			Corrigendum – Tender Reference No.: DGRPG/Storage_Backup/2021/1		
SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details / specification	Revised Clause
1	5.2.1: Unified Storage Specification	22	Total configurable Cache (GB) across Controllers	256GB cache across dual controllers. The system must be supplied **with at-least 1TB of SSD/Flash as secondary Cache**. PCIe based cache or cache on external gateways won't be considered as Storage System cache.	Total configurable Cache (GB) across Controllers – 256 GB DRAM Across Controllers. The System must be supplied **with scalability of at least 512 GB of DRAM Cache for supplied system in scale-up or scale-out architecture.** PCIe Based cache or Cache on external gateways will not be considered as Storage System Cache.
2	5.2.1: Unified Storage Specification	23	Data at rest and Flight Encryption Required	**Yes**	Data at rest encryption required and for **flight encryption its not required.**
3	5.2.1: Unified Storage Specification	24	Total no of drive slot populated with SSD	**60 X 3.84 TB or more**	Total no of drive slot populated with SSD – **60 x 3.84 TB OR 72 x 3.2 TB or more**
4	5.2.2.1 Tape Appliance specifications	25	Reliability & Robustness	**Min 30,00,000 Cycles or More**	**This clause stands deleted.**

5	5.2.2.2 Backup application specifications	27	Additional features of Backup Server/Appliance	**The proposed server/purpose built backup appliance hardware & software (Operating System and backup software) upgrade and patches must be from single Box OEM to avoid multi-OEM management challenges and same solution must have disk backup in both Dedupe form and in advance disk (without dedupe) for fast backup/restoration. The proposed hardware solution should have Operating System disk in mirroring and data disk on RAID 6 with Hot spare and same should be configured as backup server without having need for additional server to save space in the data centre.**	**Additional features of Backup Server/Appliance – Bidder to provide physical backup server along with required operating system and any other software and hardware, if proposed backup solution requires separate physical server.** **Backup Server should have Active-Active HA configuration as under:-** **Rack space (U) - 4U Max** **CPU - 16 core x 2 Socket or higher** **RAM - 512 GB** **HDD - 1.8 TB or Higher x 2 (SSD)** **Raid -1 supported** **HBA cards as required** **Fully loaded SFP** **Dual power supply** **Indian type Power cable**
6	5.2.2.2 Backup application specifications	30	Generic Features	Backup and Recovery Software Features - The backup software must have the capability to seamless integration with exisiting backup solution **to migrate files from one backup media to another.**	Backup and Recovery Software Features – The backup software must have the capability to seamless integration with existing backup solution **(Netbackup 8.3) or the bidder should help us migrate backed-up images from old backup media to new proposed backup tool.**

7	4.12 Eligibility / pre-qualification criteria	13	Eligibility criteria	The bidder and OEM should have successfully completed "Similar Work" in government (departments / boards / corporations / PSUs / Societies) during the **last three years ending 31.07.2021** as per following details:- a) One similar work costing not less than the amount equal to Rs. 3 Crore. OR b) Two similar works each costing not less than the amount equal to Rs. 2 Crore each. OR c) Three similar works costing not less than the amount equal to Rs. 1 crore each.	Eligibility Criteria – The bidder and OEM should have successfully completed "Similar Work" in government (departments / boards / corporations / PSUs / Societies) **or private organizations** during the **last five years ending 31.07.2021** as per following details:- - a) One similar work costing not less than the amount equal to Rs. 3 Crore. OR b) Two similar works each costing not less than the amount equal to Rs. 2 Crore each. OR c) Three similar works costing not less than the amount equal to Rs. 1 crore each**.**
8	5.2 Technical Specifications	21	Speed of front-end Ports in Gbps	**8x 32Gbps FC ports, 8x10G Ports, 4x40G Ports**	Speed of front-end Ports in Gbps – **8x 32Gbps ports, 8x10Gbps Ports, 4x40Gbps Ports. In case 40Gbps ports are not available, then 10/25/32/100Gbps ports across dual controllers be provided uniformly to achieve 160Gbps.**
9	5.2 Technical Specifications	23	Storage management software for configuration and **multipathing** (part of the supply).	Yes	Storage management software for configuration and **native multipathing** (part of the supply) – Yes
10	5.2.2.1 Tape Appliance specifications	25	Total Storage Capacity (Native)	**4 TO 5 PB**	Total Storage Capacity (Native) - **2 to 3 PB**
11	5.2.2.2 Backup application specifications	27	Rack space (U)	**2U**	Rack space (U) - **4U Max**

12	5.2.2.2 Backup application specifications	27	Type of Disk in Backup Appliance	**NA**	Type of Disk in Backup Appliance - **SSD**
13	5.2.2.2 Backup application specifications	32	Generic Features	Backup server should support clustered configurations of the backup application in a cluster. I.e., backup application should failover as a highly available resource in a cluster. Backup server software must also have capability to run on Unix/Linux Platform. Backup catalog should be two- stage protection in order to recover backup infrastructure in the event of failure. Backup solution should support agentless backup of **open stack without need of tenant base proxy**. Database Backup and Recovery, Application Backup and Recovery, Virtual Machine Backup and Recovery, Backup data integrity checksum, Encryption- data at rest and data in flight, Policy-based Backup / Scheduling, Customized Reporting, Cloud Backup, Optimized deduplicated Backup To Cloud, Integrated Backup and Recovery, Dissimilar Hardware Recovery, Server Backup and Recovery, Client Backup and Recovery, Unified Backup For Physical And Virtual Environment, Data Compression, Data Encryption, Incremental and Differential Backups. The Software should have capability to define retention policy to the data & not to a Media. The software should have the ability to migrate the backed-up data from the older technology devices to a newer technology device anytime in future. The software should be able to reclaim the media if certain percentage of data within that media has expired. Backup software should have container backup capability for leading containers orchestrators such as Kubernetes, Red hat OpenShift etc.	Backup server should support clustered configurations of the backup application in a cluster. I.e., backup application should failover as a highly available resource in a cluster. Backup server software must also have capability to run on Unix/Linux Platform. Backup catalog should be two- stage protection in order to recover backup infrastructure in the event of failure. Backup solution should support agentless **or proxy based backup of open stack.** Database Backup and Recovery, Application Backup and Recovery, Virtual Machine Backup and Recovery, Backup data integrity checksum, Encryption- data at rest and data in flight, Policy-based Backup / Scheduling, Customized Reporting, Cloud Backup, Optimized deduplicated Backup To Cloud, Integrated Backup and Recovery, Dissimilar Hardware Recovery, Server Backup and Recovery, Client Backup and Recovery, Unified Backup For Physical And Virtual Environment, Data Compression, Data Encryption, Incremental and Differential Backups. The Software should have capability to define retention policy to the data & not to a Media. The software should have the ability to migrate the backed-up data from the older technology devices to a newer technology device anytime in future. The software should be able to reclaim the media if certain percentage of data within that media has expired. Backup software should have container backup capability for leading containers orchestrators such as Kubernetes, Red hat OpenShift etc.
14	5.2.2.2 Backup application specifications	33	Server/CPU configuration requirements	Backup server should support high availability on **UNIX platform**	Server/CPU configuration requirements – Backup server should support high availability on **Linux /Unix/Windows platform**
15	5.2.1 Unified Storage Specification	21	Storage Capacity (TB)	300 TB usable with **RAID 6**	Storage Capacity (TB) – 300 TB usable with **RAID 6 / RAID-DP or equivalent**
16	5.2.1 Unified Storage Specification	21	RAID Level Support	**RAID 6**	RAID Level Support – **RAID 6 / RAID-DP or equivalent**

17	5.3.1	33	Delivery & Installation	The delivery, installation & commissioning of the equipment / solution should be completed **within 45 days** from the date of issue of LoI-cum-work order.For the additional modules / media, it should be completed within 30 days of issue of the work order.	Delivery & Installation – The delivery, installation & commissioning of the equipment / solution should be completed **within 60 days** from the date of issue of LoI-cum-work order.For the additional modules / media, it should be completed within 30 days of issue of the work order.
18	8. SLA & Penalties – Pt. - 7	47	First response to the complaint	**Deliverable** : - Approaching the complainant and begin analysis of the issue. **Target /Service level** :- T0 + 1 hours **Penalty** :- Rs. 500/- per hour.	**This clause stands deleted.**
19	8. SLA & Penalties – Pt. - 9	48	Preventive Maintenance of the equipment.	**Deliverable** : - Preventive Maintenance report signed by office incharge. **Target /Service level** :- At least twice a year (in the months of January and June each year) or within 2 days after a request for the same is raised by DGRPG. **Penalty** :- 1) Pre – requisite for processing of yearly payments. 2) In case of noncompliance, a penalty @ Rs. 500 per day of delay shall be applicable.	**Activity**- Preventive Maintenance of the equipment. **Deliverable** : - Preventive Maintenance report signed by office incharge. **Target /Service level** :- At least twice a year (in the months of January and June each year) or within 2 days after a request for the same is raised by DGRPG. **Penalty** :- In case of noncompliance, a penalty @ Rs. 500 per day of delay shall be applicable.
20	5.2.2.2 Backup application specifications	33	Server/CPU configuration requirements	Backup server should support high availability on **UNIX platform**	Server/CPU configuration requirements – Backup server should support high availability on **Linux or Unix or Windows platform**
21	5.2.2.2 Backup application specifications	33	Generic Features	**Backup Solution vendor should be leader in Gartner Magic Quadrant for more than 3 years for Data Center Backup and Recovery Solutions**	**This clause stands deleted.**
22	5.2.1: Unified Storage Specification	22	**No of Snapshot Copies Per Volume**	500	**No of Snapshot Copies for entire storage** – 500

23	3.1.1.6	7	Definitons	"Similar work" means supply, installation & commissioning of storage, backup solution **and** other data center level equipment like servers, DDoS, load balancer, firewalls, etc.	"Similar work" means supply, installation & commissioning of storage, backup solution **or** other data center level equipment like servers, DDoS, load balancer, firewalls, etc.
24	5.2.1 Unified Storage Specification	23	Storage Temp Range	**-40 to 70 Celcius**	Storage Temp Range: **-30 to 60 degree celcius**
25	5.2.1 Unified Storage Specification	23	Operating Humidity	**8 to 85%**	Operating Humidity - **8 to 80%**
26	5.2.1 Unified Storage Specification	23	Storage Humidity	**8 to 95%**	Storage Humidity – **8 to 90%**
27	5.2.1 Unified Storage Specification	24	Upgrade Protection	The storage system should be latest prevailing model, and the proposed model should be supported by OEM at least for 7 years from the date of bidding. Storage should allow reuse of existing disk drives/shelves by either using them with **higher / new generation controllers** till the service life of these components is exhausted.	The storage system should be latest prevailing model, and the proposed model should be supported by OEM at least for 7 years from the date of bidding. Storage should allow reuse of existing disk drives/shelves by either using them with **higher / new generation dual controllers or by virtualizing them with higher / new generation dual controllers using storage virtualization technology** till the service life of these components is exhausted.
28	4.16.3	17	Performance security	**PBG shall remain valid for a period of 365 (three sixty five) days beyond the expiry of the warranty. Whenever the contract is extended, Service Provider will have to extend the PBG proportionately. If more items are brought under the maintenance contract, the concerned PBG will have to be increased proportionately whenever the increase in required PBG is more than one lakh rupees.**	**PBG shall remain valid for a period of 365 (three sixty five) days beyond the expiry of the warranty. If more items are brought under the maintenance contract, the concerned PBG will have to be increased proportionately whenever the increase in required PBG is more than one lakh rupees.**
29	4.12.2	12	Eligibility Criteria	Bidder should have minimum annual average turnover of Rs. 5 Crore in the last three financial years i.e. **FY 2018-19, FY 2019-20 & FY 2020-21** for which bidder's accounts have been audited.	Bidder should have minimum annual average turnover of Rs. 5 Crore in the last three financial years i.e. **FY 2017-18, FY 2018-19 & FY 2019-20** for which bidder's accounts have been audited.

30	5.2.2.2 Backup application specifications	28	Recovery Features	The Backup software must reduce the recovery window by collating data based on certain parameters like clients, application, etc. onto single tape or single set of tape. This activity must not be done during backup, and can be an offline activity, within the tape library. Backup Solution should support MS SQL PIT Complete Instant Access Recovery.	The Backup software must support Multiplexing/equivalent option on proposed Backup solution. Backup Solution should support MS SQL PIT Recovery. In case, we are using the same software (proposed software) in cloud or disk to disk base backup, no additional license should be required for the same feature.

SN	Firm's Name	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details/specification	Amendment Sought / Suggestion	Justification	PSeGS response

| 1 | Parity System/HPE/Targus | 5.2.1: Unified Storage Specification | 21 | Automated Storage tearing feature across the populated drives types (in case of multiple drive system) | Yes | | Automated Storage tearing feature across the populated drives types (in case of multiple drive system) – No | All Enterprise Storage OEMs have moved their product line towards all Flash drives only due to higher performace, lessar price difference between SSD and other SAS/NL SAS mechanical drives and hence we doesnot support tiering in our latest generation enterprise storage products. Also tiering has inherant drawback where once the data is tiered to lower performance drives, it requires multiple hits or reads for data to become candidate for moving to faster tier (this can take 4 hrs to 24 hrs until data is moved to faster tier) till such time data is served from the slower drives, which means applications will starve for performance. Tiering was ralevant in those days when entire data use to live on lower performing drives (SAS/NLSAS) and by just adding small quantities of SSD (because drive capacities were small and cost was prohibitively high) as performance tier and application could get performance acceleration, data was living on slow performing drives anyways hence a small acceleration would be considered as handful gain because cost of SSD Drives at that time prevented systems to be built for entire capacity on SSD's. However today it is not only the cost of SSD's have become at par very large capacity drives are also available, SSD's also provide 100's of Time more performance, Host systems or the application servers have become more powerful, bringing tiering only deteriorates the user experience. Hence present day OEM's are depricating the use of tiering in the architecture. In present day Flash/SSD Drive capacities have increased and per TB SSD cost has come down drastically, so it is expected that performance oriented workloads live in SSD/Flash Drives and Non-performance oriented workloads live on SAS/NL SAS Drives and performance oriented applications will not have to suffer because of the lower performing drives. Capacities on SSD's can also take | As per Tender Document |

2	Parity System/HPE/Targus	5.2.1: Unified Storage Specification	21	Automated Storage tearing Software License Included	Yes	Automated Storage tearing Software License Included - NO	Same as above	As per Tender Document
3	Parity System/HPE /Del/IBMl/ Hitachi/SISL/Raamaya Technologies	5.2.1: Unified Storage Specification	22	Total configurable Cache (GB) across Controllers	256GB cache across dual controllers. The system must be supplied with at-least 1TB of SSD/Flash as secondary Cache. PCIe based cache or cache on external gateways won't be considered as Storage System cache.	512 GB DRAM cache across dual controllers. PCIe based cache or cache on external gateways won't be considered as Storage System cache. Dell - 384GB cache across dual controllers. The system must be supplied with at-least 1TB of SSD/Flash as secondary Cache. PCIe based cache or cache on external gateways won't be considered as Storage System cache.	Because of the same reason as mentioned above, flash cache have no ralevencies in the new generation storage systems today as higher DRAM cache is already available in enterprise storage systems which will improve both read and write performance. Hence requesting to increase the DRAM to 512 GB instead of asking Flash/SSD based cache. Dell - Storage should be configured with latest processors. If controllers are not having latest processors with enough cores to drive the power, it becomes the bottleneck. Therefore, it is important to have latest processor like atleast intel skylake on the array. This will also ensure that each OEM offering the latest array which are available with leading OEMs. Also latest processors from Intel support six memory channels which require memory configuration to be either 384 GB or 768 GB for optimum performance where memory DIMMs are installed in multiples of 6. So, requesting to change the cache memory to 384GB for 300TB storage capacity. In view of this important fact, requesting to change the clause.	Refer Corrigendum
4	Parity System/HPE/Targus	5.2.1: Unified Storage Specification	22	Storage should support compression and deduplication for both NAS (file) and SAN (block) protocols for the proposed capacity.	Yes	Yes only for SSD Capacity	Slow drives such as SAS and NLSAS Drives don't provide enough performance to enable Compression and Deduplication hence most of the architectures only provide compression and deduplication from SSD Capacity only.	As per Tender Document

| 5 | Parity System/HPE/Dell/Netapp/IBM/Hitachi/SISL/Targus/Raamaya Technologies | 5.2.1: Unified Storage Specification | 23 | Data at rest and Flight Encryption Required | Yes | | Yes only for Data at Rest and No for Flight Encryption

Dell - Yes, with hardware based encryption and Internal or external key management softwares. Request you to remove Flight Encryption.

Netapp -
1. Data in Flight encryption is enabled either at the host level or is while replicating the data across geographical locations.Kindly clarify whether there is a replication done for which the same is required and has to be provided from day 1 or this is a future requirement.
2. For data at rest encryption, if the encryption is not available by default by the offered system, kindly clarify whether any additional hardware or software can be offered or not.
3. Kindly clarify whether the licenses for encryption should be offered from Day1 or does it only need to be supported by the offered system as of now?
4. In order to manage the encryption, request to kindly help in understanding whether the existing key manager would be utilised for key management or internal/external key managers have to be considered for key management. | Request to remove in-flight data encryption as most of the OEM's don't support the same, even data replication license is not asked in the RFP.

Dell - Hardware based encryption ensure the higher security than software based encryption as it provides encryption on the full array. Hardware based encryption can be provided either with Controller based encryption or with SED based encryption. Also to enable encryption key management software is required, request you to also add Key management in the specification. Also request you to remove Flight encryption.

Netapp - The current clause indicates that both data at rest and data in flight encryption is required. However, it is not clear whether the faciity has to be offered from day 1 or it is just the Data at rest & in flight encryption support that is required as of now. Hence requesting for some clarifications. | Refer Corrigendum |
| 6 | Parity System/HPE/Targus | 5.2.1: Unified Storage Specification | 24 | Total no of drive slot populated with SSD | 60X3.84TB or more | | As per standrad OEM best practices | Let OEM decide on the no. of drives based on the best practices, | Refer Corrigendum |

7	Parity System/HPE/Targus	5.2.1: Unified Storage Specification	24	Total no of drive slot populated with SAS	120 with 1.8TB with 10K RPM OR 90 with 2.4 TB with 10K RPM	As per standrad OEM best practices	Let OEM decide on the no. of drives based on the best practices,	As per Tender Document
8	Parity System/HPE/Dell/Targus	5.2.2.1 Tape Appliance specifications	25	Reliability & Robustness	Min 30,00,000 Cycles or More	Min 20,00,000 Cycles or More	We support duty cycle of min 20,00,000 cycles	Refer Corrigendum
9	Parity System/HPE/Commvault/Dell/Targus/RailTel Corporation/Veritas	5.2.2.2 Backup application specifications	27	Additional features of Backup Server/Appliance	The proposed server/purpose built backup appliance hardware & software (Operating System and backup software) upgrade and patches must be from single Box OEM to avoid multi-OEM management challenges and same solution must have disk backup in both Dedupe form and in advance disk (without dedupe) for fast backup/restoration. The proposed hardware solution should have Operating System disk in mirroring and data disk on RAID 6 with Hot spare and same should be configured as backup server without having need for additional server to save space in the data centre.	Reqeust to please delete this clause for larger participation of OEMs Dell - The proposed server/purpose built backup appliance hardware & software (Operating System and backup software) upgrade and patches must be from single Box OEM to avoid multi-OEM management challenges and same solution must have disk backup in both Dedupe form and in advance disk for fast backup/restoration. The proposed hardware solution should have *Seperate* Operating System disk and data disk on RAID 6 with Hot spare *The OS disk should not particiate in backup data storage* and same should be configured as backup server *with/*without having need for additional server to save space in the data centre.	This is restrictive clause and limiting participation of multiple OEMs and in contradiction to clause at row no 18 as " Bidder to provide physical backup server along with required operating system, if proposed backup solution requires separate physical server.	Refer Corrigendum

| 10 | Parity System/HPE/Targus | 5.2.2.2 Backup application specifications | 30 | Generic Features | Should be available on various OS platforms which are supported by OEM's such as different variant of Windows, Linux and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and Linux. . The backup software must have the capability to seamless integration with existing backup solution to migrate files from one backup media to another. LAN and LAN-free Backup, Protection of heterogeneous Server environments, Agentless/ API support, Instant Access/ Instant Restore, Single Web-Console for Backup and Recovery & Centralized Management, Granular Recovery of both Physical and Virtual environments, Separate Framework for Application Consistent Backup and Crash Consistent Backup., Support for NDMP Protocol, Backup to Tape and Purpose Built Backup Appliance, Automatic Backup Management features, Customized Reporting, Separate agents availability for operating system, database & applications,Standlaone | Should be available on various OS platforms which are supported by OEM's such as different variant of Windows, Linux and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and Linux. . The backup software must have the capability to seamless integration with existing backup solution to migrate files from one backup media to another. LAN and LAN-free Backup, Protection of heterogeneous Server environments, Agentless/ API support, Instant Access/ Instant Restore, Single Web- Console for Backup and Recovery & Centralized Management, Granular Recovery of both Physical and Virtual environments, Separate Framework for Application Consistent Backup and Crash Consistent Backup., Support for NDMP Protocol, Backup to Tape and Purpose Built Backup Appliance, Automatic Backup Management features, Customized Reporting, Separate agents availability for operating system, database & applications,Standlaone Tape Drive and Robotic Tape Library backup support, Tape Cloning And Offsite Tape Vaulting., Optimized Synthetic Backups, Backup Replication And Staging. The backup solution should support integration to virtual environment like VMWare, Microsoft Hyper-V, Nutanix, RHV & OpenStack for backup and recovery of virtual machines . Modern workload like big data should have agentless parallel procession to maintain backup window. The software must have the feature to backup | This is restrictive clause and limiting participation of multiple OEMs by specific integration with Vmware VRA/vRO which may not be required at Punjab SDC environment | As per Tender Document |

11	Parity System/HPE		7, 20	Eligibility Criteria	The bidder should have presence with own offices or Service Centres in all the Zonal Office Locations and Mumbai.	The bidder/OEM should have presence with own offices or Service Centres or Authorised Service Centres in all the Zonal Office Locations and Mumbai.	-	Not Related to this tender
12	Parity System/HPE		20	Eligibility Criteria	OEM should have ITIL certification	ISO 9000, ISO 20000 & ISO 27001 should be accepted. Remove the requirement of ITIL Certification.	-	Not Related to this tender
13	Commvault/ Hitachi/ SISL/ RailTel Corporation/Veritas	5.2.2.2 Backup application specifications	30	Generic Features	The backup software must have the capability to seamless integration with exisiting backup solution to migrate files from one backup media to another.	The backup software must have the capability to seamless integration / data migration of existing backup solution to new proposed backup.	None of the OEMs backup software has integration with other OEM backup utility. Request to amend with data migration with historical infrastructure details.	Refer Corrigendum
14	Commvault/Dell/ Quest/ RailTel Corporation	5.2.2.2 Backup application specifications	33	Platform supported for Bare Metal recovery	Windows OS, Linux OS, Unix OS and HP-UX	Windows OS, Linux OS / Unix OS / HP-UX OS	Bare metal recovery has many pre-requisites in non X86 platform. Request to share the current UNIX infra details to make sure DoGR requirement is fulfilled. Also, in case there is no UNIX, please remove for larger audience to participate instead of specific vendor.	SDC has UNIX OS currently running - Solaris 11 on VMWare Hypervisor with x86 CPU

15	Parity System/HPE/Silvertouch/Bharti Airtel/Targus/RailTel Corporation/Raamaya Technologies	4.12 Eligibility / pre-qualification criteria	13	Eligibility Criteria	The bidder and OEM should have successfully completed "Similar Work" in government (departments / boards / corporations / PSUs / Societies) during the last three years ending 31.07.2021 as per following details:- - a) One similar work costing not less than the amount equal to Rs. 3 Crore. OR b) Two similar works each costing not less than the amount equal to Rs. 2 Crore each. OR c) Three similar works costing not less than the amount equal to Rs. 1 crore each.	The bidder and OEM should have successfully completed "Similar Work" in government (departments / boards / corporations / PSUs / Societies) during the last Five years ending 31.07.2021 as per following details:- a) One similar work costing not less than the amount equal to Rs. 3 Crore. OR b) Two similar works each costing not less than the amount equal to Rs. 2 Crore each. OR c) Three similar works costing not less than the amount equal to Rs. 1 crore each.' Bharti Airtel - The bidder and OEM should have successfully completed "Similar Work" in government (departments / boards / corporations / PSUs / Societies) or Banks during the last Five years ending 31.07.2021	Amendment of this clause, you will get an open and healthycompetition. Company like Silver Touch has the requisite technological expertise for participation and has deep intentions to carry out this project.	Refer Corrigendum
16	Dell/ RailTel Corporation	5.2 Technical Specifications	20	Drive Type Wise Storage drive	3.84 TB SSD & 1.8 TB or 2.4 TB with 10K RPM SAS HDD	Please also allow SSD disks less than 3.84TB disks	Storage will Smaller SSD disks size will provide higher IOPS that higher capacity disks. With low capacity SSD disks the number of disks will be more than higher capacity disks, hence the performance will increase.	As per Tender Document
17	Dell/ IBM/ Hitachi/ SISL/ Raamaya Technologies	5.2 Technical Specifications	21	Speed of front-end Ports in Gbps	8x 32Gbps FC ports, 8x10G Ports, 4x40G Ports	This is OEM specific clause , Please remove 4 x 40G Ports	OEM Specific clause	Refer Corrigendum

18	Dell	5.2 Technical Specifications	23	Storage management software for configuration and multipathing (part of the supply).	Yes	Please elaborate if the multipathing software is required or you want to use native OS multipathing software

Proposed Storage supports native multipathing softwares | Refer Corrigendum |
| 19 | Dell | 5.2 Technical Specifications | 23 | Multi-pathing and load balancing and fail over software (part of supply) with license for windows/Linux servers or shall support native multipathing of OS. | Yes | Please elaborate if the multipathing software is required or you want to use native OS multipathing software

Proposed Storage supports native multipathing softwares | As per Tender Document |
| 20 | Dell | 5.2 Technical Specifications | 24 | Total No of Drive Slots | Minimum 500 | 1000 disk drive slot

More disk slots will provide higher capacity in the storage system, hence request you change the slots to 500 disks | As per Tender Document |
| 21 | Dell/ Hitachi/ SISL/ RailTel Corporation/Raamaya Technologies | 5.2.2.1 Tape Appliance specifications | 25 | Total Storage Capacity (Native) | 4 TO 5 PB | 2 to 3 PB

Request you to change this to 2-3 PB | Refer Corrigendum |
| 22 | Dell | 5.2.2.1 Tape Appliance specifications | 25 | Transfer Rate under Compression mode (TB/ Hour) | 10.8 | Please elaborate as data is already writen in compressed mode | The requirement was elaborated in the prebid meeting |
| 23 | Dell/ Railtel Corporation LTD | 5.2.2.1 Tape Appliance specifications | 25 | 100TB with minimum Cartridges Quantity | 60 | Please elaborate

- | The requirement was elaborated in the prebid meeting |
| 24 | Dell | 5.2.2.1 Tape Appliance specifications | 25 | Valid Bis | Yes | Please elaborate

- | The requirement was elaborated in the prebid meeting |

25	Dell/ Hitachi/ SISL/ Veritas	5.2.2.2 Backup application specifications	27	BACKUP APPLIANCE	Bidder to provide physical backup server along with required operating system, if proposed backup solution requires separate physical server.	Proposed purpose built backup appliance should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS v3, CIFS, FC , OST and NDMP protocols.	We understand that DGR is looking for disk based purpose built backup appliance for storing the backup copies. Hence request you to incorporate the proposed changes so that only efficient backup storage with faster backup & recovery protocols supported PBBA can be proposed for this requirement.	As per Tender Document
26	Dell/ RailTel Corporati on	5.2.2.2 Backup application specifications	27	Rack space (U)	2U	15U or Lower	-	Refer Corrigendum
27	Dell	5.2.2.2 Backup application specifications	27	Type of Disk in Backup Appliance	NA	-	-	Refer Corrigendum

| 28 | Dell/ RailTel Corporation/Spectra computech/Quest/Veritas | 5.2.2.2 Backup application specifications | 28 | Recovery Features | The Backup software must reduce the recovery window by collating data based on certain parameters like clients, application, etc. onto single tape or single set of tape. This activity must not be done during backup, and can be anoffline activity, within the tape library. Backup Solutionshould support MS SQL PIT Complete Instant Access Recovery.

Spectra Computech - The Backup software must support Multiplexing option on proposed Tape device.

Quest - Request you to remove this clause | The Backup software must reduce the recovery window by collating data based on certain parameters like clients, application, etc. onto single tape or single set of tape. This activity must not be done during backup, and can be anoffline activity, within the tape library. Backup Solutionshould support MS SQL PIT Complete Recovery.

Spectra Computech - Please note this feature is generally known as Multiplexing and request department to mention just the feature required as every vendor has different way of achieving the same and keeping it generic will help most of vendors to comply the same.

Quest - The ask feature is a Single OEM-centric feature request you to remove this clause. | Please accept the proposed change for wider participation. | Refer Corrigendum |

| 29 | Dell | 5.2.2.2 Backup application specifications | 32 | Generic Features | Backup server should support clustered configurations of the backup application in a cluster. I.e., backup application should failover as a highly available resource in a cluster. Backup server software must also have capability to run on Unix/Linux Platform. Backup catalog should be two- stage protection in order to recover backup infrastructure in the event of failure. Backup solution should support agentless backup of open stack without need of tenant base proxy. Database Backup and Recovery, Application Backup and Recovery, Virtual Machine Backup and Recovery, Backup data integrity checksum, Encryption- data at rest and data in flight, Policy-based Backup / Scheduling, Customized Reporting, Cloud Backup, Optimized deduplicated Backup To Cloud, Integrated Backup and Recovery, Dissimilar Hardware Recovery, Server Backup and Recovery, Client Backup and Recovery, Unified Backup For Physical And Virtual Environment, Data Compression, Data Encryption, Incremental and Differential Backups. The Software should have capability to define retention policy to the data & not to a Media. The software should | Backup server should support clustered configurations of the backup application in a cluster. I.e., backup application should failover as a highly available resource in a cluster. Backup server software must also have capability to run on Unix/Linux Platform. Backup catalog should be two- stage protection in order to recover backup infrastructure in the event of failure. Backup solution should support agentless backup of open stack. Database Backup and Recovery, Application Backup and Recovery, Virtual Machine Backup and Recovery, Backup data integrity checksum, Encryption- data at rest and data in flight, Policy-based Backup / Scheduling, Customized Reporting, Cloud Backup, Optimized deduplicated Backup To Cloud, Integrated Backup and Recovery, Dissimilar Hardware Recovery, Server Backup and Recovery, Client Backup and Recovery, Unified Backup For Physical And Virtual Environment, Data Compression, Data | Please incorporate the proposed changes for wider participation. | Refer Corrigendum |

| 30 | Dell/ Spectra computech/Quest | 5.2.2.2 Backup application specifications | | Generic Features | Should be available on various OS platforms which are supported by OEM's such as different variant of Windows, Linux and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and Linux. . The backup software must have the capability to seamless integration with existing backup solution to migrate files from one backup media to another. LAN and LAN-free Backup, Protection of heterogeneous Server environments, Agentless/ API support, Instant Access/ Instant Restore, Single Web-Console for Backup and Recovery & Centralized Management, Granular Recovery of both Physical and Virtual environments, Separate Framework for Application Consistent Backup and Crash Consistent Backup., Support for NDMP Protocol, Backup to Tape and Purpose Built Backup Appliance, Automatic Backup Management features, Customized Reporting, Separate agents availability for operating system, database & applications,Standlaone | Should be available on various OS platforms which are supported by OEM's such as different variant of Windows, Linux and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and Linux. . The backup software must have the capability to seamless integration with existing backup solution to migrate files from one backup media to another. LAN and LAN-free Backup, Protection of heterogeneous Server environments, Agentless/ API support, Instant Access/ Instant Restore, Single Web-Console for Backup and Recovery & Centralized Management, Granular Recovery of both Physical and Virtual environments, Separate Framework for Application Consistent Backup and Crash Consistent Backup., Support for NDMP Protocol, Backup to Tape and Purpose Built Backup Appliance, Automatic Backup Management features, Customized Reporting, Separate agents availability for operating system, database & applications,Standlaone Tape Drive and Robotic Tape Library backup support, Tape Cloning And Offsite Tape Vaulting., Optimized Synthetic Backups, Backup Replication And Staging. The backup solution should support integration to virtual environment like VMWare | Please help us with the details of existig backup software and the level of integration required. Also please incorporate the proposed change for wider participation. | Refer Point no. - 6 of corrigendum. |

31	Dell	5.2.2.2 Backup application specifications	33	Database supported by the offered product	The proposed Backup Solution has online backup solution for different type of Databases such as Oracle, Exchange, Notes, DB2, Sybase, MySQL, PostgreSQL, MSSQL, NOSQL etc. on various OS along with agents for VMware&Hyper-V. Must support MS SQL Self-Service to allows the SQL DBA to be fully self-sufficient in managing backup of MS SQL Database and also should support MSSQL instant access. Solution should support parallel streaming framework for Big data and NoSQL like Nutanix, Hadoop, MongoDB, Cassandra etc.	The proposed Backup Solution has online backup solution for different type of Databases such as Oracle, Exchange, Notes, DB2, Sybase, MySQL, PostgreSQL, MSSQL, NOSQL etc. on various OS along with agents for VMware&Hyper-V. Must support MS SQL Self-Service to allows the SQL DBA to be fully self-sufficient in managing backup of MS SQL Database. Solution should support parallel streaming framework for Big data and backup for NoSQL like Nutanix, Hadoop, MongoDB, Cassandra etc.	Please incorporate the proposed changes for wider participation.	As per Tender Document
32	Dell	5.2.2.2 Backup application specifications	33	Supported Operating System by the offered product	Windows, Linux, Unix, HP-UX	Proposed backup software should be available on various OS platforms like Windows, Linux, HP-UX, IBM AIX, Solaris etc. The backup server should be compatible to run on both Windows and Linux OS platforms		SDC has UNIX OS currently running - Solaris 11 on VMWare Hypervisor with x86 CPU
33	Dell/ Hitachi/ SISL/ Quest/ Spectra computech/Veritas/ RailTel Corporation	5.2.2.2 Backup application specifications	33	Server/CPU configuration requirements	Backup server should support high availability on UNIX platform	Backup server should support high availability on Linux platform	Please incorporate the proposed changes for wider participation.	Refer Corrigendum

34	Dell			New Proposed specification		Proposed purpose built backup appliance (PBBA) should be sized appropriately for backup of front end data XX TB (30% DB and 70% File System) data as per below mentioned backup policies. a. Daily incremental backup – retained for 4 weeks in PBBA. b. Weekly full backup for all data types – retained for 1 month in PBBA. c. Monthly full backups – retained for 12 months in PBBA. The purpose built backup appliance should be quoted with adequate capacity consiering 3% daily change rate for entire duration of 5 years warranty. Any additional software, backup storage capacity (in addition to minimum YY TB usable capacity) and any other component required as per sizing needs to be provided by the OEM & bidder at the time of bid. Bidder must provide a sizing certificate showcasing these sizing consideration on the OEM's letter head with seal and sign from the authorised signatory.	Please include the proposed specification for appropriate sizing of the backup solution.	As per Tender Document
35	Dell			New Proposed specification		Proposed backup solution should ensure the backup completion of XX TB in the backup window of 8 Hours. The proposed appliance must support backup throughput upto 30 TB/hr while maintaining a single deduplication pool with RAID 6 and minimum one hot spare disk as well per disk enclosure.	Please include the proposed specification for appropriate sizing of the backup solution.	As per Tender Document

36	Dell			New Proposed specification		Proposed purpose built backup appliance should support Retention Lock (WORM) feature which ensures that no backup data is deleted accidently and delibrately. Even Administrator should not be able to delete the backup data deliberately and accidently till the retention of the backup get expired. In case this data is replicated to DR/Secondary site, no additional licenses must be required at DR site to maintain retention lock on replicated data.	Considering the mallacious & cuber attacks, security features must be embeded within the backup solution for ensuring recoveries in case of cyber attacks.	As per Tender Document
37	Netapp	5.2.1 Unified Storage Specification	21	Storage Capacity (TB)	300 TB usable with RAID 6	Kindly modify and read the clause as "300TB with RAID 6 or equivalent/better".	NetApp offers equivalent technology. RAID DP offers proyection against dual drive failures and RAID 6 also offers very high fault- and drive-failure tolerance . Hence request to kindly modify the claause for wider participation.	Refer Corrigendum
38	Netapp	5.2.1 Unified Storage Specification	21	RAID Level Support	RAID 6	Kindly modify and read the clause as "RAID 6 or equivalent/better".	NetApp offers equivalent technology. RAID DP offers protection against dual drive failures and RAID 6 also offers very high fault- and drive-failure tolerance . Hence request to kindly modify the clause for wider participation.	Refer Corrigendum
39	Netapp	5.2.1 Unified Storage Specification	21	Active Stand by Controller Configured in HA	No	Request you to kindly modify the clause and read it as "Yes".	The HA controller pair is already stated as per clause "Active-Active Controllers Configured in HA" and In the event of individual storage controller failure, the data service process transfers from the failed storage controller to the surviving partner which is basically a standby controller.	As per Tender Document

40	Netapp			Additional Query	Unified System	We understand that a true unified system with a specialised OS and a single management console has to be offered. No general purpose Operating System and multiple management paradigm systems should be offered. Kindly let us know if our understanding is correct.	A unified system is built on a specialised Operating system and not any General Purpose Operating system and a Single GUI to manage the environment. Since a so called unified system can be built by offering NAS gateways on several storage systems, it still requires a different management paradigm to deal with which does not hold the idea of a true Unified system. Only a true Unified System can offer the features.	As per Tender Document
41	Spectracomputech	4.14	16	Proof of Concept		POC can be done after delivery/installation.	Request you to consider the same.	As per Tender Document
42	Spectracomputech/ Targus/ Raamaya Technologies	4.16	17	Performance Security	The successful bidder shall furnish PBG to DGRPG valuing 10% of the value of the work order within 15 days of issue of Letter of Intent (LoI)-cum-Work Order.	PBG Should be maximum to 3% instead of 10 % and the time period would be 5 yrs and 60 days	As per Govt. of India PBG Max. to 3% (letter enclosed).	As per Tender Document
43	Spectracomputech, Bharti Airtel,Hitachi/SISL infotech,Targus	5.3	33	Delivery & Installation	The delivery, installation & commissioning of the equipment / solution should be completed within 45 days from the date of issue of LoI-cum-work order.For the additional modules / media, it should be completed within 30 days of issue of the work order.	Delivery Should be 120 days from the date of LoI and Instllation required futher 30 days	Request you to amend the same keeping in view worldwide shortage of material	Refer Corrigendum

44	Spectraco mputech, Hitachi/ SISL infotech,E stpl	6.4.2	36	Payment	100% payment on delivery, installation and commissioning of the equipment shall be released to the vendor on production of following documents: □ Original copy of Invoice □ Original copy of Delivery Challan □ Original copy of Installation & Commissioning report □ Tests & acceptance of DGRPG	Request for 90% on delivery & 10% on installation/acceptance	Request you to consider the same as these are high value goods. We are submitting BG also	As per Tender Document
45	Spectraco mputech/ Targus	SLA	47	Submission of PBG	15 days from the issue of LoI-cum-work order	30 days from the issue of LoI-cum-work order instead of 15 days	Request you to consider the same.	As per Tender Document
46	Spectraco mputech	SLA	47	Signing of contract	15 days from the issue of LoI-cum-work order	30 days from the issue of LoI-cum-work order instead of 15 days	Request you to consider the same.	As per Tender Document
47	Spectraco mputech/ Targus	SLA	47	3 days training	Within 10 days from the date of Commissioning of Equipment / Solution	Within in 30 days instead of 10 days from the date of installation/acceptance	Request you to consider the same.	As per Tender Document
48	Spectraco mputech/ Targus	SLA	47	First response to the complaint	**Deliverable** : - Approaching the complainant and begin analysis of the issue. **Target /Service level** :- T0 + 1 hours **Penalty** :- Rs. 500/- per hour.	T0+ 4 Hrs instead of 1 Hr.	The response time depends on type of issue which Storage/Backup is having. It can vary between 4 hr to 36 hrs.	Refer Corrigendum

49	Spectraco mputech/ Hitachi/ SISL/ Veritas	SLA	48	Resolution of the complaints and service support during warranty period (including the cases where the equipment is required to be replaced).	**Deliverable** : - Issue resolved **Target /Service level** :- Within T0 + 24 hours of logging of complaint. **Penalty** :- For a delay beyond 24 hours, a penalty @0.1% of the value of work order per day of delay (or part thereof) shall be applicable.	T0+24 Hrs	Software resolution time: 4 hrs to 24 hrs; Hardware Resolution : Next Business day	As per Tender Document
50	Spectraco mputech	SLA	48	Preventive Maintenance of the equipment.	**Deliverable** : - Preventive Maintenance report signed by office incharge. **Target /Service level** :- At least twice a year (in the months of January and June each year) or within 2 days after a request for the same is raised by DGRPG. **Penalty** :- 1) Pre – requisite for processing of yearly payments. 2) In case of noncompliance, a penalty @ Rs. 500 per day of delay shall be applicable.	Preventive Maintenance is carried through Remote Monitoring	-	Refer Corrigendum
51	Spectraco mputech	SLA	48	Repeated occurrence of the issues in component despite resolutions by the Service Provider	**Deliverable** : - Premanent replacement of the component with a new one of equal or higher speck. **Target /Service level** :- Within T0 + 30 days of lodging of complaint. **Penalty** :- 0.05% of the cost of the component per day.	Hardware component is replaced immediately on call in case found defective.	-	As per Tender Document

52	Spectraco mputech	SLA	48	Submission of RCA report for each failure	**Deliverable** : - RCA report **Target /Service level** :- Within 7 days of complaint. **Penalty** :- Rs. 500/- per day.	RCA not possible for all calls.	RCA possible for Repeated Problems only that to with 30 days of resolution.	As per Tender Document
53	Spectraco mputech	5.2.2.2 Backup application specifications	27	Backup Appliance- Bidder to provide physical backup server along with required operating system, if proposed backup solution requires separate physical server.	Yes	Please confirm if Bidders only need to propose Backup Software or both Software and Backup Hardware/Appliance.	-	Both Software and Backup Hardware/Applian ce.
54	Spectraco mputech/ Dell/ Hitachi/ SISL/ Veritas/ RailTel Corporati on	5.2.2.2 Backup application specifications	27	Backup Appliance- Backup Server should have Active-Active HA configuration.	Yes	Please reconfirm if Backup Server need to be proposed as part of this bib. If not please remove it	-	As per Tender Document
55	Quest	5.2.2.2 Backup application specifications	31	Backup and Recovery Software Features	Instant Access/ Instant Restore	Request you to remove this clause We have an addon plugin to achieve this function which requires an additional media server.		As per Tender Document
56	Quest/ RailTel Corporati on	5.2.2.2 Backup application specifications	32	Generic Features	Backup server should support clustered configurations of the backup application in a cluster. I.e., backup application should failover as a highly available resource in a cluster.	Request you to remove this clause A backup server is not a mission-critical application that doesn't require a cluster. We will provide the Disaster recovery plan for the Backup server with a simple Database restore mechanism which requires 1 hr time.		As per Tender Document
57	Quest	5.2.2.2 Backup application specifications	32	Generic Features	Backup solution should support agentless backup of open stack without need of tenant base proxy	Request you to remove this clause The ask feature is a Single OEM-centric feature request you to remove this clause.		Refer Corrigendum

58	Quest	5.2.2.2 Backup application specifications	32	Generic Features	Backup software should have container backup capability for leading containers orchestrators such as Kubernetes	Request you to remove this clause	The ask feature is a Single OEM-centric feature request you to remove this clause.	As per Tender Document
59	Parity System/HPE/Targus/Quest/RailTel Corporation	5.2.2.2 Backup application specifications	33	Generic Features	Backup Solution vendor should be leader in Gartner Magic Quadrant for more than 3 years for Data Center Backup and Recovery Solutions	Request you to remove this clause	As long as the solution can match all customer technical requirements. Gartner listing should not be mandatory hence request you to remove this point.	Refer Corrigendum
60	IBM	5.2.1: Unified Storage Specification	21	Supported Disk Type	SSD, SAS	We request for NVMe SSD instead of SAS SSD and support for NVMe SCM.	Department is already using NVMe SSD from last more than 2 years, which is latest, better, fastest, reliable and future of storage technology. Surprisingly, current RFP is with SAS SSD. SAS (Serial Attach SCSI) is based on SCSI technology, which was developed in 1979 and publicly available in 1981. Whereas NVMe development started in 2011 and product lunched by OEM's in 2018. NVMe can deal with 65,000 queues of data against 1 queue handing by SAS. Department is lowering down storage infrastructure from NVMe SSD to SAS SSD with current specification of RFP. New & future generation applications and database perform best with NVMe.	As per Tender Document

61	IBM/ Raamaya Technologies	5.2.1: Unified Storage Specification	23	Protocols Supported by the storage system from day one	iSCSI, FC, NFS & SMB	We request to consider S3, Swift and HDFS protocols along of legacy NFS and SMB	Department is improving the governance by introducing reforms in the present system of governance. To achieve good governance, department is using new generation Information Technology (IT) tools. Whereas latest storage protocols – S3, Swift and HDFS are missing in current RFP. New generation application demands these protocols. Current RFP is missing to provide cloud (S3 and Swift) like infra from storage point of view to 50 departments of Punjab Government and 3 crore people of Punjab. Leadership always expect AI base reports (HDFS) from existing available data to take decision on right time or proactively. Whereas RFP is missing with storage solution to provide complete pipe for data workflow (Ingest -> Organize -> Analyze -> Inference)	As per Tender Document
62	IBM	5.2.1: Unified Storage Specification		OEM storage		We request to consider external virtualization feature.	Department is using virtualization capability in server farms from years. Department is also using multiple OEM storage in data center. But RFP is missing important capability of external storage virtualization.	As per Tender Document
63	IBM	5.2.1: Unified Storage Specification	22	No of Snapshot Copies Per Volume	500	We request to consider 256 snap shot per volume instead of 500 to allow us to participate or remove per volume limitation.	-	Refer Corrigendum
64	IBM	5.2.1: Unified Storage Specification	22	Remote Replication	Yes	We request to consider replication software and its licenses along with storage from day1 to avoid data availability challenges and additional impact on TCO to department and to state exchequer.	-	As per Tender Document
65	IBM	5.2.1: Unified Storage Specification	22	RAID Level Support	RAID 6	We request to consider RAID 5 & 6 (both) instead only one RAID type - RAID 6.	-	As per Tender Document

| 66 | IBM | 5.2.2.2 Backup application specifications | 29 | Tape out Capabilities Features | The Backup software must not have any restrictions on the number of drives that can be attached in the tape library. There should be no additional licensing if the number of tape drives is increased in order to reduce the backup window. Software should have an inbuilt feature for Tapeto-tape copy feature (cloning, within the tape library) to make multiple copies of the tapes without affecting the clients for sending tapes offsite as part of disaster recovery strategy. Should have SAN support on above mention OS's. Capable of doing LAN free backups to Tape for all platforms mentioned above. Software should have true backup image Staging between disk and tape with different retention level to maintain disk space for continuous backup. The backup software must be intelligent enough to flush out the data from the disk and migrate the same to the tape automatically. The backup software must be capable of creating multiple copies of the data at the same time the primary copy is generated. | Tape Library plays very important role at the time of data recovery in case any misshappening. We sincerely request consider dual robotic arm from Tape Library. | - | As per Tender Document |

67	IBM	5.2.2.1 Backup application specifications	25	Tape Appliance specifications		We request to consider LTO 8 (12 TB/ 30 TB) along with high capacity drive support like (18 TB/ 45 TB) and (20 TB /60 TB) for future data growth.	-	As per Tender Document
68	IBM	5.2.2.2 Backup application specifications	27	Rack space (U)	2U	We request to consider 4U rack space for backup hardware solution, instead of 2U.	-	Refer Corrigendum
69	IBM	Additional Clauses			_	We request to consider Object storage also as one of target backup storage.	-	As per Tender Document
70	IBM					We request to consider Cyber Resilience capability from backup software also.	-	As per Tender Document
71	IBM					Cyber attacks / ransomware attacks are increasing day by day worldwide. States need to better prepare for cyberattacks just as frequently as they prepare for natural disasters. As per some of the reports, cyber-crime is bigger than illegal drug trade. Current RFP is missing on important challenges of data security and Cyber Resilience. We highly recommend to consider Cyber Resilience capabilities in the asked storage.	-	As per Tender Document
72	Bharti Airtel	3.1.1.6	7	Definitons	"Similar work" means supply, installation & commissioning of storage, backup solution and other data center level equipment like servers, DDoS, load balancer, firewalls, etc.	"Similar work" means supply, installation & commissioning of storage/backup solution or other data center level equipment like servers, DDoS, load balancer, firewalls, etc.	This is standard RFP terms of DGR	Refer Corrigendum

73	Bharti Airtel	6.4	36	Payment terms	6.5.1 If at any stage, it is found that the work has been subletted, the supply order will be canceled, PBG will be forfeited and payment for the job done will not be made. The contract shall be canceled and DGRPG shall reserve the right to blacklist the vendor.	Please remove this clause	It is a standard practice and norm within the industry to perform certain mandate work through sub-contractors and in case we are supposed to take permission for such activity from customer, this invariably would delay the process of timely provisioning and meeting of time lines agreed between Parties. It is agreeable that Bidder would be solely liable for such third party sub-contractors	As per Tender Document
74	Bharti Airtel	7.3	45	Financial bid form	The total price of additional modules quoted by the bidders should not be less than the equipment /solution in both the cases. For eg. In Table II-(Total Price of Row I < Total price of Row 2 & Row 3)	Please clarify on the point and kindly remove it as a condition for tender .	-	As per Tender Document
75	Bharti Airtel	7.3	45	Financial bid form	Quantity measured for additional disks is tentative and for price discovery purpose	Kindly specify the maximum quantity requirement	-	Tentative quantity already mentioned. Maximum cannot be specified.
76	Bharti Airtel	8	47	SLA and Penalties	Helpdesk and online portal availability - Penalty for delays beyond target levels- Rs. 500	Penalty for delays - Rs. 100 per instance	-	As per Tender Document
77	Bharti Airtel	8	47	SLA and Penalties	Complaint Registration - Penalty Rs. 500 per instance	Penalty for delays - Rs. 100 per instance	-	As per Tender Document
78	Bharti Airtel	8	47	SLA and Penalties	First repsonse to the complaint -Penalty Rs. 500 per instance	Penalty for delays - Rs. 100 per instance	-	As per Tender Document
79	Bharti Airtel	8	48	SLA and Penalties	Maximum penalty on delivery, installation & commissioning cannot exceed 15% of contract value	Maximum penalty on delivery, installation & commissioning cannot exceed 5% of contract value.	As due to Covid 19 there is delay from all the OEM in providing the hardware	As per Tender Document

80	Bharti Airtel	General			Acceptance and testing criteria	We request customer to please specify the testing and acceptance criteria	-	DGRPG will monitor the installed equipment / solution for performance as per the specifications sought in the tender for 15 days before giving its acceptance.
81	Bharti Airtel	5.2.1 Unified Storage Specification	24	Scope of work	It includes installation, commissioning & integration together with all necessary software to make the system fully functional as intended.	Request you kinldy remove Integraton from Scope of work	-	As per Tender Document
82	Hitachi/ SISL Infotech/R aamaya Technolo gies	5.2.1 Unified Storage Specification	22	Storage should support encryption for files shares for both CIFS and NFS Access.	yes	Change To: Storage should have encryption for block data from day one. Should support encryption for files shares for both CIFS and NFS Access in future.	Reason: Our understanding from port requirement (Type of Front End Ports - FC, iSCSI) is that the NFS & SMB Protocols are not needed from day one. Request to remove the same to optimize BOQ. The hardware / software for the SMB and NFS protocols can be added later whenever required.	As per Tender Document
83	Hitachi/ SISL Infotech/R aamaya Technolo gies	5.2.1 Unified Storage Specification		Storage should support dedupliation and compression for both NAS And SAN protocols for proposed capacity	Yes	Change To: Storage should support dedupliation and compression for block / SAN protocols for proposed capacity.	Reason: Our understanding from port requirement (Type of Front End Ports - FC, iSCSI) is that the NFS & SMB Protocols are not needed from day one. Request to remove the same to optimize BOQ. The hardware / software for the SMB and NFS protocols can be added later whenever required.	As per Tender Document

84	Hitachi/ SISL Infotech	5.2.1 Unified Storage Specification	23	Protocols supported by Storage system from day one	iSCSI, FC, NFS & SMB	Change To: iSCSI, FC	Reason: Our understanding from port requirement (Type of Front End Ports - FC, iSCSI) is that the NFS & SMB Protocols are not needed from day one. Request to remove the same to optimize BOQ. The hardware / software for the SMB and NFS protocols can be added later whenever required.	As per Tender Document
85	Hitachi/ SISL Infotech/R aamaya Technolo gies	5.2.1 Unified Storage Specification	23	Storage Temp Range	-40 to 70 Celcius	-30 to 60 degree celcius	-	Refer Corrigendum
86	Hitachi/ SISL Infotech/R aamaya Technolo gies	5.2.1 Unified Storage Specification	23	operating Humidity	8 to 85%	8 to 80%	-	Refer Corrigendum
87	Hitachi/ SISL Infotech/R aamaya Technolo gies	5.2.1 Unified Storage Specification	23	Storage Humidity	8 to 95%	8 to 90%	-	Refer Corrigendum
88	Hitachi/ SISL Infotech/R aamaya Technolo gies	5.2.1 Unified Storage Specification	24	Upgrade Protection	The storage system should be latest prevailing model, and the proposed model should be supported by OEM at least for 7 years from the date of bidding. Storage should allow reuse of existing disk drives/shelves by either using them with higher / new generation controllers till the service life of these components is exhausted.	Change To: The storage system should be latest prevailing model, and the proposed model should be supported by OEM at least for 7 years from the date of bidding. Storage should allow reuse of existing disk drives/shelves by either using them with higher / new generation controllers or by virtualizing them with higher/new generation controllers using storage virtualization technology till the service life of these components is exhausted.	Reason: Every OEM have a different architecture for the investment protection on the drives. Hence request to include the storage virtualization for better participation from all the OEMs.	Refer Corrigendum

89	Hitachi/ SISL Infotech/Raamaya Technologies	5.2.2.1 Tape Appliance specifications	24	Unified Storage Specification	Support Number of Tape Drives Slot = 20	Pls clarify for the Bidder's , Does this point mean that the Tape Library should be scalable to 20 FC Drives in Future (As and When Required by the Department) or Weather the Tape Library must be offered with Such scalability already on Day 1 ie Almost a 24U Tape Library.	-	Tape Library should be scalable to 20 FC Drives in future.
90	Hitachi/ SISL Infotech/Raamaya Technologies	5.2.2.1 Tape Appliance specifications	24	Unified Storage Specification	Total Storage Capacity (Compressed) = 6PB	Pls clarify for the Biddder's , Does this point mean that the Tape Library should be scalable to 6PB in future as and When required. OR Weather the Tape Library must be offered with Such scalability already on Day 1 ie Almost a 24U Tape Library.	-	As per Tender Document
91	Hitachi/ SISL Infotech	5.2.2.2 Backup application specifications	28	Recovery Features	The Backup software must reduce the recovery window by collating data based on certain parameters like clients, application, etc. onto single tape or single set of tape. This activity must not be done during backup, and can be an offline activity, within the tape library.	The Backup software must support Multiplexing option on proposed Tape device.	Please note this feature is generally known as Multiplexing and request department to mention just the feature required as every vendor has different way of achieving the same and keeping it generic will help most of vendors to comply the same.	Refer Corrigendum
92	Hitachi/ SISL Infotech/Estpl	2 Document Control Sheet	5	Earnest Money Deposit (EMD) through online mode	1 Rs. 5,00,000 /- (Rs. Five Lakh Only) for participation in unified storage only. 2 Rs. 2,00,000 /- (Rs. Two Lakh Only) for participation in Backup Solution only. 3 Rs. 7,00,000 /- (Rs. Seven Lakh Only) for participation in both unified storage and Backup Solution.	We would like to apprise you that Government of India has issued a Memorandum Vide Mmemorandum No-No. F.9/4/2020-PPD dated 12th November 2020 issued by Ministry of Finance Department of Expenditure Procurement Policy Division, Government of India. According to this memorandum bidder has to submit a Bid Securing declaration instead of BG or any other payment mode. We request you to kindly amend this clause as: Bidder has to submit a bid securing declaration against EMD/ bid security.	-	As per Tender Document

93	Targus	4.5	9	Earnest Money Deposit (EMD)	Earnest Money Deposit (EMD) through online mode	Examption for MSME /Startup	As per govt. guide lines EMD can be exampted for the MSME/Startup. Also due to some pendamic downfall of business.	As per Tender Document
94	Targus	4.14	16	Proof of Concept	The backup software for PoC has to be supplied by the bidder within 15 days of intimation failing which it would be deemed that the PoC has been unsuccessful and the bid would be rejected.	It is requested that PoC should be befor the tender. Or it can be removed.	Mostly in all tenders the PoC has been done befor the tenders for confirm about the solution.	As per Tender Document
95	Targus/ Raamaya Technolo gies	4.16.3	17	Performance security	PBG shall remain valid for a period of 365 (three sixty five) days beyond the expiry of the warranty. Whenever the contract is extended, Service Provider will have to extend the PBG proportionately. If more items are brought under the maintenance contract, the concerned PBG will have to be increased proportionately whenever the increase in required PBG is more than one lakh rupees.	Confirm the total time period 5 years + 365 days.	-	Yes. Please refer Corrigendum as well.
96	Railtel Corporati on LTD	5.2.2.2 Backup application specifications	26	Types of Licenses	Perpetual	Perpetual/Subscription based	Many OEMs are not having perpetual Licensing policy	As per Tender Document
97	Railtel Corporati on LTD	5.2.2.2 Backup application specifications	26	OEM Licensing policy	Per TB	Per TB/Host based	Not all OEMs support perpetual Licensing	As per Tender Document
98	Railtel Corporati on LTD	5.2.2.2 Backup application specifications	27	Additional features of Backup Server/Appliance	The proposed hardware solution should have Operating System disk in mirroring and data disk on RAID 6 with Hot spare	The proposed hardware solution should have Operating System disk in mirroring and data disk on RAID 6 with Hot spare or Software define Storage	Alternative solutions like Software Defined Storage are prevalent in market providing better resiliency than Raid 6.	As per Tender Document

99	Railtel Corporati on LTD	5.2.2.2 Backup application specifications	32	Generic Features	Backup solution should support agentless backup of open stack without need of tenant base proxy	-		Request to remove this clause as majority of vendors doesn't support this functionality.	As per Tender Document
100	Railtel Corporati on LTD	5.2.2.2 Backup application specifications	32	Generic Features	Backup software should have container backup capability for leading containers orchestrators such as Kubernetes,Red Hat OpenShift etc	-		Request to remove this clause as majority of vendors doesn't support this functionality.	As per Tender Document
101	RAAMAY A TECHNO LOGIES	4.5	9	Earnest Money Deposit	The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.	-		The Ministry of Finance has released an Office Memorandum bearing ref no. F.9/4/2020-PPD dated 12th November 2020, as per the memorandum, considering the poor economic conditions that presently prevail the Ministry of Finance has instructed all Government Organisations to refrain from collecting Earnest Money Deposit (EMD) from bidders until 31st December 2021.	As per Tender Document
102	RAAMAY A TECHNO LOGIES	4.16.2	17	Performance security	After receipt of PBG submitted against first work order, the EMD of the successful bidder would be returned back to the vendor.	-		We request the department to allow bidders to submit Performance security in the form of Fixed Deposit Receipt as per General Financial Rule 2017 Rule 171: Performance Security Subsection (i) states 'Performance Security may be furnished in the form of an Account Payee Fixed Deposit Receipt from a commercial bank safeguarding the purchaser's interest in all respects' Hence request you to allow Performance Guarantee by way of Fixed Deposit.	As per Tender Document
103	Estpl	4.12.2	12	Eligibility Criteria	Under Eligibility / pre-qualification criteria, SN-4, Bidder should have minimum annual average turnover of Rs. 5 Crore in the last three financial years i.e. FY 2018-19, FY 2019-20 & FY 2020-21 for which bidder's accounts have been audited.	Kindly, remove the FY 2020-21 and Please consider turnover certificate of FY 2017-18, 2018-19, 2019-2020.		Turnover Certificate/Balance Sheet from statutory auditors for FY 2020-21 is still awaited.	Refer Corrigendum

104	Estpl	4.12.2, sn-5	13	Eligibility Criteria	The bidder should certify that they have not have offered lesser price for any of the line items to any government / semi-government organization of Centre or any State (of same specification as in tender).	Please remove this clause.	Due to change in dollar conversion rates with INR.	As per Tender Document