, and hire any other vendor and get the work done at the risk and cost of the earlier vendor who couldn't complete the work in time, provided that the liability of earlier vendor shall be limited to the incremental cost for the undelivered work which shall not in any case exceed 10% of the value for performing such unfulfilled obligations.	If the work is not completed within 10 weeks from the date of proposed completion/ milestone or from the date of issue of written notice to DCO, PseGS shall have a risk purchase right ie right to terminate the current contract, hire any other vendor as per due Government Procurement Procedure and get the work done at the risk and cost of the earlier vendor who couldn't complete the work in time. As per RFP
4	Vol 1 191/264 Clause 7.44.19 Loss of Revenue to the Tendering Authority	Bidder requests deletion of this provision since injunctive relief can always be sought for breach of confidentiality.	As per RFP
5	Vol 1 181/264, Pg. no.7.34.1 Consequences of Termination:- In the event of termination of this contract due to any cause whatsoever, the DCO shall be blacklisted and the empanelment with stand cancelled effective from the date of termination of this contract	HP proposes the following modification:- In the event of terminaton of this contract due to material breach remaining uncured after reasonable notice has been provided, the Implementaton Agency may be blacklisted after a fair hearing conducted by DGR.	Consequences of Termination:- In the event of termination of this contract due to any default of DCO, the PseGS may blacklist the DCO and cancel its empanelment after giving a fair hearing to the DCO. As per RFP

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6	Vol 1, 165 & 166 of 264 Clause 7.16 Indemnity	<p>HP proposes the following substitution:- The Bidder / Systems Integrator shall defend (settle and/or pay damages awarded by the court) Punjab State e-governance society against any third party claims arising from the following:</p> <ul style="list-style-type: none"> a. Claims for loss or damage to third party tangible property b. claim by any person in respect of bodily injury or death c. claims by any third party in respect of any IP infringement <p>brought against or recovered from PSEGS by reasons of any act or omission of the Bidder / System Integrator, his agents or employees in the execution of works or in the working of the same, provided that Customer :(i) promptly notifies Bidder / Systems Integrator of any such claim; (ii) cooperates with Bidder / Systems Integrator in the defense or settlement of the claim and provides the Bidder / Systems Integrator with the assistance, information and authority reasonably necessary to defend or settle such claim; (iii) Bidder / System Integrator does not make any statements or comments or representations about the claim without prior written consent of the Bidder / Systems Integrator.</p>	As per RFP
		<p>In the event that such claims regarding any deliverables appears likely, the Bidder / Systems Integrator may at its sole discretion, and as Customer's sole and exclusive remedy, either: a) obtain for Customer the right to use the infringing deliverables; b) modify the infringing deliverables so that it is no longer infringing; c) obtain and substitute a functionally similar deliverables that are not infringing; or d) if none of the foregoing alternatives are reasonably available, refund pro-rata portion of the charges paid by Customer for the infringing deliverables upon return of the same to the Bidder / Systems Integrator.</p> <p>The Bidder / Systems Integrator has no obligation for any claim of infringement to the extent arising from:-</p> <ul style="list-style-type: none"> 1. any third party materials; 2. Bidder / System Integrator's compliance with or use of Customer's information, technology, designs, specifications or instructions, including those incorporated into any Statement of Work or deliverable; 3. modification of the deliverables by CustoeMr or a third party; 4. use of the deliverables in a way not indicated in the Statement of Work or in any specifications or documentation provided with such deliverable; 5. use of the deliverables with products not supplied by Bidder / Systems Integrator, unless otherwise specified by Bidder / Systems Integrator in the applicable Statement of Work. 	As per RFP
7	Vol 1, 169 / 264 Clause 7.24 Confidentiality	<p>HP proposes the following addition:- The obligations of confidentiality shall survive for a period of 2 years post termination or expiration of this Agreement.</p>	As per RFP

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8	Vol 1, 163 & 164 of 264 Clause 7.11 Right of Monitoring and Inspection:- As per the RFP	<p>Bidder submits as follows:</p> <ol style="list-style-type: none"> 1. Audit should be conducted only once a year; and 2. The scope of audit should only cover the services and products provided in the preceding 12 months. 3. Auditor shall NOT be given access to: <ol style="list-style-type: none"> i. any information not related to the Services; ii. SI locations/premises (or portions thereof) that are not related the Services; iii. SI records or documents relating to the make-up of SI's internal overhead calculations or direct costs, their relationship to the service charges, any financial cost model, calculation of service charges or SI's profitability; or iv. SI's internal audit reports, or any summaries thereof. 4. Prior to review by Auditor,Punjab State eGovernance Society should: <ol style="list-style-type: none"> i. provide SI with at least thirty (30) days' notice of its requirement for an audit, such notice describing the issue(s) that will be the subject of the audit; ii. be subject to SI's site/premises security obligations and have their access controlled/monitored by SI; and iii. pay for all SI costs associated with the audit at current time and material rates and submit any requests for SI's assistance with an audit as a change request. 5. The Auditor should: <ol style="list-style-type: none"> i. not be a competitor of the SI, or a third party in dispute/conflict with SI; ii. execute a confidentiality agreement acceptable to SI; and iii. not have any other business relationship with the Punjab State eGovernance Society. 	<p>Audit scope is limited to project only.</p> <p>As per RFP</p>
9	Vol 1, 168/264 Clause 7.22 Subcontracting by Bidder	Bidder submits that SI should be allowed to sub-contract any portion of the work without restriction since it is anyway responsible to Punjab State eGovernance Society for satisfactory performance of the Contract.	As per RFP
10	Vol 1, Page 222 Clause 8.16 Format 16 - Statement of No Deviation	please remove this form from the Bid	As per RFP
11	Vol 1, Page 175 Clause 7.29 Payment Schedule	Request you to kindly amend Point 3 and release 50% of the CAPEX payment On successful final acceptance test, training and submission of documents instead of spread over 5 years, Quarterly	As per RFP
12	Vol 1, Page 90 SLA, The maximum cap of total deduction is 20% of the QGR	Please bring down all the maximum cap of total deduction to 10% of QGR instead of 20% for all SLA parameters	As per RFP

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13	<p>Vol 1, 35 Clause 4.2</p> <p>In future, if any Core Infrastructure (new additional hardware or software) is procured by the State under warranty, which will be hosted in the State Data Centre and DCO is required to maintain the SLA for the same and in case DCO needs a specialized skill set to Operate and Manage this Hardware and Software (i.e. any skill set not mentioned in the scope of this RFP), O&M charges will be 1.0 % per Qtr of respective Hardware and Software CAPEX cost. Accordingly, maintaining the SLA for the respective hardware and/or software will be the responsibility of the DCO.</p>	<p>The O&M charges would depend on various components and its scope,the type of component, OEM support for the same, type of skill set required, availability of skill set, Level of skill set, SLA, service window, spare availability of OEM, Type of warranty support considered.</p> <p>Remark from Bidder: The Scope for new components(hardware,software etc.) need to be mutually discussed and O&M Charges,SLA's can be agreed upon.</p>	As per RFP
14	<p>Vol 1, 35 Clause 4.3</p> <p>In future, if any Core Infrastructure (new additional hardware or software) is procured by the State, not under warranty, which will be hosted in the State Data Centre, O&M charges will be 3.0 % per Qtr of respective Hardware and Software CAPEX cost. Accordingly, maintaining the SLAs for the respective hardware or software will be the responsibility of the DCO</p>	<p>The O&M charges would depend on various components and its scope,the type of component, OEM support for the same, type of skill set required, availability of skill set, Level of skill set, SLA, service window, spare availability of OEM, Type of warranty support considered.</p> <p>Remark from Bidder: The Scope for components(not under warranty) need to be mutually discussed and O&M Charges,SLA's can be agreed upon.</p>	As per RFP
15	<p>Vol 1, 9 Clause 4.2.6</p> <p>Physical Security Services :The objective of this service is to provide a physically secure environment through the presence of physical security guards.</p>	<p>Will it be a part of bidder scope</p> <p>Remark from Bidder: In general,the physical security guard are provided by the customer for whom the facility is built.</p>	<p>Yes it is under the Bidder scope.</p> <p>As per RFP</p>

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16	<p>Vol 1, 40 Clause 4.2.7.e. Backup and Restore Services:Media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets (onsite). The DCO shall provide Offsite media storage security and will have to bear the expenses of such activities outside location. Outside locations is to be decided by the state govt. presently, the retention period for finance related data would be 7 yrs and for others it would be 7 months. The state may frame policies in this regard from time to time which shall be adhered to by the DCO.</p>	<p>Please confirm if arrangement for securing the media will be provided by the customer.Please share the location details and its distance from SDC location.</p>	<p>As per RFP</p>
17	<p>Vol 1, 41 Clause 4.2.8.e Physical Infrastructure Management and Maintenance Services:The selected bidder shall ensure proper and regular cleaning of the SDC premises and its material like glass, floor, tapestry, blinds, furnishing material etc.</p>	<p>Will it be a part of bidder scope</p>	<p>Yes it is under the Bidder scope. As per RFP</p>

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18	Vol 1, 41 Clause 4.2.9.d Helpdesk Services: The help desk service will serve as a single point of contact for all ICT related incidents and service requests. The service will provide a Single Point of Contact (SPOC) and also resolution of incidents. The scope of work includes:Dedicated Phone Numbers,Fax	Will it be a part of bidder scope	As per RFP
19	Vol 1, 43 Clause 4.2.12 The Datacenter operator will keep a web based monitoring format (including registration of complaints/ problems) of corrective maintenance services and shall provide to the Tendering Authority as and when required.	For non-IT components, generally a manual report is prepared and shared with customer. For IT Components web based reporting can be given	As per RFP
20	Vol 1, 60 Clause 4.7.1 Minimum Manpower Resources to be provided by the DCO for the State Data Centre: Support staff, Technical specialist -Storage and DR, EMS/Cloud specialist	What is the service window for Support staff and Technical specialist-storage and DR, EMS/ Cloud specialist. Does the customer has any existing DR and what is the setup at DR under the scope of RFP.	DCO has to maintain the required SLA mentioned in the RFP. As per RFP
21	Vol 1, 60 Clause 4.7.1 Minimum Manpower Resources to be provided by the DCO for the State Data Centre: EMS/Cloud specialist	What is the EMS/NMS customer is having and will the same be extended to bidder OR does the customer need to propose EMS/NMS/Helpdesk tools at SDC to carry out O&M. Please confirm.	As per RFP
22	Vol 1, 78 Clause 5.7.2 IT Infrastructure related service levels	In case of dependancies on third party like SWAN service provider, the role of bidder restricts to vendor management and it is assumed that any downtime due to any components dependancy on third party/state agency/existing vendor shall be excluded while calculating SLA and penalty.	DCO responsibility is limited to SDC only. As per RFP

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23	Vol 1, 90 Clause 5.7.8 SI / FM Manpower Availability: The manpower deployed by the DCO should be on rolls of the respective DCO and not contracted or outsourced personnel. A mechanism for recording the attendance of personnel should be implemented.	We request for flexibility of having contracted/outsourced personnel. However the project governance and ownership will be with bidder.	As per RFP
24	Vol 2, 89 The Solution shall have self-service capabilities to allow Users Departments to log service requests - in SDC The Solution shall use cloud helpdesk for logging call and maintaining escalation.	Please Clarify if a separate EMS solution would be procured for Cloud or the existing EMS solution will integrate with the Cloud Platform Remark from Bidder: Please segregate the EMS & Cloud Part	We have asked for Cloud EMS Soution. Hence proposed solution should be able to comply all the requirements mentioned in the RFP. As per RFP
25	Vol 2 90 The Solution shall offer Registration, Signup , Forgot Password and other standard log pages (Profile, Billing or Contact information)	A strict role based access mechanism is must for SDC cloud, which ideally should be controlled through directory services thus allowing only authorized users. Setting up a by-pass registration mechanism is a potential threat to security. Hence we suggest to modify this clause as " The solution must offer interface/portal to allow only authorized users to login & view the list of services, details of services (configuration, billing, profile, lifecycle etc.) Remark from Bidder: Please remove this clause	As per RFP
26	Vol 2, 90 The Solution shall allow creation of library hosting various Operating System, Databases and middleware that can be selected while creating new virtual servers	Database & Middleware is automation beyond IaaS & needs specialized automation tools Remark from Bidder: Please remove "Database & Middleware"	As per RFP

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27	Vol 2, 90 The Solution shall allow easy inventory tracking all the physical & virtual assets in the Private Cloud. It shall provide capabilities to track usage and non-compliance situations	Cloud offers various monirtoring & management capabilities however compliance management requires separate solution Remark from Bidder: Please remove the part"lt shall provide capabilities to track usage and non-compliance situations" since this is typically done via EMS part	As per RFP
28	Vol 2, 90 The Solution shall allow the ability to identify noncompliant systems (both Virtual and Physical) in terms of Desired Configuration (e.g. Lack of a Firewall or a file system policy on a VM etc.) and automatically remediate the same wherever possible	Cloud offers various monirtoring & management capabilities however compliance management requires separate solution Remark from Bidder: Please remove this clause	As per RFP
29	Vol 2, 92 Administrators shall be able to automatically scale and/or manage resources unilaterally (as also termed in the NIST definition) for tenant services without manual intervention as and when required by the SLA requirements of the service	Different application have different SLA & policies & reosuces needs to be adjusted accordingly, the process of increasing the resource is automatic however the process needs to be triggred by administrator rathar than setting up an alert & alarm to trigger the action Remark from Bidder: Please remove the word "automatically"	As per RFP
30	Vol 2, 94 The Solution shall be able to monitor key performance characteristics of the virtual resource (OS, RDBMS, Memory, Storage, Network etc.)	Parameters like OS, Memory, Storage, Network are infrastructure parameter & RDBM is a database component & requires different monitoring tools for different databases, as the focus is Infrastructure as a service RDBMs can be removed & Since the current scope & focus of RFP is IaaS, please also limit the monitoring capability of solution to IaaS services, hence please offload/remove monitoring of RDBMS & OS to EMS platform which is already monitoring the OS & Applications. Remark from Bidder: Please remove "RDBMS"	As per RFP

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31	Vol 2, 94 The Solution shall give User Department ability to select performance counters and duration for which they want to view the performance data	Monitoring OS level services & application is been goverened by EMS solution; Cloud Solution is Infrastructure focus & monitors infrastructure parameters, however additional software can be used to monitor OS level services they are usually part of EMS solution Remark from Bidder: Please remove or move this clause to EMS capabilities	We have asked for Cloud EMS Soution. Hence proposed solution should be able to comply all the requirements mentioned in the RFP. As per RFP
32	Vol 2, 94 The Solution shall provide a Knowledge base to store history of useful incident resolution	Knowledge Management is partof EMS Solution Remark from Bidder: Please remove or move this capability to EMS section	We have asked for Cloud EMS Soution. Hence proposed solution should be able to comply all the requirements mentioned in the RFP. As per RFP
33	General Query	Application Moniroting SolutionSpecification has been removed in EMS Corrigendum specifications. Remark from Bidder: Applications and business services are lifeblood of any business and you need to control your applications from the end user to the application code. As we rely more on virtualization and cloud, there is a need of Application Performance Management solution to keep enterprise applications running at top speed for users. Today's average business application typically runs in a virtual machine, which often gets moved from one section to another to improve the scalability; thus it becomes very difficult to chart out the dependency map between applications components and thus time consuming to detect and diagnose the application performance problems. Poor application performance can cost more than you think since this is one of the main ways that customers interact with companies they wish to do business with. Thus, our focus should be to improve the quality of end user experience by monitoring the application health. When a customer calls to complain about application performance, IT has already failed to do its job. The goal should be 100% uptime for all applications. Hence, you should proactively monitor, identify and resolve problems, before the business is impacted. "Thus APM is prudent to proactively monitor and ensure performance of all end user transactions across all boundaries." Having a reliable application performance management product is crucial for effectively monitoring and managing the performance of software applications which has to be hosted in Punjab SDC. Hence requesting you to kindly add generic application performance monitoring specifications.	As per RFP

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34	Vol-2, Pageno. 94 Clause 1.2.5 Host Based Access Control System	Host Based Access Control is not part of cloud EMS Solution and will now be considered as separate line item of the security component. Remark from Bidder: Kindly confirm	Please check BOQ. It is separate line item. As per RFP
35	Vol-2, 86e) Cloud EMS Integration Points i. i.Network fault management system should attach an asset identifier when submitting a helpdesk ticket. When certain user tries to make any change on network device through fault management console a helpdesk ticket should be generated automatically. The Service Desk operator must have the ability to view the proposed configuration change .Once the ticket is approved the admin is automatically notified and is able to proceed with the change.	This is favoring a particular vendor. It's been asked to create an asset in helpdesk database based on alert from fault management in if the asset is not found in helpdesk. This is not the best practice as this would lead to uncontrolled asset creation with in helpdesk database. Per best practice all assets once in production should be first discovered and registered in helpdesk database so that whenever an alert pertaining to that asset comes, a ticket covering the details of the asset can be opened. Remark from Bidder: Our request is to remove this clause	As per RFP
36	Vol-2, 87Functional Requirement Specification(FRS) for Cloud Enablement General cloud solution clarification	Since ask is for a true heterogeneous cloud framework to be integrated with third party and EMS, Helpdesk etc. It should be mentioned that element managers (Server managers, storage managers, network manager etc) for respective elements should be provided along with their infrastructure and those must support open and web services API which support SOAP, RESTful API's, CLI, Telnet, SSH, Powershell etc.	As per RFP
37	Vol-2,Functional Requirement Specification(FRS) for Cloud Enablement General cloud solution clarification	Functionalities like malware protection, detailed monitoring and performance analysis, capacity planning, patch management are typically not a part of a cloud framework. These are necessary modules which should be asked in a separate requirement and cloud solutions should be able to integrate with those modules. This is should be clarified in the cloud solution requirements	As per RFP
38	Vol-2,Functional Requirement Specification(FRS) for Cloud Enablement General cloud solution clarification	Since Cloud implementation is a complex activity and required highly skilled resources and best practices, it is required that OEM of the cloud solution should provide design and onsite implementation services along with Bidder.	As per RFP

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39	<p>Vol-2,Service Provisioning Capabilities - Point - III Functional Requirement Specification(FRS) for Cloud Enablement The Solution should be able to offer choice of various Service offering on multiple hypervisors (such as XEN , Hyper-V, VMware) with an option to select multi operating systems such as Windows 2003, 2008, RHEL / SUSE Linux, etc., VLAN , Storage and quickly compute associated price for the same as well as shows the deduction for overall Tenant approved infrastructure Quota</p>	<p>Suggest to include support for RISC,EPIC & Unix system (IBM AIX, Solaris, HP-UX) as well for provisioning capabilities of the cloud solution. Remark from Bidder: Cloud framework should be able support all kinds of infrastructure including RISC systems as these are also being used for some applications of Punjab SDC.</p>	As per RFP
40	<p>Vol-2,Service Provisioning Capabilities - Point - XV Functional Requirement Specification(FRS) for Cloud Enablement The Solution should allow easy inventory tracking all the physical & virtual assets in the Private Cloud</p>	<p>This requires a separate inventory management solution like CMDB which is not a cloud framework solution. Pls clarify if this is to be provided. Suggest a separate specification be issued for inventory management</p>	As per RFP
41	<p>Vol-2,Service Provisioning Capabilities - Point - xvi Functional Requirement Specification(FRS) for Cloud Enablement The Solution should employ Role Level Access Control with the ability to central manage Roles and Identities in an LDAP based Identity Store</p>	<p>Identity management is separate solution like active directory. Cloud portal can provide this feature by integrating with AD. Pls clarify if customer has already have some active directory solution.</p>	<p>Please check 1.2.2.7 for Directory Services asked in the RFP. As per RFP</p>

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42	Vol-2, Service Provisioning Capabilities - Point - xx Functional Requirement Specification(FRS) for Cloud Enablement The Solution should have Show-Back (to check the usage patterns and reporting for the user department) and the same solution should have the capability to be updated into Charge-Back whenever this functionality is required by the SDC	For chargeback and billing generally separate solutions are needed than cloud. Is the chargeback solution also required at this time. If not pls modify the clause to "the same solution should have the capability to be integrated into Charge-Back solution whenever this whenever asked by SDC.	As per RFP
43	Vol-2, 67 Clause 1.2.3.3 point 10 (Internet Router) Multicasting and QoS (PQ, cRTP, LFI, WRED	Request you to modify this clause as "Multicasting and QoS (PQ, cRTP/RTPQ , LFI, WRED" . Since RTP meet the actual requirement of solution	Minimum is specified in RFP. Bidder is free to give anything over and above the mininum specified specs. As per RFP
44	Vol-2, 67 Clause 1.2.3.3/point 5 (Internet Router) The router should have a minimum of 1 Mpps throughput The router should have minimum 700 Mbps of IPSEC performance	The router should have a minimum of 1 Mpps throughput The router should have minimum 600 Mbps of IPSEC performance	As per RFP
45	Vol-2, 67 Clause 1.2.3.3 /point 4.3 (Internet Router) 4.3 All the Serial Ports should be for RS-232/V.35 interfaces	Please specify the number of Serial v.35 interface if its need to include in BoQ	As per RFP & Solution requirement.
46	Vol-2, 61 Clause 1.2.3.1/ Point 1.3 (LAN Switch core) 1.3 The following should be 400 Mpps for IPv6	Will request you to kindly modify this clause as per the RFP. "1.3 The following should be 300 Mpps for IPv6" Since its meet the actual solution requirement 350 MPPS will be enough	As per RFP

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47	3.2, 72NIPS Vendors Signature Database of at least 1000 signatures.	For a security device to prevent intrusion, 1000 signatures is far too less a count Remark from Bidder: Recommend to change this to atleast a minimum of 4000 signatures.	As per RFP
48	Vol-2, 62 Clause 1.2.3.1, point 1 LAN Switch Core Optional 10 g interface support. 1.8)	Amendment Request: Switch should have support for 10G, 40G port from day 1 and should be future ready for 100 G ports Remark from Bidder: As department is setting up the data center for state which will serve state and its departments for atleast coming 5 to 7 years. Considering the applications continue to create exponential data growth, and there will be many more applications continue to come up, this growth is outstripping the capacity and economics of 10G technology, so we recommend department to consider 40G and 100G port as well.	As per RFP
49	Vol-2, 63 Clause 1.2.3.1, point 2 LAN Switch core Multicast support (PIM SM & DM and IGMP Snooping) 1.9)	Amendment Request: Multicast support (PIM SM & SSM and IGMP Snooping) Remark from Bidder: It is strongly recommded that PIM DM should be an optional feature in core switch as it has become an obsolete technology and is completely inefficient in large network in which most receivers are not interested in the data. PIM SM is used in all big network multicast deployment. Also, PIM DM Version 1 was created in 1995, but was never standardized.	As per RFP
50	Vol-2, 63 Clause 1.2.3.1, point 3 LAN Switch Core Support for at least 4000 VLANs. 4.3)	Amendment request: Switch should support at least 4000 Vlans in each of virtual switch within Core switch Remark from Bidder: As it is recommended to make virtualization an integral part for data Center requirement, so please ask vlan per virtual device.	As per RFP
51	Vol-2, 63 Clause 1.2.3.1 LAN Switch Core Addition Request - Virtualization	Please add the virtualization clause: The switch should support virtualization and should be able to support minimum 8 virtual device so that physical switch can be used as multiple logical devices. Each virtual device should contain its own unique and independent set of VLANs and VRFs. Remark from Bidder: Virtualization in switch and creation of multi virtual devices within switch helps in following aspects: <ul style="list-style-type: none"> • Flexible separation/distribution of hardware resources and software components • Complete data plane and control plane separation • Complete software fault isolation • Securely delineated administrative contexts • Forwarding engine scalability with appropriate interface allocation 	As per RFP

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52	Vol-2, 63 Clause 1.2.3.1, point 3 LAN Switch Core Addition Request - Layer 2 Features	Hardware must be compatible with L2MP / ietf TRILL proposed standard Remark from Bidder: L2MP/ ietf trill standard helps to overcome the limitation of spanning tree. Traditionally when measuring the capacity or bandwidth of the links in the data center for Layer 2 connections, it is notice that most of bandwidth is shut down by Spanning Tree. This way huge bandwidth is wasted and also lot of efforts are wasted in designing around this limitation and creating overly complex network designs ? So having L2MP/ ietf trill standard helps to overcome the limitation.	As per RFP
53	Vol-2, 63 Clause 1.2.3.1 LAN Switch Core Addition Request	Hardware should be compatible with IEEE DCB standards including (PFC, ETS, DCBX) <ul style="list-style-type: none"> • IEEE 802.1Qbb PFC (per-priority pause frame support) • IEEE 802.1Qaz Enhanced Transmission Selection IEEE 802.1AB DCBX Protocol Remark from Bidder: Data center bridging (DCB) refers to a set of enhancements to Ethernet local area networks for use in data center environments. Specifically, DCB goals are, for selected traffic, to eliminate loss due to queue overflow (sometimes called lossless Ethernet) and to be able to allocate bandwidth on links. The higher level goal is to use a single set of Ethernet physical devices or adapters for computers to talk to a Storage Area Network, Local Area network	As per RFP
54	Vol-2, 63 Clause 1.2.3.1 LAN Switch Core Addition Request	The switch should also deliver Fiber Channel over Ethernet (FCoE) and Multi-Hop FCoE, which allows storage traffic to be reliably carried over an Ethernet infrastructure. Remark from Bidder: Fibre Channel over Ethernet (FCoE) is an INCITS T11 industry standard that allows Fibre Channel to be carried over Ethernet links. It drastically reduces the number of I/O adapters, cables, and switches in the data center, while providing a wire-once, agile infrastructure. Based on lossless, reliable 10 Gigabit Ethernet, FCoE networks combine LAN and multiple storage protocols on a single converged network. This will help department in Consolidating, Scaling and saving operational cost with respect to real state space , power and cooling	As per RFP
55	Vol-2, 65 Clause 1.2.3.2 , point 1 LAN Switch Access 1.2) 48 X 10/100/1000 port switch and 4 X 10 Gig ports	Please amend this to : 48 X 10/100/1000 port switch and 4 X 10 Gig ports, all the ports should be upgradeable to 10 GE Remark from Bidder: For state data center environment, please ensure all the procured infrastructure is ready for 5 to 7 Years of scalability, asking only 1 GigaEthernet in data center environment would be bottleneck for department, so please ask all the port should be upgradeable to 10 GE . Also there will note be any use of 10/100 Mbps so please only ask minimum 1000 baseT from Day 1.	As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
56	Vol-2, 65 Clause 1.2.3.2 , point 1 LAN Switch Access Addition Request	<p>The switch should also deliver Fibre Channel over Ethernet (FCoE) and Multi-Hop FCoE, which allows storage traffic to be reliably carried over an Ethernet infrastructure.</p> <p>Remark from Bidder: Fibre Channel over Ethernet (FCoE) is an INCITS T11 industry standard that allows Fibre Channel to be carried over Ethernet links. It drastically reduces the number of I/O adapters, cables, and switches in the data center, while providing a wire-once, agile infrastructure.</p> <p>Based on lossless, reliable 10 Gigabit Ethernet, FCoE networks combine LAN and multiple storage protocols on a single converged network. This will help department in Consolidating, Scaling and saving operational cost with respect to real state space , power and cooling</p>	As per RFP
57	Vol-2, 65 Clause 1.2.3.2 , point 3 LAN Switch Access Addition Request	<p>Hardware should be compatible with IEEE DCB standards including (PFC, ETS, DCBX)</p> <ul style="list-style-type: none"> • IEEE 802.1Qbb PFC (per-priority pause frame support) • IEEE 802.1Qaz Enhanced Transmission Selection <p>IEEE 802.1AB DCBX Protocol</p> <p>Remark from Bidder: Data center bridging (DCB) refers to a set of enhancements to Ethernet local area networks for use in data center environments. Specifically, DCB goals are, for selected traffic, to eliminate loss due to queue overflow (sometimes called lossless Ethernet) and to be able to allocate bandwidth on links. The higher level goal is to use a single set of Ethernet physical devices or adapters for computers to talk to a Storage Area Network, Local Area network</p>	As per RFP
58	Vol-2, 67 Clause 1.2.3.3 , point 1 Internet Router 1.2) Modular chassis.	<p>Please amend this clause to : Router should be modular architecture with multicore processor for scalability and should be a single box configuration for ease of management.</p> <p>Remark from Bidder: Having a multicore processor is very important in terms load sharing of the control plane functionalities. Multicore processors enable benefits like better performance, better power management.</p>	As per RFP
59	Vol-2, 67 Clause 1.2.3.3 , point 4 Internet Router 4.2) 8 X 10/100/1000 baseTX Ethernet interfaces for LAN and WAN	<p>Please amend this to : 4 X 10/100/1000 baseTX Ethernet interfaces for LAN and 4 X 10/100/1000 baseTX Ethernet interfaces for WAN</p> <p>Remark from Bidder: Please note at internet router maximum 2 WAN interfaces would be required by primary and other secondary, and even taking 100 % port scalability the number of WAN interfaces will no go beyond 4, so request you to please amend this clause and ask 4 x WAN and 4 x LAN interfaces</p>	As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
60	Vol-2, 68 Clause 1.2.3.3 , point 5 Internet Router The router should have a minimum of 1 Mpps throughput	Please amend this to : The router should have a minimum of 2 Mpps throughput Remark from Bidder: Looking at the scalability requirement, 1 Mpps of performance would be bottleneck, so please increase the same by double and ask minimum 2 Mpps of performance	As per RFP
61	Vol-2, 691.2.3.3 , point 12 Internet Router 13.6) Support GRE and IPSEC based encryption	Please amend this to : Support GRE and SSL and IPSEC based encryption hardware acceleration Remark from Bidder: SSL is another commonly used encryption mechanism, please include the same in requirement	Minimum is specified in RFP. Bidder is free to give anything over and above the mininum specified specs. As per RFP
62	Vol-2, 71 Clause 1.2.3.4 - Point 4 Firewall Internet The firewall throughput performance should be at least 5Gbps or more	Please amend this to Firewall should provide real-world performance of 5 Gbps or more. Real world profile should include but not limited to HTTP, Bit Torrent, FTP , SMTP and IMAPv4. Performance throughput should be real world traffic and not only on UDP. Remark from Bidder: Enterprise Data center traffic profiles includes HTTP, SMTP, FTP, IMAPv4, DNS kind of traffic. 3rd Party test have proven that in networks more than 95% of the traffic pattern in enterprise data-centers is TCP. Under such traffic patterns the performance required from the firewalls is higher for TCP based traffic. Pure UDP based performance nos. are no where near when put to test in real world traffic patterns. Hence strongly recommend to please amend the clause.	As per RFP
63	Vol-2, 72 Clause 1.2.3.4 - Point 5 Firewall Internet Should have inbuilt storage 150 Gb or more to store logs of 180 days online (Bidder has to ensure sufficient storage for keeping 180 days logs online)	Kindly clarify if the same functionality of log storage can be given through external syslog which is the recommended solution	As per RFP
64	Vol-2, 71 Clause 1.2.3.4 - Point 4 Firewall Internet Should provide at least 26,000 connections per second or more.	Please amend this clause to : Should provide at least 115,000 connections per second or more. Remark from Bidder: Considering the high throughput on the Firewall from Internet & LAN & inter-DMZ traffic New connection setup rate should be atleast 115,000 per second. This will ensure that Firewall will not be the bottleneck for application access & allow more connections to be setup during peak hours. Hence kindly recommend to please amend the clause.	As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
65	Vol-2,71 Clause 1.2.3.4 - Point 4 Firewall Internet Addition Request - Performance	Addition request: Firewall should support 10K VPN tunnel (Cumulative client based SSL + IPSec peers VPN) internally or externally from day one Remark from Bidder: Defining numbe of VPN tunnel is extremely import for VPN performance point of view, so please mention the same.	As per RFP
66	Vol-2, 73 Clause 1.2.3.4 Firewall Internet Addition -Request OEM qualification	Addition request: OEM should be in Gartner’s leaders or challengers quadrant for Firewall & SSL VPN	As per RFP
67	Vol-2, 72 Clause 1.2.3.4 - Point 6 Firewall Internet Addition Request - Firewall Features	Addition request: Firewall should support Identity Firewalling feature Remark from Bidder: This feature will enable Firewall policies to be made on AD usernames/groups using agent or agentless model	As per RFP
68	Vol-2, 72 Clause 1.2.3.4 - Point 6 Firewall Internet Addition Request - Firewall Features	Addition request: Firewall should be able to block peer-to-peer applications over http & have Botnet Filtering capabilities including blocking communication between the infected Bots & the Command & Control Centers.. Firewall OEM should provide support for any technical issues related to Botnet filtering without requiring any 3rd party support. Remark from Bidder: These functionalities will ensure that the firewall will filter all communication between the bots & Command & Control Centers	As per RFP
69	Vol-2, 74 Clause 1.2.3.5 - Point 1 Intrusion Prevention System - Internet 1.3) “2X 10 Gig populated.”	Please remove this clause Remark from Bidder: IPS overall throughput asked is 1 Gbps only, so please remove the 10 G port as they would be of no use	As per RFP
70	Vol-2, 741.2.3.5 - Point 2 Intrusion Prevention System - Internet Addition request - IPS performance	Addition Request: IPS should support minimum 1.5 Million concurrent sessions Remark from Bidder: Concurrent connections is very important performance parameter for IPS, without which department will not be able to judge and measure the IPS performance, so considering suggested throughput of 2 Gbps pleas include minimum 1.5 Million concurrent sessions	As per RFP
71	Vol-2, 751.2.3.5 - Point 8 Intrusion Prevention System - Internet 8.5) “IPS should be ICSA/NSS/ EAL certified”	Please Amend this clause to : “IPS should be ICSA/NSS/ EAL certified/ under Evaluation for Network Devices (NDPP).” Remark from Bidder: As NDPP is the latest evaluation criteria by common criteria agency to please include the in evaluation products for NDPP as well	As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
72	Vol-2, 741.2.3.5 - Point 4 Intrusion Prevention System - Internet 4.1.1) Block/Drop/Terminate attacks in real time without logging. 4.1.3) Reset connections without logging.	Please remove these clause Remark from Bidder: Please remove this clauses as why the customer would want no logging on the IPS when an attack is detected or blocked.	As per RFP
73	Vol-2,New Component Centralized Manager for Firewall and IPS Please include new component in the list of products for centralized management for firewall and IPS	Remark from Bidder: This is required for ease of management and control on security appliances	Minimum requirements are specified in RFP. Bidder is free to give anything over and above the minumum specified requirement to ensure the proposed solution requirement. As per RFP
74	Vol-2, Page 30 Point 11 "The storage subsystem shall be configured with minimum of 8GB DRAM Cache memory per controller total of 16GB."	The storage subsystem shall be configured with minimum of 16GB DRAM Cache memory per controller total of 32GB and shall be scalable to overall 64GB." Remark from Bidder: As you have asked the oveall scabalibility of 100TB capacity, we would request you to increase asked cache & cache scalability to get best performace from offerd arary.	Minimum is specified, However, there is no upper limit and bidder can provide solution with higher specs. As per RFP
75	Vol-2, Page 34 Point 1.2.2.6.2 "Proposed backup solution should include Tape Library Latest Technology and Disk Library to backup all the servers in the datacenter."	Proposed backup solution should include Tape Library Latest Technology and/or Disk Library to backup all the servers in the datacenter. Remark from Bidder: Please allow bidder to select appropriate backup solution based Tape Library and or with Disk Library hence would request you to amend this clause.	Minimum specification is mentioned in the RFP. Bidder is free to propose the higher specs as per proposed solution requirement. As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
76	Vol-2, General Query RISC / EPIC Architecture	<p>Inclusion of RISC / EPIC Architecture</p> <p>Remark from Bidder: Requesting you to kindly include RISC/ EPIC architecture also. Majority of e-Governance applications are developed for Windows and Unix Operating System on x86 and RISC/ EPIC hardware platform.</p> <p>RISC/ EPIC architecture applications are integral part of State Data Centre and any department in future may require service based on RISC / EPIC architecture hence state should consider a cloud that is extendable to RISC / EPIC architecture.</p> <p>Top Industry OEM like (CA, IBM, HP, CISCO) support RISC/EPIC architectures.</p>	As per RFP
77	Vol-2, Page no. 53 Hard Disk Drive(s) 4 x 146 GB scalable up to min. 6 such HDD	<p>Request you to pls ammend the clause as: 2 x 300 GB @ 10K SAS HDDs</p> <p>Remark from Bidder: Max 2 HDDs supported with 2 CPU Blade server model.No OEM support 6 HDDs with blade servers.So Kindly amend the clause as suggested</p>	The blade should be populated with maximum no. of hard disk supported of specified or higher capacity
78	Vol-2, Pageno. 53 Network Port Min. 2 X 1Gbps	<p>Request you to pls ammend the clause as: Min. 2 X 10 Gbps</p> <p>Remark from Bidder: Now a days servers are coming with better performance 10G ports.So, request you to go with lattest technology which will provide future scalabilty and speed.</p>	<p>Minimum I mentioned in RFP. Bidder is free to propose solution with higher specifications.</p> <p>As per RFP</p>
79	Vol-2, Pageno. 47Network Port Min. 2 X 1 Gigabit NIC ports per blade server	<p>Request you to pls ammend the clause as: Min. 2 X 10 Gigabit NIC ports per blade server</p> <p>Remark from Bidder: Now a days servers are coming with better performance 10G ports.So, request you to go with lattest technology which will provide future scalabilty and spee</p>	<p>Minimum I mentioned in RFP. Bidder is free to propose solution with higher specifications.</p> <p>As per RFP</p>

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
80	<p>Vol-2, 15 Clause 1.2.2.1 , point 18 Blade Chassis</p> <p>2 * Interconnect module: 10Gb/16-Port Module for Blade System</p> <p>2 x 10Gb shared internal cross connects for redundancy and stacking</p> <p>Features:</p> <p>Minimum no. of downlink: 8 x 10Gb Ethernet downlinks to server blade NICs and Adapters. (Each 10Gb downlink shall supports up to 3 NICs and 1 HBA or 4 Virtual NICs. Each HBA shall be configured to transport either Fiber Channel over Ethernet/CEE or Accelerated iSCSI protocol).</p> <p>Minimum no. of Uplink:</p> <p>4 SFP+ external uplink ports configurable as either 10Gb Ethernet or 2/4/8Gb autonegotiating</p> <p>Fibre Channel connections to external LAN or SAN switches.</p> <p>4 SFP+ external uplink ports configurable as 1/10Gb auto-negotiating Ethernet connected to external LAN switches.</p>	<p>Remark from Bidder: Kindly note that asked additions in corrigendum for server blade chassis are proprietary to single OEM and barring others to participate. Kindly allow bidders to provide dedicated 10Gbps FEoE b/w per server in high availability to top of the rack switches. Bidders need to propose required modules and ports with respect to this requirement.</p> <p>Also, Due to architectural difference blade management and LAN/SAN swi of multiple chassis can be done using dual redundant TOR switch with better bandwidth and functionality hence cross connectivity and stacking not required and not supported. Hence please remove cross-connect and stacking from clause and mention desired functionality.</p>	As per RFP
81	<p>Vol-2, 14 Clause 1.2.2.1 , point 7 Blade Chassis</p> <p>Blade Chassis shall accommodate hot swappable Interconnect Modules, Power supplies, Fans, Management Modules etc.</p>	<p>Blade Chassis shall accommodate hot swappable Interconnect Modules, Power supplies, Fans, Management Modules (internal or external) etc. Remark from Bidder: Every OEM has differet technology in Blade Chassis. Request you to add management module as internal or external to the chassis so that all leading OEM can participate.</p>	As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
82	<p>Vol-2, 14 Clause 1.2.2.1 , point 12 Blade Chassis</p> <p>It shall have all required 100% redundant:</p> <ul style="list-style-type: none"> • Power Supplies, • Network interface, • Fiber Channel interface, • management module (automatic failover) etc. 	<p>It shall have all required 100% redundant:</p> <ul style="list-style-type: none"> • Power Supplies • Redundant 10 Gbps ethernet modules with adauate ports to support sustained 4:1 oversubscription ratio between chassis and TOR Ethernet switch • Redundant 10 Gbps FcoE modules with adauate ports to support sustained 4:1 oversubscription ratio between chassis and TOR Ethernet switch • Management module (inside or outside the chassis) etc <p>Remark from Bidder: Every OEM has differet technology in Blade Chassis. Request you to add management module as internal or external to the chassis so that all leading OEM can participate. Also to provide adequate bandwidth to all blades into a single chassis, we suggest to incorporate the suggested ones so that all bidder can equal equal range of products</p>	As per RFP
83	<p>Vol-2, 14 Clause 1.2.2.1 , point 13 Blade Chassis</p> <p>Management Module which provides a single point of control for intelligent management of the entire console. It should provide setup & Control of Enclosure, should report asset and inventory Information for all the devices in the Enclosure. It should report Thermal & Power Information of per Server and it should provide IP KVM functionalities & Access for all the Server Blades from the Management Module.</p>	<p>Management Module (internal or external) which provides a single point of control for intelligent management of the entire console. It should provide setup & Control of Enclosure, should report asset and inventory Information for all the devices in the Enclosure. It should report Thermal & Power Information of per Server and it should provide IP KVM functionalities & Access for all the Server Blades from the Management Module.</p> <p>Remark from Bidder: Every OEM has differet technology in Blade Chassis. Request you to add management module as internal or external to the chassis so that all leading OEM can participate.</p>	As per RFP
84	<p>Vol-2, 14 Clause 1.2.2.1 , point 16 Blade Chassis</p> <p>Require communication modules for management</p>	<p>Request to delete this clause</p> <p>Remark from Bidder: Requirement not Clear</p>	As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
85	Vol-2, 16, 21, 26, 29, 39, 47, 53, 56 Clause:- 1.2.2.2.1 - Point 4; 1.2.2.3.1 - Point 3; 1.2.2.4.1 - Point 3; 1.2.2.5.1 - Point 4, 12.2.6.4 - Point 3, 1.2.2.7.3 - Point 3, 1.2.2.8.2 - Point 3; 1.2.2.9.2 - Point 3 Application web server, Application server; Database server, Staging Server, Backup Server hardware; Directory Service, DNS, DHCP – Hardware (Blade); Anti-Virus Solution – Hardware; Management Servers – Hardware Std. compliances req.- UL, FCC & RoHS	Please amend this to : Std. compliances req.- UL, & RoHS Remark from Bidder: Please remove FCC for wider participation	As per RFP
86	Vol-2, 16, 21, 29 Clause:- 1.2.2.2.1 - Point 6; 1.2.2.3.1 - Point 5; 1.2.2.5.1 - Point 6 CPU: CPU: 2 * Quad core Processor. Processor speed should be of Min 2.3 GHz	Recommended CPU:2 * Quad core Processor. Processor speed should be of 2.0 GHz or higher	As per RFP
87	Vol-2, 19, 24 Clause:- 1.2.2.2.2 - Point IX; 1.2.2.3.2 - Point X, Appliction web server -rack server Bidder shall propose 64bit Enterprise latest version OS. Latest version of Unix operating system (64bit) with media and documentation for the system to be provided	Clause to be deleted in line with inclusion of x86 architecture (RFP Vol 1.1.3)	Wrong Query. No such clause in RFP.
88	Vol-2, Clauese 1.2.2.4.1 - Point 5 Database 2 * Quad Core x86 processor capable of delivering minimum 240000 QphH/ 24000 SAPs scalable up to 4*Quad Core x86 processor capable of delivering minimum 400000 QphH/ 40000 SAPs or higher.. Processor speed should be of Min 2.3 GHz	Amendment Request: 2 * Quad Core x86 processor capable of delivering minimum 240000 QphH/ 12000 SAPs scalable up to 4*Quad Core x86 processor capable of delivering minimum 400000 QphH/ 24000 SAPs or higher. Processor speed should be of Min 2.0 GHz	As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
89	Vol-2, Clause 1.2.2.4 - Point 19 Database Should have network management port for remote administration	Request to delete this clause Remark from Bidder: Using UCS Manager all blades can be remotely managed.	As per RFP
90	Vol-2, Clause 12.2.5.1 - Point 6 Staging Server 2 * Quad Core x86 processor capable of delivering minimum 240000 QphH/ 24000 SAPs scalable up to 4*Quad Core x86 processor capable of delivering minimum 400000 QphH/ 40000 SAPs or higher. Processor speed should be of Min 2.3 GHz	2 * Quad Core x86 processor capable of delivering minimum 240000 QphH/ 12000 SAPs scalable up to 4*Quad Core x86 processor capable of delivering minimum 400000 QphH/ 24000 SAPs or higher. Processor speed should be of Min 2.0 GHz	As per RFP
91	Vol-2, Clause 1.2.2.7.3 & 1.2.2.8.2 - Point 9 DHCP & Antivirus Server Network Mgmt port	Request to delete this clause Remark from Bidder: Using UCS Manager all blades can be remotely managed.	As per RFP
92	Vol-2, Clause 1.2.2.8.2 - Point 11 Antivirus Server 4 x 146 GB scalable up to min. 6 such HDD	Amendment Request: Kindly amend 2 qty of 300GB or higher capacity harddist scalable up to min. 6 such HDD	The blade should be populated with maximum no. of hard disk supported of specified or higher capacity
93	Vol-2, 42 Clause 1.2.2.6.6 - Point 7 SAN Switch Switch shall support minimum 48 ports X 8Gbps (with port activation licenses).	Switch shall support minimum 48 ports X 8Gbps (with port activation licenses) with scalability upto 96 Ports without cascading of switches Remark from Bidder: Being SDC Core SAN switch, there would be lot many server ports required in future. Hence keeping in mind future scalability, 96 ports should be asked.	Minimum specification is mentioned in the RFP. Bidder is free to propose the higher specs as per proposed solution requirement. As per RFP
94	Vol-2, 42 Clause 1.2.2.6.6 - Point 4 ,SAN Switch The SAN Switch solution should be highly available with no single point of failure. All the patch cords, cables and connectivity channels should be provided by bidder as part of the solution. It is advised the patch cords to be provided of same make.	The SAN Switch solution should be highly available with no single point of failure. All the patch cords, cables and connectivity channels should be provided by bidder as part of the solution. Remark from Bidder: Cisco make SFP's come by default with the switch. However, SI needs to procure Fiber cables separately & Cisco does not manufacture any fiber cable. Such clause will force Cisco out of quoting SAN Switch.	The clause in RFP is self explanatory which says, "It is advised the patch cords to be provided of same make." As per RFP.

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
95	Vol-2, Clause 1.2.2.6.6 - SAN Switch Addition Requested	SAN Switch should have dual redundant hot-swappable power supplies & dual redundant hot-swappable fan trays Remark from Bidder: These SAN switches, would act as core SAN switch for entire SAN storage where all data would get stored. These switches should be highly available in nature with support for redundant power supplies & fan trays that will provide additional level of redundancy to the switches.	As per RFP
96	Vol-2, 43 Clause 1.2.2.6.6 - Point 11 SAN Switch HBA Cables shall be provided by the Bidder to meet the solution requirement	HBA Cables shall be provided by the Bidder to meet the solution requirement (optional) Remark from Bidder: HBA cables may not be required for all type of solutions. Hence request you to kindly make this clause as optional one.	As per RFP
97	Vol-2,1.2.2.7.3 & 1.2.2.8.2 - Point 9 DHCP & AntiVirus Server Network Mgmt port	Request to delete this clause Remark from Bidder: Using UCS Manager all blades can be remotely managed.	As per RFP
98	Vol-2, 85d) Helpdesk Management System	The proposed helpdesk solution must support ITIL processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes. Remark from Bidder: Our recommendation is the clause should be written as " The proposed helpdesk solution must support ITIL processes like request management, problem management, configuration management and change order management and must be certified by certifying agencies like pink elephant at the gold level. Top industry recognized OEMs are having this certifications i.e. IBM, CA, BMC etc. Since its a prestigious project for Govt of Punjab and inclusion of this line would avoid freeware / opensource to come in play.	As per RFP
99	Vol-2, Page no. 96 Clause 1.2.6, Functional requirement for Disaster Recovery Management software, Page 96,Point no. 2 Recovery Automation	Does Punjab SD desire to have a DR Management Software which integrates with native OS clusters for complete application recovery? The integration with native OS clusters for any recovery and testing ensures that recovery automation can be achieved for any OS and its cluster without any additional component. Remark from Bidder: Kindly Clarify	As per RFP & Solution requirement

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
100	Vol-2, Page no. 97 Clause 1.2.6, Functional requirement for Disaster Recovery Management software, Page 97, Point no. 4 Reporting	Does Punjab SDC desire to have reports like BCP testing, DR readiness, application readiness, DR integrity? Out-of-box reports like these enable an organization to have a documented view of DR readiness which can also be used as a proof for any compliance/regulations Remark from Bidder: Kindly Clarify	As per RFP & Solution requirement
101	Vol-2, Page no. 97 Clause 1.2.6, Functional requirement for Disaster Recovery Management software, Page 97, Point no. 5 Management	Does Punjab SDC desire a reputed DR Management software which has been deployed in atleast 5 organizations in India with total assets/income of atleast 3000 crore and is rated by an independent analyst like Gartner etc? A DR management software which has a significant customer base and has been rated by independent analysts ensures a smooth deployment, environment compatibility and adherence to DR SLAs. Remark from Bidder: Kindly Clarify	As per RFP
102	Page no. 30 Clause 1.2.6, Functional requirement for Disaster Recovery Management software, Page 97, Point no. 5 Management	Does Punjab SDC desire a DR Management software which has been tested and certified by a competent authority like STQC or equivalent A2LA accredited organisation? STQC testing and certification ensures that the DR Management software cannot be exploited for the commonly known security vulnerabilities which can compromise confidential data Remark from Bidder: Kindly Clarify	As per RFP
103	Vol-2, Page no. 97 Clause 1.2.6, Functional requirement for Disaster Recovery Management software, Page 97, Point no. 5 Management, Built-in File Replicator	Does Punjab SDC desire a file replication tool which can send alerts for any changes in files/folders being monitored? Alerts for any changes in files/folders ensures that any unauthorised change in the application forms are instantly highlighted and appropriate remediation can be done. This ensures that application can keep on working correctly Remark from Bidder: Kindly Clarify	As per RFP
104	Vol-2, Page no. 30 Clause 1.2.6, Functional requirement for Disaster Recovery Management software, Page 97, Point no. 5 Management, Built-in File Replicator	Does Punjab SDC desire a file system analytics tool to give total file/directory count, typical scan time, number of open files, time of last replication for a file, file size and time stamp? Such kind of analytical information helps in improving the performance of file replication and troubleshoot any problems in file replication. Remark from Bidder: Kindly Clarify	As per RFP
105	Vol-2, Page no. 98 Clause 1.2.6, Functional requirement for Disaster Recovery Management software, Page 98, Point no. 6 Management Console Server	Does Punjab SDC desire the management console server to have high-availability and in-built DR capability for quick resumption at another site? High-availability and DR capability of DR Management server will ensure that visibility into DR is always available Remark from Bidder: Kindly Clarify	As per RFP

S.N.	Clause in RFP	Clarification sought	Clairification / Response from State
106	<p>Vol-2, Page 99 Clause 1.2.6 Point 12 DR location for punjab SDC will be (NIC Data Centre location to be confirmed at the later stage) who would be facilitating the DR activities in their data centre. The DR will be a Storage based replication from DC to DR., The replicator which will be positioned in the DR and will have the capacity to virtualize the backend storage on which NIC is giving 25TB initially. In future State may go beyond 25TB Space</p>	<p>We understand from above tender clause that Storage replicator would be installed at DC/DR as and when required by SDC using NIC RC and would not be part of above SDC tender. Remark from Bidder: As per DIT Guidelines replicator is availabe at NIC RC & should be procured from NIC RC for both SDC site & DR site.</p>	As per RFP & Solution requirement
107	<p>Vol-2, 102SIEM The SIEM Solution licensing should be by the number of events per second, the license must allow incoming events from unlimited number of assets, considering the limit of events per second.</p>	<p>SIEM is licensed for EPS and no of devices. Licensing based on 'no of assets' is proprietary to OEM Remark from Bidder: The solution licensing of one a particular vendor cannot be enforced on another vendor, as eash solution has a different way of licensing. Request to ensure that the solution criteria is met through any licensing methodology. Also when it comes to implementation, device count is necessary as implementation costs cannot be measured on EPS</p>	As per RFP & Solution requirement