

Reply to RFP Queries

Hardware & Network Infrastructure for G2P Application

S. No	Query	EOBI Reply
1	<p><i>Reference: Pg – 23 “Annexure – C”</i></p> <p>What is the required quantity of processors in each server?</p>	Two processors in each dual processor & quad processor server.
2	<p><i>Reference: Pg – 24 “Annexure – C”</i></p> <p>The Architecture of SAN is mentioned is 10 Gb iSCSI whereas in the connectivity column it is mentioned that the SAN must support FC, iSCSI and FCOE connectivity . Please explain</p>	SAN with unified architecture that supports FC, iSCSI, FCoE connectivity. However only 10G iSCSI will be used at the moment.
3	<p><i>Reference: Pg – 10 “Bid Bond & Performance”</i></p> <p>The period of Performance bond is 3 years and the value of performance is 10% of the total cost. It is requested that value of the performance may please be changed from 10% of total cost to 5 % of total cost.</p>	The performance bond value will remain 10% for the period of 3 years.
4	<p><i>Reference: Pg – 23 “Annexure – C”</i></p> <p>The processors series mentioned in dual processors series and in quad processors seems to be interchanged as in dual processors server the request processors series is not supported. Kindly correct</p>	<p>The section 1 Server Dual Processor, table row ii on page 23 should be read as</p> <p>“Processor: 2 x Intel Xeon E5 2680”</p> <p>The section 2 Server Quad Processor, table row ii on page 23 should be read as</p> <p>“Processor: 2 x Intel Xeon E7 8450”</p>
5	<p><i>Reference: Pg – 24 “Annexure – C”</i></p> <p>What would be the required Replication Mechanism between the two SANs (Production and DR site)?</p>	Hardware based SAN to SAN replication.

6	<p><i>Reference: Pg – 24 “Annexure – C” Section 3 SAN (Storage)</i></p> <p>What is the available bandwidth between the sites (Production and DR site)?</p>	The current available bandwidth between sites is 2 Mbps CIR.
7	<p><i>Reference: Pg – 23 “Annexure – C”</i></p> <p>In Server Quad Processors specifications it is mentioned that EOBI require 8 slots for 2.5” hard drives. Since the server will be on Boot from SAN and no internal hard drive will be used, hence please reduce the number of hard drive bays up to 4</p>	The number of 4 hard drive bays is also accepted.
8	<p><i>Reference:</i></p> <p>The request for the extension of the last date for the submission of the bidding documents.</p>	Due to less written requests submission date is not extended.
9	<p><i>Reference: Pg – 25 “Annexure – C”</i></p> <p>Where will be Backup Solution placed/installed at Head office or DR site?</p>	The backup solution will be installed at head office.
10	<p><i>Reference: Pg – 25 “Annexure – C”</i></p> <p>In the specification of backup solution it is mentioned that EOBI require “Integrated Server Management Controller with 8GB SD card ”, kindly change it to “Integrated Server Management Controller”</p>	Integrated Server Management controller is also accepted.
11	<p><i>Reference: Pg – 23, 24 “Annexure – C” Section 3 SAN (Storage)</i></p> <p>The warranty period mentioned for servers is 3 years while the warranty period mentioned for the SAN is 5 year. Please elaborate</p>	The warranty periods shall remain the same.
12	<p><i>Reference: Pg – 23, 24 “Annexure – C”</i></p> <p>Please provide the SLA details, which support model is required 24x7, 9x5 or NBD.</p>	Our current Data Center Services timings are from 8 am to 7 pm working days. Kindly quote accordingly keeping in view the objective.

13	<p><i>Reference: Pg – 5 “Scope of Work”</i></p> <p>Para 3.a.III need to rephrased as the statement “providing users an easy-to-use portal to select, deploy and manage server and desktop” described that EOBI need cloud solution.</p>	<p>The para 3.a.III on page 5 under section “scope of work” should be read as:</p> <p>“An automated service delivery and management platform, providing an easy-to-use portal to select, deploy and manage server resources, allowing IT administrators to automate many of the day-to-day tasks associated with service delivery, yet retain control while they focus on other strategic initiatives ”</p>
14	<p><i>Reference: Pg – 5 “Scope of Work”</i></p> <p>The resident engineer is required for one year or 3 years as support period is mentioned as three years.</p>	<p>The support period is of 3 years and the resident engineer is required for one year during the support period.</p>
15	<p><i>Reference: Pg – 6 “Scope of Work”</i></p> <p>In Para # 3.a.XVI it is stated that solution should manage server and switches of major switch vendors. It is difficult to fully manage the switches however with use of SNMP switches can be some how managed. Please explain</p>	<p>The para 3.a.XVI on page 6 under section “scope of work” should be read as:</p> <p>“It should have capability to manage SNMP enabled devices.”</p>
16	<p><i>Reference: Pg – 24 “Annexure – C”</i></p> <p>In SAN (Storage) host connectivity should be clearly mentioned as 10Gb and FC both are mentioned. Please clearly mention which connectivity will be used</p>	<p>The host connectivity will be 10 GB iSCSI, however for future scalability SAN should support FC, FCoE.</p>
17	<p><i>Reference: Pg – 24 “Annexure – C”</i></p> <p>In SAN (Storage) specification it is written that SAN to SAN Replication is required. There is no HP solution that can replication a Dell Storage to an HP Storage. However there are software replication and business continuity software available which serve the same purpose and are based on open standard and support heterogeneous Storages.</p>	<p>Kindly refer to the response of query no 5, however in pre-bid meeting the matter was discussed that solutions are available that provide heterogeneous SAN to SAN replication.</p>

18	<p><i>Reference: Pg – 24 “Annexure – C”</i></p> <p>Storage Warranty is mentioned 5-years (Hardware + Software). Please confirm if it is 5 years or 3 years, as for server you requested for 3 years warranty.</p>	Kindly refer to the response of query no 11.
19	<p><i>Reference: Pg – 25 “Annexure – C”</i></p> <p>For Backup Solution please confirm number of CPUs installed in backup device. Also the RAID Controller card should be generic not specific to any brand.</p>	The standard configuration, i.e two processors. Yes, the RAID controller should be standard.
20	<p><i>Reference: Pg – 25 “Annexure – C”</i></p> <p>Do you need to have the capacity wise license in backup software for backup device (D to D). Please state the capacity for which you intend to purchase the license for backup.</p>	Host base licenses as mentioned in the RFP.
21	<p><i>Reference: Pg – 25 “Annexure – C”</i></p> <p>In Backup Software specification, we need to have the number of database instances to configure the right licenses for your environment. Please clearly mentioned how many database servers (Oracle, SQL, DB2, Exchange, etc.) are being used.</p>	Kindly refer to the response of query no 20.
22	<p><i>Reference: Pg – 27 “Annexure – C”</i></p> <p>Please clearly state the number of licenses for VMWARE.</p>	ESXi 5.1 for 8 processors
23	<p>We would need to understand the existing environment to propose the cost effective solution. Please send us the architecture diagram and the intended expansion in the system (DR, Cluster, replication etc.).</p>	As discussed in the pre-bid meeting you are always welcome to visit our office for more understandings. The same is mentioned in the RFP.
24	<p><i>Reference: Pg – 10 “Bid Bond & Performance”</i></p> <p>Please reduce to 5% performance guarantee instead of 10%. Also confirm if you accept insurance guarantee?</p>	Kindly refer to the response of query no 3. Bank guarantee is accepted only.

25	<p><i>Reference: Pg – 23 “Annexure - C”</i></p> <p>Form Factor is mentioned Rack mounted Server, in dual processor Server category 1U, 2U and 4U Rack servers are available, kindly confirm your required server Unit height (1U,2U)</p>	There is no specific limitation.
26	<p><i>Reference: Pg – 23 “Annexure - C”</i></p> <p>Total No. of installed Processors are not mentioned; kindly confirm the required quantity of installed processor</p>	Kindly refer to the response of query no 1.
27	<p><i>Reference: Pg – 23 “Annexure - C”</i></p> <p>Processor series and number are mentioned E7-8867, which is not compatible with dual processor servers (mentioned processor are utilized with Quad Processors Servers) as currently Intel E5-2600 series processors are available. Kindly confirm your required correct Intel processor series and number.</p>	<p>Kindly refer to the response of query no 4. The section 1 Server Dual Processor, table row ii on page 23 should be read as</p> <p>“Processor: 2 x Intel Xeon E5 2680”</p> <p>The section 2 Server Quad Processor, table row ii on page 23 should be read as</p> <p>“Processor: 2 x Intel Xeon E7 8450”</p>
28	<p><i>Reference: Pg – 23 “Annexure - C”</i></p> <p>Integrated RAID 5/6 Controller is mentioned (Where as Boot from SAN is also required so what will be the utilization of Integrated RAID 5/6 Controller.</p>	The section 1 Server Dual Processor, table row iii & section 2 Server Quad Processor, table row iii on page 23 which mentioned “RAID Controllers: Integrated RAID 5,6 Controller” be excluded.
29	<p><i>Reference: Pg – 23 “Annexure - C”</i></p> <p>Embedded NIC –Intel Ethernet x540 10G DP + I350 1 GB Network daughter Card is mentioned (This brand is specific requirement as 10G NIC cards are terminated with 10G Ethernet switch ports)</p>	<p>The section 2 Server Quad Processor, table row vi on page 23 should be read as</p> <p>“NIC : 2 x 10 Gb BT NIC”</p>
30	<p><i>Reference: Pg – 24 “Annexure – C”</i></p> <p>Architecture - It should be Unified Architecture.</p>	Kindly refer to the response of query no 2.
31	<p><i>Reference: Pg – 24 “Annexure – C”</i></p> <p>Replication to Dell SC40 is Brand specific, so allow and consider other Server based</p>	Kindly refer to the response of query no 5 & 17.

	Replication solution.	
32	<i>Reference: Pg – 24 “Annexure – C”</i> Snapshots -- Unlimited redirect without occupying additional disk space is only supported by NetAPP and IBM so it is vendor specific technology. Kindly consider to exclude.	Kindly see section 3 SAN (Storage), table row xv on page 24, it is mentioned as “Preferably”
33	<i>Reference: Pg – 24 “Annexure – C”</i> Storage Virtualization – Must provide block level Virtualization of all drive(it is vendor specific technology so kindly remove it).	Section 3 SAN (Storage), table row x on page 24, should be read as “Storage Virtualization: The SAN must provide storage virtualization”
34	<i>Reference: Pg – 25 “Annexure – C”</i> Do you need redundant power Supply for the 10Gig Ethernet switch?	Yes, the 10 GigE switches are required with redundant power supply.
35	<i>Reference: Pg – 25 “Annexure – C”</i> Total No. of required Processor is not mentioned (Kindly confirm the quantity required by you)	Kindly refer to the response of query no 19.
36	<i>Reference: Pg – 25 “Annexure – C”</i> Can we quote other type of Quad port NIC.	Yes, standard quad port NIC can be quoted.
37	<i>Reference:</i> Warranty - What kind of response is required for Exchange Service	Kindly refer to the response of query no 12.
38	<i>Reference: Pg – 27 “Annexure – C”</i> Total number of ESXi 5.1 Host license required?	Kindly refer to the response of query no 22.
39	<i>Reference: Pg – 10 “Bid Bond & Performance”</i> Point E- Bid Bond (EM) mentioned is 10 Percent where as Point –F mentioning that the validity of bind bond shall be 3 years (Kindly reduce the percentage of Bid Bond)	Kindly refer to the response of query no 3.

40	<p><i>Reference: Pg – 13 “Prices”</i></p> <p>Point No. 16 – Prices: Quoted Price mentioned is in Pak Rupees where as Point No. 17 –Validity of Price/ Bid mentioned is 180 Days. (As items will import and in current circumstances dollar rate raise continuously against Pak Rupees , so it is suggested to allow the required prices in US dollar or EOBI will bear the additional cost due to changes in Dollar rate accordingly)</p>	<p>Prices should be quoted in Pak Rupees. However Dollar prices and conversion rate may be mentioned. The evaluation will be done on Pak Rupees.</p>
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