

EI-D/GA/1-19/2012

ERNET India

(An Autonomous Scientific Society under Department of Information technology, Gol)
Jeevan Prakash Building, 10th Floor,
25, K.G Marg,
New Delhi-110 001

Subject:- Purchase of Hardware & Software for Cloud Computing Project

With regard to the subject matter, please refer to the advertisement appeared in Times of India dated 27.09.2012 and tender document dated 1.10.2012 and communications dated 16.10.2012 & 06.11.2012 uploaded on ERNET Website. Subsequently, the queries of the bidders were deliberated in a pre-bid meeting held on 26.10.2012. The details of queries received & deliberated in the pre-bid meeting and ERNET response to the queries of the bidders along with revised Annexure (A) to Annexure(I) are attached herewith.

2. The bid submission date is extended to 14.12.2012 at 2.00P.M at ERNET Centre at Bangalore as already provided in the tender document 01.10.2012 Bids will be opened on the same day at 3.15PM. All the bidders are advised to be present to witness the bid opening process.

3. All the prospective bidders are requested to kindly submit their bids in conformity with the tender document dated 01.10.2012 and queries of the bidders and ERNET response attached herewith as per para 1 above.



(Dinesh Kumar Dixit)
Registrar & CPO
05.12.2012

To,
All the prospective bidders

Sl. No.	Annexure	Clause	Clause No.	Clarification/ Suggestion	ERNET's Response	Revision/Comments
Queries on General Conditions						
1	NA	Eligibility Criteria	34 Viii	<p><u>Criteria:</u> The bidder must enclose 2 copies of Purchase orders for supply of similar family and value of equipment's quoted by the bidders</p> <p><u>Suggested Change:</u> The bidder must enclose 2 copies of Purchase orders for supply of similar family and PO value of each order not less than 80 lakhs for the equipment's quoted by the bidders</p>	No Change	
2	NA	Eligibility Criteria	34 ix	<p><u>Criteria:</u> The turnover for last 3 years (2009-10, 2010-11, 2011-12) should be minimum of Rs.2.00 Cr. per year in respect of group 1</p> <p><u>Suggested Change:</u> The turnover for last 3 years (2009-10, 2010-11, 2011-12) should be minimum of min of Rs.30.00 Cr. per year in respect of group 1</p>	No Change	
3	NA	Warranty	33 i	<p><u>Criteria:</u> The onsite comprehensive warranty shall be for a min. period of 1 year</p> <p><u>Clarification:</u> Do we need to quote with 1 yr. warranty and 2 yr. AMC, the hardware usually comes with a warranty of 3 yr.</p>		The warranty clause has been modified. See Annexure (D) for revised warranty clause and Annexure-(E) through Annexure-(I) for <u>new price schedule format</u>
4	NA	Payment terms	22	<p><u>Criteria:</u> 90% payment shall be made by ERNET India after delivery and satisfactory completion of installation, commissioning, testing and acceptance of the equipment as well as receipt of pre-receipted bill. The balance 10% payment would be released after expiry of the warranty period. However, release of 100% payment may be considered subject to satisfactory completion of installation, Commissioning, testing and acceptance of the equipment and if the firm submits the performance Bank guarantee.</p> <p><u>Suggested Change:</u> - Kindly change it to 70% on delivery, 20% against successful installation and commissioning and 10% against PBG.</p>	No Change	
5	NA	Eligibility Criteria	4	<p><u>Criteria:</u> - The product offered should be a standard product available on the OEM website. Any customized solution offered exclusively against this tender will not be acceptable and will be rejected out rightly.</p> <p><u>Suggested Change:</u> - To encourage more and more bidders, we should like to request you to incorporate and allow customized solution offered by various bidders in the Indian market also. This will be ultimately beneficial to the authority by getting competitive and qualitative solution</p>	No Change	

Queries on Technical Specifications/BoM

1	Annexure I (A)	Servers	Is there any preference for brand, which servers are being used at present?	No Preference	The hardware that is being quoted should strictly meet the specifications. Anything higher will technically qualify the quoted hardware for further processing (Commercial Evaluation)
2	Annexure I (A)	Core of servers	Is there any weightage on servers quoted with processor having more than 8 cores	--	
3	Annexure I (A)	Servers	Any Virtualisation software for creating VM is required?	--	See Annexure B
4	Annexure I (A)	Storage	Are You Requiring pure NAS or Unified (NAS + SAN) storage, Any Preference for Brand and which is the existing brand being used?	Unified Storage	The revised specifications are attached in Annexure (A) and no preference for brand. However, the quoted hardware should strictly meet the specifications
5	Annexure IV (A)	Workstation and Laptop	Any preferred Brand/Make?	No	The quoted hardware should strictly meet the specifications
6	Annexure I (A)	Servers	Hard Disk Specification :- Hard disk-Minimum 2 X 1 TB SAS Storage Suggested Change :- Please Change 2 X 1 TB SAS to 2 X 1 TB NLSAS/SAS as 1 TB is not available	Accepted	Hard Disk :- Minimum 2 X 1 TB NLSAS/SAS Hot Swap HDD
7	Annexure I (A)	Servers	Hypervisor Support Specification :- Support for Hypervisors like Xen, Citrix Xenserver, Oracle VM, VMware ESX Server, Microsoft Hyper-V, IBM's POWER Hypervisor (PR/SM), KVM is must Suggested Change :- As IBM POWER VM is supported only on RISC platform hence cannot be supported on X86 so please remove the same, Oracle VM is proprietary not a industry standard offering hence not tested or certified on IBM servers. Please remove the same	Accepted	Hypervisor Support Mandatory :- VMware ESX, Xen, Citrix Xenserver, Microsoft Hyper-v, KVM Optional :- IBM Power Hypervisor (PR/SM), Oracle VM

8	Annexure I (A)	Servers	Optical Drive <u>Specification</u> :- Optical drive 16X or higher DVD ROM <u>Suggested Change</u> :- Please change it to 8X/16X or higher DVD ROM	No Change	The form factor is already mentioned as "Rack Mountable"
9	Annexure I (A)	Storage	Form Factor <u>Specification</u> :- Rack-Mountable <u>Suggested Change</u> :- Rack mountable	Not Applicable	
10	Annexure I (A)	Storage	Processor <u>Specification</u> :- Quad core or Higher <u>Suggested change</u> :- Dual core or higher. Different OEM have different sizing to deliver performance	No Change	
11	Annexure (A)	Storage	Memory <u>Specification</u> :- 8 GB or higher <u>Suggested Change</u> :- 8 GB or higher cache per controller	Accepted	See Annexure (A) for modified specification
12	Annexure I (A)	Storage	Storage <u>Specification</u> :- Minimum 8 X 2 TB with RAID 5 RAW capacity and up to 4 free additional slots for future expansion <u>Suggested Change</u> :- Minimum 8 X 2 TB with RAID 5 Raw Capacity and up to 4 free additional slots for future expansion (At least one automated Hot spare should be configured)	--	See Annexure (A) for modified specification
13	Annexure I (A)	Storage	Ethernet <u>Specification</u> :- Min. 4- Gigabit Ethernet (GbE) Ports <u>Suggested Change</u> :- Min 4-Gigabit Ethernet (GbE) ports and should have provision to support FC hosts also	Accepted	See Annexure (A) for modified specification
14	Annexure I (A)	Storage	Replication <u>Specification</u> :- NAS storage array should be able to replicate the data to a DR location (Synchronous and Asynchronous) <u>Suggested Change</u> :- Storage array should be able to replicate the data to a DR location (Synchronous and Asynchronous) .	--	See Annexure (A) for modified specification
15	Annexure I (A)	Storage	Protocol Support <u>Specification</u> :- Should have TCP/IP (both IPv4 and IPv6), FTP, CIFS, HTTP, NFS and iSCSI support <u>Suggested Change</u> :- Should support standard storage protocols	No Change	
16	Annexure I (A)	Storage	Networking Support <u>Specification</u> :- These should have the capability for VLAN, Link Aggregation, Ethernet trunking for higher availability and performance <u>Suggested Change</u> :- These functionalities are provided at Switch level	No Change	
17	Annexure I and Annexure III	Apple MacBook	Contradiction (i) Quantity for Bangalore & Chennai Centre for Apple MacBook in Annexure I is one each and total quantity is 2. (ii) Quantity for Bangalore, Chennai and Delhi Centre for Apple MacBook in Annexure III,	Accepted	As per Annexure III of the tender document 1 - Bangalore, 1 - Chennai and 2 -Delhi:

			total quantity is 4 Clarification There is contradiction in the quantity, as per the quantity given in page no 8 & page 18. Kindly clarify considering the price bid format in view		Total 4 are required. It is a typo error in Annexure I of the original tender document. See Annexure C for rectified BoM
18	Annexure IV (A)	Workstations and Laptops			The workstations and laptops should be supplied with pre-loaded genuine "windows 8 pro" operating system
19	Annexure V	Software's	<u>Suggestion:</u> Microsoft launched new version of Windows Server family -2012 w.e.f 01 st Sept 2012 and in the new version-2012 (earlier version was 2008R2), Enterprise Edition is no longer available. Windows Server 2012 Data center Edition has an inbuilt Hypervisor based on open standards and provides out of the box interoperability to run any x86 based OS. To manage windows virtual machines, System Center Client Management licenses would be required.	Accepted as per project requirement	As per the project requirement, standard version would suffice. (See Annexure B for revised BoM)
20	Annexure V	Software's	<u>New Line Item :-</u> <u>Suggestion:</u> It is recommended to use System Center 2012 Suit to manage the Cloud infra. It provides ability to consume cloud on your terms, providing you the choice and flexibility of a hybrid cloud model through common management, virtualization, identity and developer tools. System Center can manage both ESX and ZEN hypervisor providing single pane of glass.	Accepted partially as per requirement	As per the requirement, standard version would suffice. (See Annexure B for revised BoM)
21	Annexure V	Software's	<u>New Line Item :-</u> <u>Suggestion:</u> Windows Server 2012 CALS (ERNET Bangalore -50, ERNET Chennai- 50)	Accepted as per requirement	See Annexure B for revised BoM

Annexure (A)

The NAS in Annexure – I, Annexure-I (A) and all other places of the tender document should be read as **Unified Storage**. The technical specifications of the same have been modified as per the pre-bid queries raised and after due consideration.

S.No.	Feature	Specifications	Compliance(Yes/No)
1	Form Factor	Rack-Mountable	
2	Processor	Quad Core processor or higher	
3	Memory	8 GB or higher cache per controller	
4	Storage controller	The system must have dual storage controllers. It should have Active-Active mode with Automatic fail over to each other in case of failure	
5	Storage	Minimum 8 X 2 TB NLSAS/SAS with RAID 5 Raw Capacity and up to 4 free additional slots for future expansion with at least one automated Hot spare should be configured	
6	RAID	Integrated dual RAID controller with RAID level 0,1,5,10	
7	Host Interface	Min. 4 Gigabit Ethernet (GbE) ports per controller and provision to support FC hosts for future requirement	
8	Replication	Storage array should be able to replicate the data to a DR location Synchronous and Asynchronous (with required software license, if any).	
9	Protocol Support	Should have TCP/IP(both IPv4 and IPv6), FTP, CIFS, HTTP, NFS and iSCSI support	
10	Software	Linux/Unix based operating system and file management software, must have inbuilt software to manage remotely over network	
11	Redundancy	Should be configured with redundant power supply and cooling	
12	Networking Support	These should have the capability for VLAN, Link aggregation, Ethernet trunking for higher availability and performance	

Annexure B**Bill of Material (BoM) for Software's to be Supplied and installed at ERNET India, Bangalore and Chennai**

Package	No. of Licenses	
	Bangalore	Chennai
Software Assurance	5	5
MSDN Visual Studio Premium (2 years Subscription)	1	1
Microsoft Office Standard (Latest version)	18	18
Windows server 2012 R2 Standard Edition (2 Processors)	2	2
Microsoft VDA (Virtual Desktop Access) with 2 years Subscription	20	20
System Center 2012 Center Standard Edition (2 Processor)	2	2
System Center Configuration 2012 Client Management Licenses	5	5
Windows Server 2012 CALS	20	20
VMware View – Premier Edition (Latest version)	10	10
Citrix XenDesktop – Platinum Edition (Latest version)	10	10
Corel Draw Graphics Suite	2	2
Adobe Acrobat X Professional (Latest version)	4	4

- No Software is required for Kendriya Vidyalaya Schools at Delhi, Bangalore and Chennai

Annexure C**Bill of Material (BoM) to be supplied and installed at ERNET Bangalore**

Item	Quantity
Servers	6
Unified Storage	1
Manageable L2 Ethernet Switch	2
42U Rack	1
KVM over IP Switch	1

Bill of Material (BoM) to be supplied and installed at ERNET Chennai

Item	Quantity
Servers	6
Unified Storage	1
Manageable L2 Ethernet Switch	2
42U Rack	1
KVM over IP Switch	1

Bill of Material to be supplied and installed at Kendriya Vidyalaya Schools

Item	Quantity		
	Delhi	Bangalore	Chennai
Unmanaged Ethernet Switch	6	6	6

Annexure-D**33. WARRANTY**

- I. Warranty shall include on-site free maintenance of the whole equipment supplied including free replacement of parts. The defect, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours
- II. The on-site service (warranty +AMC) is required for 3 years from the date of acceptance of the equipment by ERNET India. If the hardware comes with 3 year warranty, then no AMC is required. If the hardware comes with 2 year warranty, then the bidders are required to quote for AMC for a period of one year. Similarly, if the hardware comes with 1 year warranty, the bidders are required to quote for AMC for a period of 2 years. However, AMC order will be placed/renewed on year to year basis subject to requirement of ERNET India and/or satisfactory services of the Bidder. The cost of AMC would also be taken into account for deciding L-1 bidder
- III. The bidder shall assure to supply the spare parts after warranty is over for maintenance of the equipment supplied if and when required from the date of supply of equipment on payment on approved price list basis
- IV. During on-site comprehensive warranty and on –site comprehensive AMC period, if the maximum time to repair the system exceeds the above mentioned duration [Para 33 (I)], vendor would pay the penalty of Rs. 200/- (Rupees two hundred) per day or part of the day of delay.

Annexure-E

PRICE SCHEDULE FOR THE SUPPLY OF EQUIPMENTS DETAILED IN ANNEXURE-(I)

To,
 ERNET India
 Regional Office,
 No 397, 13th Cross,
 Poonam chambers,
 Sadashivanagar,
 Bangalore - 560080

Tender No. _____ Date of Opening

We _____ hereby certify that we are established firm of manufactures/authorized agents of M/s. _____ With _____ factories _____ at _____ which are fitted with modern equipment and where the production methods, quality control and testing of all materials and parts manufactured or used by us are open to inspection by the representative of ERNET India. We hereby offer to supply the following items at the prices and within the period indicated below:

S. No	Description	Unit Price (A)	Excise Duty (B)	WC T (C)	Sales Tax (D)	Total Unit Price (E= A+B+C+D)	Warranty period (in Years)	AMC Cost per unit per year (beyond warranty period)	Total AMC cost (inclusive of service tax) for one year OR two years, as the case may be	Total Cost of equipments with AMC (warranty + AMC if applicable) (Col.7 + Col.10)
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
i	Servers									
ii	Unified Storage									
iii	42U Rack									
iv	Manageable L2 switch									
v	Unmanaged Switch									
vi	KVM-over-IP-Switch									

Kindly ensure that the total cost in col. 11 should be the total cost of equipment and a commitment of service for a total period of three years.

1. It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of goods required and our offer is to supply goods strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
2. We hereby offer to supply the goods detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 180 days from the date of opening of bid.

Dated:/...../2012

 (Signature and seal of Manufacturer/Bidder)

Annexure-F**PRICE SCHEDULE FOR THE SUPPLY OF EQUIPMENTS DETAILED IN ANNEXURE – II**

To,

ERNET India
Regional Office,
No 397, 13th Cross,
Poonam chambers,
Sadashivanagar,
Bangalore - 560080

Tender No. _____ Date of Opening

We _____ hereby certify that we are established firm of manufactures/authorized agents of M/s. _____
With _____ factories at _____

_____ which are fitted with modern equipment and where the production methods, quality control and testing of all materials and parts manufactured or used by us are open to inspection by the representative of ERNET India. We hereby offer to supply the following items at the prices and within the period indicated below:

S. No	Description	Unit Price (A)	Excise Duty (B)	WCT (C)	Sales Tax (D)	Total Unit Price (E= A+B+C+D)	Warranty period per unit (in Years)	AMC Cost per unit (beyond warranty period)	Total AMC cost (inclusive of service tax) for one year OR two years, as the case may be	Total Cost of equipment's with AMC (warranty + AMC if applicable) (Col.7 + Col.10)
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
i	Interactive Projector									
ii	Projector									
iii	Document Camera									
iv	Wireless Teaching Slate/Tab									

- Kindly ensure that the total cost in col. 11 should be the total cost of equipment's and a commitment of service for a total period of three years.

- It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of goods required and our offer is to supply goods strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
- We hereby offer to supply the goods detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 180 days from the date of opening of bid.

Dated:/...../2012

(Signature and seal of Manufacturer/Bidder)

Annexure-G

PRICE SCHEDULE FOR THE SUPPLY OF EQUIPMENTS DETAILED IN ANNEXURE- III

To,

ERNET India
Regional Office,
No 397, 13th Cross,
Poonam chambers,
Sadashivanagar,
Bangalore - 560080

Tender No. _____ Date of Opening

We _____ hereby certify that we are established firm of manufactures/authorized agents of M/s. _____ With _____ factories at _____ which are fitted with modern equipment and where the production methods, quality control and testing of all materials and parts manufactured or used by us are open to inspection by the representative of ERNET India. We hereby offer to supply the following items at the prices and within the period indicated below:

S. No	Description	Unit Price (A)	Excise Duty (B)	WCT (C)	Sales Tax (D)	Total Unit Price (E= A+B+C+D)	Warranty period per unit (in Years)	AMC Cost per unit (beyond warranty period)	Total AMC cost (inclusive of service tax) for one year OR two years, as the case may be	Total Cost of equipment's with AMC (warranty + AMC if applicable) (Col.7 + Col.10)
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
i	Apple MacBook Air									

- **Kindly ensure that the total cost in col. 11 should be the total cost of equipment's and a commitment of service for a total period of three years.**
- 1. It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of goods required and our offer is to supply goods strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
- 2. We hereby offer to supply the goods detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 180 days from the date of opening of bid.

(Signature and seal of Manufacturer/Bidder)

Dated:/...../2012

Annexure-H**PRICE SCHEDULE FOR THE SUPPLY OF EQUIPMENTS DETAILED IN ANNEXURE-IV**

To,

ERNET India
Regional Office,
No 397, 13th Cross,
Poonam chambers,
Sadashivanagar,
Bangalore - 560080

Tender No. _____ Date of Opening

We _____ hereby certify that we are established firm of manufactures/authorized agents of M/s. _____ With _____ factories at _____ which are fitted with modern equipment and where the production methods, quality control and testing of all materials and parts manufactured or used by us are open to inspection by the representative of ERNET India. We hereby offer to supply the following items at the prices and within the period indicated below:

S. No	Description	Unit Price (A)	Excise Duty (B)	WCT (C)	Sales Tax (D)	Total Unit Price (E= A+B+C+D)	Warranty period per unit (in Years)	AMC Cost per unit (beyond warranty period)	Total AMC cost (inclusive of service tax) for one year OR two years, as the case may be	Total Cost of equipments with AMC (warranty + AMC if applicable) (Col.7 + Col.10)
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
i	Workstations									
ii	Laptops									
iii	Thin Clients(Windows)									
iv	Thin Clients (Linux)									

- Kindly ensure that the total cost in col. 11 should be the total cost of equipment's and a commitment of service for a total period of three years.

1. It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of goods required and our offer is to supply goods strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
2. We hereby offer to supply the goods detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 180 days from the date of opening of bid.

(Signature and seal of Manufacturer/Bidder)

Dated:/...../2012

Annexure-I**PRICE SCHEDULE FOR THE SUPPLY OF EQUIPMENTS DETAILED IN ANNEXURE- V**

To,

ERNET India
Regional Office,
No 397, 13th Cross,
Poonam chambers,
Sadashivanagar,
Bangalore - 560080

Tender No. _____ Date of Opening

We _____ hereby certify that we are established firm of manufactures/authorized agents of M/s. _____ With factories at _____ which are fitted with modern equipment and where the production methods, quality control and testing of all materials and parts manufactured or used by us are open to inspection by the representative of ERNET India. We hereby offer to supply the following items at the prices and within the period indicated below:

S.No.	Description	Unit price (A)	Excise Duty (B)	WCT (C)	Sales Tax (D)	Total Unit Price (A+B+C+D)
1.	2.	3.	4.	5.	6.	7.
(i)	Software Assurance					
(ii)	MSDN Visual Studio Premium (2 years Subscription)					
(iii)	Microsoft Office Standard (Latest version)					
(iv)	Windows Server 2012 R2 Standard Edition (2 processors)					
(v)	Microsoft VDA (Virtual Desktop Access) with 2 years subscription					
(vi)	System Center 2012 Standard Edition (2 Processor)					
(vii)	System Center Configuration 2012 Client Management Licenses					
(viii)	Windows Server 2012 CALS					
(ix)	VMware View – Premium Edition Bundle (Latest Version)					

(x)	Citrix XenDesktop Platinum Edition (Latest version)					
(xi)	Corel Draw Graphics Suite					
(xii)	Adobe Acrobat X Professional (Latest Version)					

1. It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of goods required and our offer is to supply goods strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
2. We hereby offer to supply the goods detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 180 days from the date of opening of bid.

(Signature and seal of Manufacturer/Bidder)

Dated:/...../2012