

Annexure I: Pre-Bid Queries and their replies

Date: 12-Oct-2018

Ref. No: IRDAI/IT/18-19/10

This document reference to the RFP No. IRDAI/IT/18-19/10 dated 24 September, 2018 on "RFP for Supply of SAN Storages, data migration from existing storage to new SAN storages and Buy Back of Existing SAN storages".

S.No.	Document Reference	Description in RFP	Clarification Sought	IRDAI response
1	BAP_SAN_RFP_2018 1.1.1	OEMs Agencies /Titanium Partner or equivalent/ Platinum partner or equivalent/Gold Partner or equivalent Bidders	Any other bidders eligible	As per RFP.
2	Annexure_BAP_SAN_Servers_and_Switches	SAN switches specification	SAN Switch specs are not mentioned in the RFP and existing switches are EOS, also does not support 16Gbps Speed. SAN Switch specs are required	Switch Make and Model details provided in "Annexure_BAP_SAN_Servers_and_Switches.pdf". Storage should be able to Auto-Negotiate with switches.
3	BAP_SAN_RFP_2018 1.1.5 Scope of the Work Page -6	Synchronous data replication to be ensured between DC and NDR and Asynchronous data replication between DC and DR post migration	Please allow Bidder to propose the best possible solution to meet the RFP requirement	As per the issued Corrigendum A

4	BAP_SAN_RFP_2018 1.6.1.1Right to Terminate the Process Page - 28	<p>IRDAI reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by IRDAI under the following circumstances: -</p> <p>i. The selected Bidder commits a breach of any of the terms and conditions of the bid</p> <p>iv. If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be breach of contract. IRDAI reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.</p> <p>v. If deductions of account of liquidated damages exceeds more than 10% of the total contract price.</p> <p>vi. In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, IRDAI reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.</p>	<p>Kindly remove or amend the clause as below:</p> <p>i. The selected Bidder commits a repeated breach of terms and conditions of the bid pertain to delivery of material, SLA, timeline. In such case Bidder to respond the fixing the problem within 7 working day, in non- response, IRDAI can terminate the contract</p> <p>iv. If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be breach of contract. IRDAI reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay. IRDAI will send the formal communication to bidder for closer of such issue within 7 working days, in case of non-response, IRDAI reserve the right to termination</p> <p>v. If deductions of account of liquidated damages exceeds more than 20 % of the total contract price.</p> <p>vi. In case the selected Bidder fails to deliver the quantity exceeding by 45 days then the stipulated in the delivery schedule, IRDAI reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.</p>	No change in existing condition
5	Additional clause on Termination		Bidder shall have a right to terminate if IRDAI breaches any of the provisions of the Agreement. Bidder shall provide IRDAI a 30 days' notice to rectify the breach and if IRDAI fails to rectify the Breach then the Bidder shall have a right to terminate this Agreement	No change / addition in existing condition

6	Additional clause on Consequences of Termination		In case of termination for breach, IRDAI shall pay the bidder for all Services performed till the date of termination	No change / addition in existing condition
7	Additional clause on Limitation of Liability		<p>Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.</p> <p>The total liability of either party arising from or relating to this Agreement shall be limited to the fees paid in the last 12 (twelve) months from the date the breach occurred.</p>	No change / addition in existing condition
8	Annexure A-DC, Point no-2	<p>Architecture- The Storage System should be a Unified Storage with block and file level storage support and should have No-single-point-of-failure architecture with automatic failover mechanism, and must support non-disruptive firmware upgrades, online component replacements and upgrades.</p> <p>The Storage System should have automatic failover architecture with redundant, hot-swappable components, such as disks, controllers, power supply, Cooling fan and any other major components</p>	<p>Since the requirement is to migrate data from existing block storage (EMC Clariion storage CX-4-120), it would be ideal if the new storage to be procured is also a Block Storage rather than a Unified one.</p> <p>Request IRDA to change the requirement to a Block Storage.</p>	No change

9	Annexure A-DC, Point no-2	<p>Architecture-The Storage System should be a Unified Storage with block and file level storage support and should have No-single-point-of-failure architecture with automatic failover mechanism, and must support non-disruptive firmware upgrades, online component replacements and upgrades.</p> <p>The Storage System should have automatic failover architecture with redundant, hot-swappable components, such as disks, controllers, power supply, Cooling fan and any other major components</p>	Request IRDA to provide capacity breakup between Block storage and File Storage out of the total required capacity.	Details will be shared with successful bidder.
10	Annexure A-DC, Point no- 12	<p>Storage Space-40 TB usable (RAID 6 or equivalent, considering storage contains single array of disk) space on 10K SAS (1.2 / 1.8 TB) drives & SSD Drives (capacity less than 4TB for atleast 15% of total capacity) which will be upgraded to 50TB Usable (RAID 6 or equivalent) space over whole contract period / duration Proposed Storage should be scalable up to 80 TB.</p>	Request IRDA to provide capacity breakup between Block storage and File Storage out of the total required capacity.	Details will be shared with successful bidder.
11	Annexure A-DR, Point no -12	<p>Storage Space- 30 TB usable (RAID 6 or equivalent, considering storage contains single array of disk) space on 10K SAS (1.2 / 1.8 TB) drives & SSD Drives (capacity less than 4TB for atleast 15% of total capacity) which will be upgraded to 50TB Usable (RAID 6 or equivalent) space over whole contract period / duration Proposed Storage should be scalable up to 80 TB.</p>	Request IRDA to provide capacity breakup between Block storage and File Storage out of the total required capacity.	Details will be shared with successful bidder.

12	Annexure A-NDR, Point no- 12	Storage Space- 0 TB usable (RAID 6 or equivalent, considering storage contains single array of disk) space on 10K SAS (1.2 / 1.8 TB) drives & SSD Drives (capacity less than 4TB for atleast 15% of total capacity) which will be upgraded to 50TB Usable (RAID 6 or equivalent) space over whole contract period / duration Proposed Storage should be scalable up to 80 TB.	Request IRDA to provide capacity breakup between Block storage and File Storage out of the total required capacity.	Details will be shared with successful bidder.
13	Page no- 15, clause - 1.2.5.3 Earnest Money Deposit (EMD)	Bidders shall submit, along with their Proposals, an EMD of Rs. 4,50,000/- (Four Lakhs Fifty Thousand Rupees only), in the form of a demand draft.	Request you to please add Bank Guarantee option and also share the BG Draft and IRDA Bank IFSC Code for BG verification.	No change in existing condition
14	Page no-3	OEMs Agencies /Titanium Partner or equivalent/ Platinum partner or equivalent/Gold Partner or equivalent Bidders	Request you to please add Silver partner/authorized OEM Partner	PQ conditions will not be changed
15	Page no -30, Clause no - 1.6.2 Liquidated Damages (LD)	Notwithstanding IRDAI's right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value.	Please amend this clause as under: Notwithstanding IRDAI's right to cancel the order, liquidated damages for late delivery at 1/2 % (One percent) of the undelivered portion of order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 5% of the value of the order value.	No change in existing condition

16	Page no- 34 & 35, Clause no- Payment Procedure and Terms	Payment Terms	<p>Request you to please amend this clause as under:</p> <p>1) 70% of the cost of Hardware and Software (if any) along with applicable taxes will be paid on delivery.</p> <p>2) 20 % of the cost of Hardware and Software (if any) along with applicable taxes will be paid on delivery of physical mounting of storages, O/S integration and successful commissioning of the SAN storages as per the scope of work.</p> <p>3) Remaining 10% of the cost along with applicable taxes would be paid after:</p> <p>a) completion of data migration from existing storage to new storage and data consistency verification done by current project Vendor.</p> <p>b) Buy back of existing SAN storages</p> <p>c) Submission of 10% PBG.</p>	No change in existing condition
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All other terms, conditions & specifications shall remain the same. The last date for submission of bid is remain same (30-Oct-2018 till 03:00 PM)

Sd|-

A.R.Nithiyantham

Chief General Manager (IT)

Annexure II: Corrigendum A

Date: 12-Oct-2018

Ref. No: IRDAI/IT/18-19/10

This document reference to the RFP No. IRDAI/IT/18-19/10 dated 24 September, 2018 on “RFP for Supply of SAN Storages, data migration from existing storage to new SAN storages and Buy Back of Existing SAN storages”.

S.No.	Document Reference	Description in RFP	Amended Clause																																
1	BAP_SAN_RFP_2018 Backup tools: page.5 BAP_RFP_2018 point no 2 under scope of work	Providing required SAN Storages, backup tools and other component software along with License(s) in the name of IRDAI.	Please refer amended clause below: "Providing required SAN Storages and other component software along with License(s) in the name of IRDAI. No new backup tools to be considered by bidder.																																
2	Annexure_A Page 7	<table border="1"> <thead> <tr> <th></th> <th>DC</th> <th>DR</th> <th>NDR</th> </tr> </thead> <tbody> <tr> <td>Current capacity (TB)</td> <td>21</td> <td>7</td> <td>4</td> </tr> <tr> <td>Proposed(TB)</td> <td>40</td> <td>25</td> <td>20</td> </tr> <tr> <td>Scalable(TB)</td> <td>80</td> <td>50</td> <td>40</td> </tr> </tbody> </table>		DC	DR	NDR	Current capacity (TB)	21	7	4	Proposed(TB)	40	25	20	Scalable(TB)	80	50	40	<table border="1"> <thead> <tr> <th></th> <th>DC</th> <th>DR</th> <th>NDR</th> </tr> </thead> <tbody> <tr> <td>Current capacity (TB)</td> <td>21</td> <td>7</td> <td>4</td> </tr> <tr> <td>Proposed(TB)</td> <td>40</td> <td>30</td> <td>30</td> </tr> <tr> <td>Scalable(TB)</td> <td>80</td> <td>80</td> <td>80</td> </tr> </tbody> </table>		DC	DR	NDR	Current capacity (TB)	21	7	4	Proposed(TB)	40	30	30	Scalable(TB)	80	80	80
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3	BAP_SAN_RFP_2018 Legal entity pg.21	1.3 Criteria for Evaluation -1.3.1 Pre-Qualification (PQ) / Eligibility Criteria :-The Bidder should be a Company registered under the Companies Act, 2013 since last 5 years.	Please refer amended clause below: The Bidder should be a Company registered under the Companies Act, 2013. Proof of registration may be submitted (ROC).																																

4	Annexure_A Page no. 2 Disk Support	The Storage System must support Flash/SSD drives, 600GB or higher 2.5" 15K RPM SAS disks & 900GB or higher 2.5" 10K RPM SAS disks, as well as 1TB or higher 7200 RPM NL-SAS/SATA disks.	Please refer amended clause below: The Storage System must support Flash/SSD drives & 900GB or higher 2.5" 10K RPM SAS disks, as well as 1TB or higher 7200 RPM NL-SAS/SATA disks."
5	Annexure_A Page no. 2 Others	Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single policy profile within the same storage array.	Please refer amended clause below: Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single/multiple policy profile within the same storage array.
6	Annexure_A Page no. 4 Disk Support	The Storage System must support Flash/SSD drives, 600GB or higher 2.5" 15K RPM SAS disks & 900GB or higher 2.5" 10K RPM SAS disks, as well as 1TB or higher 7200 RPM NL-SAS/SATA disks.	Please refer amended clause below: The Storage System must support Flash/SSD drives & 900GB or higher 2.5" 10K RPM SAS disks, as well as 1TB or higher 7200 RPM NL-SAS/SATA disks."
7	Annexure_A Page no. 4 Others	Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single policy profile within the same storage array.	Please refer amended clause below: Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single/multiple policy profile within the same storage array.
8	Annexure_A Page no. 6 Disk Support	The Storage System must support Flash/SSD drives, 600GB or higher 2.5" 15K RPM SAS disks & 900GB or higher 2.5" 10K RPM SAS disks, as well as 1TB or higher 7200 RPM NL-SAS/SATA disks.	Please refer amended clause below: The Storage System must support Flash/SSD drives & 900GB or higher 2.5" 10K RPM SAS disks, as well as 1TB or higher 7200 RPM NL-SAS/SATA disks."

9	Annexure_A Page no. 6 Others	Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single policy profile within the same storage array.	Please refer amended clause below: Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single/multiple policy profile within the same storage array.
10	BAP_SAN_RFP_2018 Page 2 fact sheet Schedule	Point no 12 -Ph: (040) 20204116 email: it@irdai.gov.in ("RFP No – IRDAI/IT/18-19/02" shall be present in subject line)	Please refer amended clause below: Point no 12 -Ph: (040) 20204116 email: it@irdai.gov.in ("RFP No – IRDAI/IT/18-19/10" shall be present in subject line)
11	BAP_SAN_RFP_2018 Page 2 fact sheet Schedule	Tender presentation date is 7th November	Please refer amended date below: Tender presentation date is 14th November 2018
12	BAP_SAN_RFP_2018 page no 6 1.1.5 Scope of the Work	24 *7 4 onsite support to be provided by the bidder	Please refer amended clause below: 24 *7 onsite support to be provided by the bidder
13	BAP_SAN_RFP_2018 page 10 1.1.5 Scope of the Work	Training for the IRDAI team on SAN Storage, Hardware and Operating System	Please refer amended clause below: Training should include all supplied hardware/software as part of this RFP.

14	1.7.1 Deliverables & Timelines Page - 33	The Bidder should deliver the hardware and Software within 30 calendar days from the date of purchase Order. The software should be delivered along with the delivery of hardware. The commissioning of the project as per the scope of work shall be completed within 30 calendar days from the date of delivery of the hardware.	Please refer amended clause below: The Bidder should deliver the hardware and Software within 8 weeks from the date of purchase Order. The software should be delivered along with the delivery of hardware. The commissioning timelines will be 45-60 calendar days. However this will be discussed with the successful bidder during the time of design workshop.
15	BAP_SAN_RFP_2018 1.1.5 Scope of the Work Page -5	Providing required SAN Storages, backup tools and other component software along with License(s) in the name of IRDAI	Please refer amended clause below: Providing required SAN Storages and other component software along with License(s) in the name of IRDAI. No new backup tools to be considered by bidder.
16	BAP_SAN_RFP_2018 1.1.5 Scope of the Work Page -6	The SAN Storages should be supplied with systems management software to provide update management, configuration management, patch management and virtualization management.	Please refer amended clause below: The SAN Storages should be supplied with systems management software to provide update management and configuration management.
17	BAP_SAN_RFP_2018 1.1.5 Scope of the Work Page -6	In case of any failure of Hard Disk or any other components during the warranty period the then Bidder shall replace such components within 4 hours.	Please refer amended clause below: "In case of any Business impact due to failure of any Hardware components in the proposed SAN Storage during the warranty period the Bidder shall replace such components within 6 hours"
18	BAP_SAN_RFP_2018 1.1.5 Scope of the Work Page -10	All the Items supplied should be repaired within 4 hours (Resolution time). In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired	Please refer amended clause below: "In case of any Business impact due to failure of any Hardware components in the proposed SAN Storage during the warranty period the Bidder shall replace such components within 6 hours"

19	Annexure A-DC, Point no - 22	Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single policy profile within the same storage array.	Please refer amended clause below: Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single/multiple policy profile within the same storage array.
20	Annexure A-DR, Point no -22	Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single policy profile within the same storage array.	Please refer amended clause below: Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single/multiple policy profile within the same storage array.
21	Annexure A-NDR, Point no- 22	Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single policy profile within the same storage array.	Please refer amended clause below: Storage Should support Encryption and De-duplication of Data. The storage should support data tiering between different storage tiers namely SSD, SAS, and NL-SAS/SATA in a single/multiple policy profile within the same storage array.
22	Page no-21, Sr. no-5, Local Service capability	The Bidder should have technical manpower with experience to provide service at Hyderabad and Chennai for support under this contract.	Please refer amended clause below: Service should be available with Bidder at both DC and DR locations after award of PO.
23	Annexure- A-DC	Storage Support- Proposed Storage solution must have min 7 years warranty and support. The proposed model should NOT be EOL (End of Life) within 1 Year from the date of delivery	Please refer amended clause below: "Proposed Storage solution must have min 7 years' warranty and support from OEM". The proposed model should NOT be EOL (End of Life) within 1 Year from the date of delivery. However, the pricing should be provided as asked in RFP (5 years + 2years).

24	Annexure- A-DR	<p>Storage Support- Proposed Storage solution must have min 7 years warranty and support. The proposed model should NOT be EOL (End of Life) within 1 Year from the date of delivery</p>	<p>Please refer amended clause below:</p> <p>"Proposed Storage solution must have min 7 years' warranty and support from OEM". The proposed model should NOT be EOL (End of Life) within 1 Year from the date of delivery. However, the pricing should be provided as asked in RFP (5 years + 2years).</p>
25	Annexure- A-NDR	<p>Storage Support- Proposed Storage solution must have min 7 years warranty and support. The proposed model should NOT be EOL (End of Life) within 1 Year from the date of delivery</p>	<p>Please refer amended clause below:</p> <p>"Proposed Storage solution must have min 7 years' warranty and support from OEM". The proposed model should NOT be EOL (End of Life) within 1 Year from the date of delivery. However, the pricing should be provided as asked in RFP (5 years + 2years).</p>
26	BAP_SAN_RFP_2018 Page 5 point no 5,6,7 under 1.1.5 scope of work	<ul style="list-style-type: none"> • Synchronous data replication to be ensured between DC and NDR and Asynchronous data replication between DC and DR post migration. • NDR storage to be available in case the DC storage fails. • The DR storage to take over if primary Site DC and NDR fail. 	<p>Please refer amended clauses below:</p> <ul style="list-style-type: none"> • Synchronous data replication to be ensured between DC and NDR and Asynchronous data replication between DC and DR. • The DR storage to take over if primary Site DC and NDR fail.

All other terms, conditions & specifications shall remain the same. The last date for submission of bid is remain same (30-Oct-2018 till 03:00 PM)

Sd|-

A.R.Nithiyantham

Chief General Manager (IT)