

| Response to Pre-Bid Queries | | | | | Date:11.Nov.2022 | | |
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| RFP Reference Number IT-03/2022-23 | | | | | | | |
| Sl.No. | Section No | Clause / Annexure No. | Page No. | Pt. No. | RFP Text | Query | StockHolding Response to query |
| 1 | 2 | 2.1 | 11 | - | The bidder will have to upload the duly signed and scanned RFP submission with relevant document(s) along with eligibility, technical and commercial bids. All Annexure Forms will have to be filled and submitted online. The Eligibility, Technical Bid along with Commercial Bids with relative documents must be submitted online. | We understand that Digitaly signed documents are acceptable to Stock Holding, Please Confirm. | Clarification : Yes. Digitaly signed documents are acceptable to StockHolding |
| 2 | 3.2 | 3.2.1 | 14 | 1 | All flash Hyper-Converged infrastructure with 3 years warranty + 4th and 5th year AMC (All flash nodes each for DC site) as per specifications. | Change - Infrastructure comprising of Flash with conventional SAS Disks addressing the Performance and Scalability requirements with 3 years warranty + 4th and 5th year AMC as per specifications/ requirements stated. | Clarification : No Change in RFP Clause |
| 3 | 3 | 3.1 | 14 | - | System Integrator for Delivery, Implementation & Management of Private Cloud Setup which includes requirement gathering, delivery, implementation, configuration, integration with existing Infrastructure, training, roll out, post go live maintenance support for 5 years. | 1. What is the scope of Integration? 2. What are existing infra structure, which need to be integrated. 3. When DR requirement would the existing infra has to be combined here and DR Orchestration and Automation | Clarification : 1) and 2) Only Existing Storage Integration is part of Scope. 3) No Change in the RFP Clause |
| 4 | 3.2 | 3.2.1 | 14 | 1 | All flash Hyper-Converged infrastructure with 3 years warranty + 4th and 5th year AMC (All flash nodes each for DC site) as per specifications. | Hyper- Converged is OEM Specific | Clarification : No Change in RFP Clause |
| 5 | 3.2 | 3.2.1 | 14 | - | Delivery, Implementation & Management of Private Cloud Setup which includes requirement gathering, delivery, implementation, configuration, integration with existing Infrastructure, training, roll out, post go live maintenance support for 5 years. | Details of existing application to be migrated to private cloud. And request you to Provide Architecture diagrams of Existing environment and To Be environments. | Clarification : 1) Application migration is not a part of the scope in this RFP. 2) Details of the Architechture will be shared with the winning bidder. |
| 6 | 3 | 3.1 | 14 | - | This Request for Proposal (hereinafter referred to as "RFP") document encompassing Annexure, and subsequent Addendum and/or Corrigendum, has been issued solely to enable StockHolding for selection of System Integrator for Delivery, Implementation & Management of Private Cloud Setup which includes requirement gathering, delivery, implementation, configuration, integration with existing Infrastructure, training, roll out, post go live maintenance support for 5 years. | Kindly share the details of exisiting infrastructure / Application / VMs to be integrated/migrated with the new solution | Clarification : Details will be shared with the winning bidder / SI. |
| 7 | 3 | 3.1 | 14 | - | This Request for Proposal (hereinafter referred to as "RFP") document encompassing Annexure, and subsequent Addendum and/or Corrigendum, has been issued solely to enable StockHolding for selection of System Integrator for Delivery, Implementation & Management of Private Cloud Setup which includes requirement gathering, delivery, implementation, configuration, integration with existing Infrastructure, training, roll out, post go live maintenance support for 5 years. | Kindly share the details of training required, topic, duration, number of participants, online or offline, SI or OEM etc | Clarification : Operational and functional traing of the deployed solution to be provided by the Winning Bidder / SI in offline mode at production site. Point updated and included in Corrigendum # CR - 1 |
| 8 | 3.2 | 3.2.2 | 15 | - | Scope of work - The broad project scope includes having a single point contact for Supply, Implementation, Migration & Management of the Private Cloud to accumulate the applications of StockHolding | 1. Need VM configuration to calculate OS license 2. Need List of databases – and product. 3. Backup policy and Retention policy 4. Will customer carry out monthly backup tape from DC? please provide more information on our scope in this 5. Expectation of RPO RTO in Hrs. 6. Details of application which is planned for migration on new platform. | Clarification : 1) OS Licenses for the management VM's only to be taken care by the bidder. 2) Details will be provided to the winning bidder / SI 3) Details will be provided to the winning bidder / SI 4) Please refer RFP for scope of onsite resources 5) Please refer Corrigendum # CR - 2 6) Application migration is not a part of the scope in this RFP. |

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| 9 | 3.2 | 3.2.2 | 16 | d | The Bidder will be single point of contact and responsible for AMC, ATS, guarantees & warranties for all, components, hardware, software, etc. The products and solutions proposed by the Bidder by way of this RFP should come with warranty of 3 Years for Hardware and 3 Year for Software. Thereafter, the Bidder should provide AMC/ATS for these products and solutions | We assume ATS = Advance Technical support correct If this otherwise. | Clarification : Yes. ATS = Advanced Technical Support |
| 10 | 3.2 | 3.2.2 | 16 | e | Hardware Warranty starts post acceptance of the hardware installation, commissioning and go-live sign off of the private cloud setup. The period of warranty is three years. The AMC hardware shall begin post completion of warranty. | OEM warranty starts from the date of delivery. Hence for uniform bidding we request to change it to 42 months from the date of delivery. | Clarification : No Change in RFP Clause |
| 11 | 3.2 | 3.2.2 | 16 | f | Warranties pertaining to Software / Applications starts post go-live of the proposed software/tools in production. The period of warranty is three years. ATS for Software/ Application shall begin post Completion of Warranty | We will support only OS and DB not any application support, also share OS and DB list for DC and DR. This also help use to check Advance technical support (ATS) | Clarification : No Change in RFP Clause |
| 12 | 3.2 | 3.2.2 | 16 | f | Warranties pertaining to Software / Applications starts post go-live of the proposed software/tools in production. The period of warranty is three years. ATS for Software/ Application shall begin post Completion of Warranty. | OEM warranty starts from the date of delivery. Hence for uniform bidding we request to change it to 42 months from the date of delivery. | Clarification : No Change in RFP Clause |
| 13 | 3.2 | 3.2.2 | 16 | i | Bidder to ensure adherence to StockHolding existing version maintenance policy. | Kindly share StockHolding existing version maintenance policy. | Clarification : Details will be shared with winning bidder |
| 14 | 3.2 | 3.2.2 | 16 | k | Installation, re-installation, OS hardening, Access management, troubleshooting, Facilities management & maintenance of the Operating System but not limited to (Linux/Windows) & deployed management applications/solutions, servers, in such a case bidder will be responsible for end-to-end Vendor/OEM management for call logging, co-ordination, escalation and resolution. | Any tool is available for call logging or the vendor has to deploy a tool? | Clarification : StockHolding will provide call logging platform |
| 15 | 3.2 | 3.2.3 | 17 | 9 | The solution should be able to seamlessly integrate with all industry standard cyber security devices and solutions. | Query - Can you please specify specific devices and solutions - this will help us confirm | Clarification : Details will be shared with the winning bidder / SI |
| 16 | 3.2 | 3.2.3 | 17 | 10 | 10. The Bidder will be responsible for adequately sizing the necessary compute, memory, and storage etc., building the redundancy into the architecture to meet the service level requirements mentioned | What does the mean of Adequately sizing of the memory, what is the application requirement here? In the document "8.16.11 Rack Server Specifications", you referred servers you 3) Memory At least 16 GB DDR4 per Core While we can provide 16GB to start with and meet the RFP ask , if the application needs more then 16GB would a change request to considered addressing this need. | Clarification : No Change in RFP Clause. Bidder / SI to respond as per RFP Clause |
| 17 | 3.2 | 3.2.3 | 17 | 13 | RPO-15 Min and RTO 1 Hour | | Clarification : Point updated and included in Corrigendum # CR - 2 |
| 18 | 3.2 | 3.2.2 | 17 | 13 | The solution should be architected to run from DC site and DR site independently. In the event of a DC or DR failure, there should be provision to shift workload to the other site with all control and management mechanism available at the respective site (RPO-15 Min and RTO 1 Hour). Response time and resolution time to be referred from (Section 7) from the SLA section of the RFP. | 1. We need to total DB size in GB 2. Expected Data growth in 15 min 3. To design bandwidth between DC and DR 4. How many users will connect when DR is activated? 5. And how they will connect VPN or any | Clarification : Details will be shared with the winning bidder / SI RPO / RTO details included in Corrigendum # CR - 2 |
| 19 | 3.2 | 3.2.3 | 17 | 8 | The solution should be able to seamlessly integrate with the StockHolding's existing infrastructure. | Please specify scope clearly what is included in integration. | Clarification : Integration details will be shared with the winning bidder (Please refer Page 17, Section 3.2.3 for all the details) |
| 20 | 3.2 | 3.2.4 | 18 | 5 | The proposed solution should be capable of integration with all leading SAN and storage devices using leading industry standard FC connectivity. | Change - The proposed solution should be capable of integration with all leading SAN/ NAS and storage devices using leading industry standard FC/ iSCSI/ Ethernet connectivity. | Clarification : No Change in RFP Clause |
| 21 | 3.2 | 3.2.4 | 18 | 5 | The proposed solution should be capable of integration with all leading SAN and storage devices using leading industry standard FC connectivity. | OEM Specific requirement, Its keep open to to iSCSI SAN Option. | Clarification : No Change in RFP Clause |

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| 22 | 3.2 | 3.2.4 | 18 | 5 | The proposed solution should be capable of integration with all leading SAN and storage devices using leading industry standard FC connectivity. | Do you want to integrate with any existing Storage? | Clarification : No Change in RFP Clause. Yes, capability to integrate with existing Storage is required |
| 23 | 3.2 | 3.2.3 | 18 | 14 | The cloud solution should have provision for automated VM & resource provisioning, patch management, capacity planning , proactive monitoring, automated DR movements, detailed reporting etc. as functionalities. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : No Change in RFP Clause |
| 24 | 3.2 | 3.2.3 | 18 | 14 | The cloud solution should have provision for automated VM & resource provisioning, patch management, capacity planning , proactive monitoring, automated DR movements, detailed reporting etc. as functionalities. | OEM Specific | Clarification : No Change in RFP Clause |
| 25 | 3.2 | 3.2.3 | 18 | 15 | 42u rack with redundant intelligent PDUs for initial capacity. In case of later enhancement of capacity in the same rack 2.5x power sockets to be provisioned from day 1. | Change - 42u rack with redundant intelligent PDUs such that it is sized to cater to the full load the rack can accommodate | Clarification : Change - 42u rack with redundant intelligent PDU. PDU to be sized for maximum number of 2U devices with dual power source that can be acomodated in the Rack. Point Updated and included in Corrigendum # CR - 3 |
| 26 | 3.2 | 3.2.3 | 18 | 15 | 42u rack with redundant intelligent PDUs for initial capacity. In case of later enhancement of capacity in the same rack 2.5x power sockets to be provisioned from day 1. | OEM Specific | Clarification : No Change in RFP Clause |
| 27 | 3.2 | 3.2.3 | 18 | 17 | The network components required for inter rack communication must be part of the solution proposed and to be managed by the bidder. The solution should be able to provide optical & ethernet network connectivity to integrate it to the existing infrastructure of StockHolding. | Change - The network components required for inter rack communication must be part of the solution proposed. Concern - SHCIL has to define the medium being Optical or Copper and define the requirement. | Clarification : No Change in RFP Clause. Please refer Page 22 - Section 3.3 (Guiding Principle on architecture) |
| 28 | 3.2 | 3.2.3 | 18 | 17 | The network components required for inter rack communication must be part of the solution proposed and to be managed by the bidder. The solution should be able to provide optical & ethernet network connectivity to integrate it to the existing infrastructure of StockHolding. | OEM Specific | Clarification : No Change in RFP Clause |
| 29 | 3.2 | 3.2.3 | 18 | 19 | 19. The bidder is required to provide software licenses mentioned explicitly which are required for implementing the private cloud environment. However, the software required for running the private cloud solution including but not limited to docker, Kubernetes, backup, automatic provisioning, reporting, operating system, capacity planning, Backup, Storage etc. must be provided by bidder for the entire Solution. | Are there docker, Kubernetes enviroments available or planned in Future? If yes then, please provide platform, Nodes count, source data size | Clarification : No Change in RFP Clause. Feature functionality will be required from day one however implementation will be done as and when required. |
| 30 | 3.2 | 3.2.4 | 18 | 1 | 192 Physical Core at DC and scalable up to 500 cores in Single Cluster. | This is including HA or without HA (DC and DR sizing) | Clarification : No Change in RFP Clause. Includes HA for each site |
| 31 | 3.2 | 3.2.6 | 19 | 1 | 1). After implementation the Successful bidder must ensure the availability of 1 Call-Coordinator for the entire duration of the contract from the date of Go Live During Business hours (09.30AM to 6 PM) | While you have only requested for 1 , 1. Would Stockholding retain the governance of the resources 2. Would Stockholding retain the load management on the Call-coordinator 3. How many tickets are we expecting in a day 4. How would the 24x7 work been managed 5. How many users are expected to call the coordinator 6. Who would define the call categorization of the severity | Clarification : 1. No. Successful Bidder has to manage the Team 2. No. Successful Bidder has to manage the Team 3. Since this is a new setup which currently does not exist at StockHolding, we are unable to share any statistics 4. To achieve 24x7 support, StockHolding will provide email id where all the alerts/tickets to be generated which will be monitored by the Bidder/SI remotely and act accordingly to maintain the SLA's 5. Since this is a new setup which currently does not exist at StockHolding, we are unable to share any statistics 6. Details will be shared with Winning Bidder / SI |
| 32 | 3.2 | 3.2.6 | 19 | - | After implementation the Successful bidder has to ensure the availability of 2 resident engineers of L2 level, on pay roll of the bidder for the entire duration of the contract from the date of Go Live for hours (7 am to 9 pm) at Data Center and if required at another site for all activities related to the solution on all working days of the week as well as beyond office hours or on holidays, whenever asked or needed | As per this clause minimum 2 L2 engineers are required at DC site post go live for the entire contract period. Further We understand from this clause that the successful bidder needs to depute onsite resource at another site (other than DC Site), at the time of technical activity related to this project only. | Clarification : Understanding is Correct |

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| 33 | 3.2 | 3.2.6 | 19 | 4 | Support at another site will be provided by resident support engineers remotely from DC or visit to DR site in case of need. | Whether successful bidder will have to bear cost of travel, boarding & lodging and other expenses for such onsite support required at DR site by DC engineer? Or Stock Holding is going to bear such expenses? Please clarify. | Clarification : Successful Bidder needs to bear all costs |
| 34 | 3.2 | 3.2.5 | 19 | - | StockHolding is looking for an end-to-end managed services (but not limited to): Bidder shall be responsible for supply, install, implement, configure, monitor and manage the proposed private cloud solution including its underlying infrastructure as per the minimum technical specifications in (Section 7) of this RFP. Cloud Infrastructure Management services | Any tool is available for monitoring and management of these services? | Clarification : No Change in RFP Clause as query is ambiguous |
| 35 | 3.2 | 3.2.6 | 19 | - | After implementation the Successful bidder has to ensure the availability of 2 resident engineers of L2 level, on pay roll of the bidder for the entire duration of the contract from the date of Go Live for hours (7 am to 9 pm) at Data Center and if required at another site for all activities related to the solution on all working days of the week as well as beyond office hours or on holidays, whenever asked or needed. | Assume StockHolding shall arrange only the seating space and the vendor has to arrange all other HW / SW / Communication infra for the dedicated resources deployed? | Clarification : Yes. StockHolding will be taking care of the seating space and all HW/SW/Communication Infrastructure |
| 36 | 3.2 | 3.2.6 | 19 | - | After implementation the Successful bidder has to ensure the availability of 2 resident engineers of L2 level, on pay roll of the bidder for the entire duration of the contract from the date of Go Live for hours (7 am to 9 pm) at Data Center and if required at another site for all activities related to the solution on all working days of the week as well as beyond office hours or on holidays, whenever asked or needed. | Assume the dedicated onsite resources to be available on Monday to Saturday 7 AM to 9 PM. All other time the support required on demand basis only, kindly confirm. | Clarification : Remote Support has to be provided outside office hours on as and when need basis (On Demand) |
| 37 | 3.2 | 3.2.6 | 19 | 1 | 1. After implementation the Successful bidder must ensure the availability of 1 Call-Coordinator for the entire duration of the contract from the date of Go Live During Business hours (09.30AM to 6 PM) | Assume the Call-Coordinator to be available on Monday to Saturday 09.30AM to 6 PM only. | Clarification : After implementation the Successful bidder must ensure the availability of 1 Call-Coordinator for the entire duration of the contract from the date of Go Live During Business hours (09.30AM to 6 PM) between Monday to Friday Point Updated and included in Corrigendum # CR - 4 |
| 38 | 3.2 | 3.2.6 | 19 | 2 | 2. The Bidder should provide Technical Account Manager (TAM) services 100 Hours annually throughout the contract period suggest OEM best practice, conduct timely health-check of the deployed solution and submit a report indicating compliance to reference architecture. | TAM required from OEM or SI side? | Clarification : TAM is from Hypervisor OEM Side |
| 39 | 3.2 | 3.2.6 | 19 | 4 | 4. Support at another site will be provided by resident support engineers remotely from DC or visit to DR site in case of need. | Whether StockHolding shall arrange the connectivity and tools for remote support? Whether StockHolding shall bear the expenses for the resources in case of travel to DR site? | Clarification : 1. StockHolding will provide necessary tools for remote support. 2. Successful Bidderv / SI needs to bear all costs |
| 40 | 3.2 | 3.2.5 | 19 | - | Managed Service | Please share detailed on inventory, OS, and DB version, reporting and documentation to check whether we can support it or not | Clarification : Details will be shared with winning bidder / SI |
| 41 | 3.2 | 3.2.6 | 20 | 10 | At a later stage if additional resources are required, then Bidder has to provide the resources as per the commercial submitted. | We understand such resources are required at additional cost to Stock Holding and can be billed seperately. | Clarification : Additional resources will be billed separately |
| 42 | 3.4 | Project Timeline | 22 | 1 | Team Mobilization, Preparation of Project /Implementation / Migration Plan, Kick-off meeting, acceptance of SLA etc. /Site readiness acceptance | What Project Migration plan are we referring here? What is the Migration scope | Clarification : 1. Project Plan is the for Implementation and Go Live of the Private Cloud Solution. 2. Migration Plan is removed. Point Updated and included in Corrigendum # CR - 5 |
| 43 | 3 | 3.4 | 22 | 2 | Delivery of material as mentioned in BOQ Hardware, Software & Licenses. T+ 20 weeks | Due to global issue of supply chain. We request SHCIL to please dicuss it with OEMs (Specially Switch OEM) and change it to T+45 Weeks. | Clarification : No Change in RFP Clause |
| 44 | 3 | 3.4 | 22 | 2 | Delivery of material as mentioned in BOQ Hardware, Software & Licenses | Request T+ 20 weeks to Change to T+ 45 Weeks , as Global OEM,s are Facing Chipset issue & deliveries are getting Impacted Badly | Clarification : No Change in RFP Clause |

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| 45 | 3 | 3.9 | 24 | 1 | Hardware deployment and Implementation Payment Terms | We request you change the payment term as 70% against Supply of Hardware & Software | Clarification : No Change in RFP Clause |
| 46 | 3 | 3.9 | 24 | 2 | Installation of Servers, Configuration, and Implementation of Software - 25% Payment | We request you change the payment term as 20% against installation & configuration. | Clarification : No Change in RFP Clause |
| 47 | 3 | 3.9 | 24 | 3 | Acceptance / Go-live - Balance 25% against submission of Bank Guarantee. | We request you change the payment term as 10% against against Acceptance / Go Live.. | Clarification : No Change in RFP Clause |
| 48 | 3 | 3.9 | 24 | 3 | Acceptance / Go-live After 30 days of Acceptance / Go-Live Balance 25% against submission of Bank Guarantee. | Percentage and validity of BG to be provided | Clarification : No Change in RFP Clause. Please refer Page 45 - Section 6.13 |
| 49 | 4.3 | Detailed Technical Evaluation Parameters | 28 | 2 | The Bidder should have Private Cloud implementation in Government/PSU/ BFSI Institution in India | Request to consider "The Bidder should have DC/DR implementation in Government/PSU/ BFSI Institution in India" | Clarification : No Change in RFP Clause |
| 50 | 4.3 | Detailed Technical Evaluation Parameters | 28 | 2 | >= 5 Private Cloud implementation in Government /PSU/ BFSI in India of which 2 must be BFSI in India >= 3 Private Cloud implementation Government /PSU/ BFSI in India of which 2 must in BFSI in India. 2 Private Cloud implementation in BFSI in India. | >= 5 DC/DR implementation in Government /PSU/ BFSI in India >= 3 DC/DR implementation in Government /PSU/ BFSI in India 2 DC/DR implementation in India. | Clarification : No Change in RFP Clause |
| 51 | 4 | 4.3 | 28 | | Detailed Technical Evaluation Parameters: | should have Private Cloud implementation in Government/PSU/ BFSI Institution in India (Maximum 30Marks) 1. >= 3 Private Cloud implementation in Government /PSU/ BFSI in India of which 2 must in BFSI in India. (30 marks) 2. >= 2 Private Cloud implementation Government /PSU/ BFSI in India of which 2 must in BFSI in India. (25 marks) 3. 1 Private Cloud implementation in BFSI in India. (20 marks) | Clarification : No Change in RFP Clause |
| 52 | 4 | 4.3 | 28 | 1 | The Bidder should have Private Cloud implementation in Government/PSU/ BFSI Institution in India (Maximum 30Marks) >= 5 Private Cloud implementation in Government /PSU/ BFSI in India of which 2 must in BFSI in India. (30 marks) >= 3 Private Cloud implementation Government /PSU/ BFSI in India of which 2 must in BFSI in India. (25 marks) 2 Private Cloud implementation in BFSI in India. (20 marks) | The Bidder should have Private Cloud implementation in Government/PSU/ BFSI Institution in India (Maximum 30Marks) through CSP >= 5 Private Cloud implementation in Government /PSU/ BFSI in India. (30 marks) >= 3 Private Cloud implementation Government /PSU/ BFSI in India. (25 marks) 2 Private Cloud implementation. (20 marks) | Clarification : No Change in RFP Clause |
| 53 | 4.3 | Detailed Technical Evaluation Parameters | 28 | 2 | Bidder's Capability & Experience The Bidder should have Private Cloud implementation in Government/PSU/BFSI Institution in India (Maximum 30Marks) • >= 5 Private Cloud implementation in Government /PSU/BFSI in India of which 2 must in BFSI in India. (30 marks) • >= 3 Private Cloud implementation Government /PSU/ BFSI in India of which 2 must in BFSI in India. (25 marks) • 2 Private Cloud implementation in BFSI in India. (20 marks) The bidder should have prior experience of implementation of IT infrastructure at the DC and DRC including management and maintenance of such infrastructure. Bidder is required to provide past deployment details and also share the relevant supporting document i.e. Relevant credential letters or Purchase Order with StockHolding. Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. is required to be provided. | Request you to kindly accept the experience for either public cloud/ private cloud/ On-Prem DC & DR and further relax the experience requirement in BFSI and consider enterprise experience. Amended Clause is as under: The Bidder should have Private Cloud/ Public Cloud /On-Premise DC/DR implementation in Government/PSU/ BFSI Institution /private Sector in India (Maximum 30Marks) • >= 5 Private Cloud /Public Cloud /On-Premise DC/DR implementation in Government /PSU/BFSI/Private Sector in India of which 2 must in BFSI in India. (30 marks) • >= 3 Private Cloud /Public Cloud /On-Premise DC/DR implementation in Government /PSU/BFSI/Private Sector in India of which 2 must in BFSI in India. (25 marks) • 2 Private Cloud/Public Cloud /On-Premise DC/DR implementation in Government /PSU/BFSI Private Sector in India. (20 marks) | Clarification : No Change in RFP Clause |

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| 54 | 4.3 | Detailed Technical Evaluation Parameters | 29 | 3 | Core Count in DC only of Private Cloud deployed in India >=2000 (25 Marks) Core Count in DC only of Private Cloud deployed in India >=1000 & <2000 (20 Marks) Core Count in DC only of Private Cloud deployed in India >=500 & <1000 (15Marks) Core Count Below 500: (0 Marks) | Request to consider " Core Count in DC only of Private Cloud deployed in India >=500 (25 Marks) Core Count in DC only of Private Cloud deployed in India >=300 & 500 (20 Marks) Core Count in DC only of Private Cloud deployed in India >=200 & <300 (15Marks) Core Count Below 200: (0 Marks)" | Clarification : No Change in RFP Clause |
| 55 | 4 | 4.3 | 29 | 3 | Bidder should have at least one project with physical core count of Private Cloud nodes. (Maximum Marks 25) Core Count in DC only of Private Cloud deployed in India >=2000 (25 Marks) Core Count in DC only of Private Cloud deployed in India >=1000 & <2000 (20 Marks) Core Count in DC only of Private Cloud deployed in India >=500 & <1000 (15Marks) Core Count Below 500: (0 Marks) | Bidder should have at least one project with physical core count of Private Cloud nodes. (Maximum Marks 25) Core Count in DC only of Private Cloud deployed in India >= 500 (25 Marks) Core Count in DC only of Private Cloud deployed in India >=100 & < 500 (20 Marks) Core Count in DC only of Private Cloud deployed in India >= 50 & < 100 (15Marks) Core Count Below 50: (0 Marks) | Clarification : No Change in RFP Clause |
| 56 | 4.3 | Detailed Technical Evaluation Parameters | 29 | 3 | Size of Private Cloud Deployed in India Bidder should have at least one project with physical core count of Private Cloud nodes. (Maximum Marks 25) • Core Count in DC only of Private Cloud deployed in India >=2000 (25 Marks) • Core Count in DC only of Private Cloud deployed in India >=1000 & <2000 (20 Marks) • Core Count in DC only of Private Cloud deployed in India >=500 & <1000 (15Marks) • Core Count Below 500: (0 Marks) | Request to kindly delete the clause as the requirement is too huge and there will be very less bidders qualifying to score maximum. We would request if the clause can be changes with Total contract value of past experience in Private Cloud/Public Cloud/On-Prem DC/DR requirements in India. Suggested Amended clause is as under: Bidder should have at least one project of Private Cloud / Public Cloud /On-Premise DC/DR implementation in India (Maximum Marks 25) • >=3 Projects with value of 100 Cr+ (25 Marks) • >=2 Projects with Value of 100 Cr+ (20 Marks) • 1 Project with Value of 100 Cr+ (15Marks) Bidder is required to provide past deployment details and also share the relevant supporting document i.e. Relevant credential letters or Purchase Order with StockHolding. Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. is required to be provided. | Clarification : No Change in RFP Clause |
| 57 | 5 | 5.8 | 35 | - | The bids shall be valid for a period of not less than 180 days (6 months) from the Bid submission date. The validity of bids shall be extended by mutual consent of the respective Bidders and StockHolding. | Request Stock Holding to modify this clause as The bids shall be valid for a period of not less than 90 days (3 months) from the Bid submission date. The validity of bids shall be extended by mutual consent of the respective Bidders and StockHolding. | Clarification : No Change in RFP Clause |
| 58 | 6 | 6.1 | 36 | 1 | StockHolding will enter into the Agreement with the finalized & Selected Bidder only. | Please confirm the amount or percentage of Stamp duty required for this Agreement. | Clarification : NDA will be Rs. 100 Stamp Paper and MSA will be on Rs. 500 Stamp Paper |
| 59 | 6.13 | Performance Bank Guarantee | 45 | 1 | As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for 10 % of the total project cost for entire duration of the contract including claim period of 6 (six) months, validity starting from its date of issuance. The PBG shall be submitted within 30 days of the PO acceptance by the Bidder. | Please refer Govt Notification from Department of Expenditure - Office Memorandum No. F.9/4/2020-PPD of Ministry of Finance, Govt. of India dated 30th December 2021. We would request Stock Holding to kindly revise the PBG as 3% of the contract value. | Clarification : No Change in RFP Clause |

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| 60 | 7 | Service Levels and Penalty | 46 | 2 | 2) "Support" shall mean the 24x7 coverage to ensure system and functional availability involving monitoring, attempts to troubleshoot, provide workaround or resolution to incidents or Trouble Tickets or alerts raised through monitoring systems or Fault Reporting by users, handle patch updates, upgrades, and related enquiries during this contract | With only 2 resources how can you achieve 24x7 support And also it is contradicting with above point since it is referred it as Live for hours (7 am to 9 pm) at Data Center. Which one is supposed to be followed | Clarification : To achieve 24x7 support, StockHolding will provide email id where all the alerts/tickets to be generated which will be monitored by the Bidder/SI remotely and act accordingly to maintain the SLA's |
| 61 | 7 | 7.1 | 46 | 1.a | a) Critical: In case multiple subsystems are down threatening business continuity and multiple users are affected, it shall be considered as a Critical incident. Any Critical incidents observed on any component of the proposed solution, the expected resolution / functional workaround to be provided within two (2) hours. Should it be a workaround the actual permanent solution to be provided within eight (8) hours. | If multiple critical incidents have been raised in subsequent time, and engineers are already working on the other tickets. Since we only have 2 engineers, would you inform the engineer's priority one and take the Non-Priority one to HOLD for later working? | Clarification : Resource and Load Management will be done by the Winning Bidder / SI. Ticket Priority will be shared with the Winning Bidder / SI |
| 62 | 7 | 7.4 | 48 | 2 | 2. The total amount of Liquidated Damages shall not exceed ten percent (10%) of the Contract Price. | We request SHCIL to Cap this penalty to 5% of the undelivered work/product/services. | Clarification : No Change in RFP Clause |
| 63 | 8.4 | Annexure 4 | 53 | 6 | The bidder should have highest level of partnership with proposed OEM for the proposed solution | Request to consider "The bidder should have partnership with proposed OEM for the proposed solution | Clarification : No Change in RFP Clause |
| 64 | 8.4 | Annexure 4 | 53 | 4 | The bidder should have an Average yearly turnover of INR 250 Cr each of the 3 financial years (2019-2020 & 2020-2021 2021-2022) exclusively from their Indian operations | Request to consider "The bidder should have an Average yearly turnover of INR 175 Cr each of the 3 financial years (2019-2020 & 2020-2021 2021-2022) exclusively from their Indian operations | Clarification : No Change in RFP Clause |
| 65 | 8.4 | Annexure 4 - Compliance to Eligibility Criteria | 53 | 2 | The Bidder should have following accreditations / certifications: ISO 27001, ISO 20000 and ISO 9001 | Change - The Bidder should have following atleast 3 accreditations / certifications: ISO 27001, ISO 20000, ISO 14001 and ISO 9001 | Clarification : No Change in RFP Clause |
| 66 | 8.4 | Annexure 4 - Compliance to Eligibility Criteria | 53 | 4 | The bidder should have an Average yearly turnover of INR 250 Cr each of the 3 financial years (2019-2020 & 2020-2021 2021-2022) exclusively from their Indian operations | Change - The bidder should have an Average yearly turnover of INR 150 Cr each of the 3 financial years (2019-2020 & 2020-2021 2021-2022) exclusively from their Indian operations | Clarification : No Change in RFP Clause |
| 67 | 8.4 | Annexure 4 - Compliance to Eligibility Criteria | 53 | 8 | At least two Remote Support Center/NOC/Service Center should be available in different geographical locations for uninterrupted elevated support and one of them should be in Mumbai. | Change - At least two Remote Support Center or NOC or Service Center should be available in different geographical locations for uninterrupted elevated support and primary Service/ Support Center should be in Mumbai (as SHCIL Primary infra will be in Mumbai/ New Mumbai | Clarification : At least two Remote Support Center/Service Center should be available in different geographical locations for uninterrupted elevated support and one of them should be in Mumbai. Point Updated and included in Corrigendum # CR - 6 |
| 68 | 8.4 | Annexure 4 - Compliance to Eligibility Criteria | 53 | 4 | The bidder should have an Average yearly turnover of INR 250 Cr each of the 3 financial years (2019-2020 & 2020-2021 2021-2022) exclusively from their Indian operations | Please allow consortium/JV. | Clarification : No Change in RFP Clause. Please refer Section 8.4, Annexure 4 on Page # 53, Point # 9 |
| 69 | 8.4 | Annexure 4 - Compliance to Eligibility Criteria | 53 | 4 | The bidder should have an Average yearly turnover of INR 250 Cr each of the 3 financial years (2019-2020 & 2020-2021 2021-2022) exclusively from their Indian operations | Request you to please give us exemption/ relaxation under MSME/NSIC/ strat up by DIPP | Clarification : No Change in RFP Clause |
| 70 | 8.4 | Annexure 4: Compliance to Eligibility Criteria | 53 | 7 | The Bidder should have Private Cloud implementation in Government/PSU/ BFSI Institution in India | Request you to allow exrpreince in other sector to give fare chance to other bidders to participate | Clarification : The Bidder should have Private Cloud implementation in Government/PSU/ Private / BFSI/ any other Industry Institution in India. Point Updated and included in Corrigendum # CR - 7 |
| 71 | 8.4 | Annexure 4 | 53 | 3 | The Bidder should have Private Cloud implementation in Government/PSU/ BFSI Institution in India Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. is required to be provided for reference | The Bidder should have Private Cloud implementation through CSP in Government/PSU/ BFSI Institution in India Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. is required to be provided for reference | Clarification : No Change in RFP Clause |

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| 72 | 8.4 | Annexure 4 | 53 | 8 | At least two Remote Support Center/NOC/Service Center should be available in different geographical locations for uninterrupted elevated support and one of them should be in Mumbai. Self -declaration to be provided on Bidder letter Head | At least one Remote Support Center/NOC/Service Center should be available for uninterrupted elevated support. Self -declaration to be provided on Bidder letter Head for the same and also that they will open NOC/Remote support setup, before award of contract. | Clarification : At least two Remote Support Center/Service Center should be available in different geographical locations for uninterrupted elevated support and one of them should be in Mumbai. Point Updated and included in Corrigendum # CR - 6 |
| 73 | 8.4 | Annexure 4 | 53 | 6 | The bidder should have highest level of partnership with proposed OEM for the proposed solution | The bidder should have highest level of partnership with proposed OEM for the proposed solution MAF/Partnership Certificate | Clarification : No Change in RFP Clause |
| 74 | 8.4 | Annexure 4 | 53 | 2 | The Bidder should have following accreditations / certifications: ISO 27001, ISO 20000 and ISO 9001. Copy of the relevant certificates Should furnish. | We have ISO 27001 & ISO 9001 Certification. For ISO 20000 certification, we do not have hence can we participate this tender & Shcil will be consider as eligible bidder for this clause. | Clarification : No Change in RFP Clause |
| 75 | 8.4 | Annexure 4 | 53 | 4 | The bidder should have an Average yearly turnover of INR 250 Cr each of the 3 financial years (2019-2020 & 2020-2021 2021-2022) exclusively from their Indian operations | Request the department to amend this as below: "The bidder should have an Average yearly turnover of INR 50 Cr each of the 3 financial years (2019-2020 & 2020-2021 2021-2022) exclusively from their Indian operations" | Clarification : No Change in RFP Clause |
| 76 | 8.4 | Annexure 4 | 53 | 7 | The Bidder should have Private Cloud implementation in Government/PSU/ BFSI Institution in India | Request the department to amend this as below: "The Bidder should have Private Cloud implementation/Supply and Installation of IT Product / HCI in Government/PSU/ BFSI Institution in India." | Clarification : No Change in RFP Clause Point Updated in Corrigendum # CR - 7 |
| 77 | 8.4 | Annexure 4 | 53 | 8 | At least two Remote Support Center/ NOC/ Service Center should be available in different geographical locations for uninterrupted elevated support and one of them should be in Mumbai. | Request the department to amend this as below : "The proposed OEM should have at least two Remote Support Center/ NOC/ Service Center should be available in different geographical locations for uninterrupted elevated support and one of them should be in Mumbai." | Clarification : Change in RFP Clause Point Updated and included in Corrigendum # CR - 6 |
| 78 | 8.4 | Annexure 4 | 53 | 7 | The Bidder should have Private Cloud implementation in Government/PSU/BFSI Institution in India | Request you to kindly accept the experience for either public cloud/private cloud/ On-Prem DC & DR and consider enterprise experience. Amended Clause is as under: The Bidder should have Private Cloud/ Public Cloud/ On-premise DC/DR implementation in Government/PSU/BFSI Institution/Private sector in India | Clarification : No Change in RFP Clause Point Updated in Corrigendum # CR - 7 |
| 79 | 8.7 | Annexure 7: Reference Checks | 62 | | At least 3 References should be provided which should be in the last 5 years preceding to the year starting FY2021-22 | Change - At least 1 Reference should be provided specific to Private Cloud which should be in the last 5 years preceding to the year starting FY2021-22. Additionally 3 references of any Hyper-Converged or Converged Infra offering with 3 nodes of more may also be shared. | Clarification : No Change in RFP Clause |
| 80 | 8.16 | 8.16.1 | 73 | 2 | Proposed solution must be Hardware Agnostic to provide flexibility of choosing hardware from any server manufacturer and have an OEM provided server compatibility list to choose from also flexible to customize the server hardware as per requirement | Change - Proposed Solution Should offer Industry standard x86 Architecture with compatibility to Intgrate with various Open and Cloudnative management tools to make it HW agnostic when Expanding beyond the offered solution. | Clarification : No Change in RFP Clause. Proposed solution must be Hardware Agnostic to provide flexibility of choosing hardware from any server manufacturer and have an OEM provided server compatibility list to choose from. |
| 81 | 8.16 | 8.16.1 | 73 | 6 | The solution should be able to work on latest x86 server hardware available from all the leading vendors in the industry and should not be restricted to a particular vendor/make/model | Change - The solution offered should be a comprehensive solution using latest x86 Server hardware available with a Single Point of Support approach. | Clarification : No Change in RFP Clause |

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| 82 | 8.16 | 8.16.1 | 73 | 7 | The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new virtual disks for existing workloads on different tiers of storage for both Windows and Linux workloads | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : No Change in RFP Clause |
| 83 | 8.16 | 8.16.1 | 73 | 9 | Management console should reside on existing virtualized host. | Change - Management console should reside outside of the Private Cloud Infra being proposed | Clarification : StockHolding is OK with management console outside the virtualized host or the part of virtualized host provided it has HA and does not impact the workload resources. |
| 84 | 8.16 | 8.16.1 | 73 | 12 | The solution shall provide integration with the proposed data center automation solution to enable automated delivery of complete environments including computer, networking & security. | Query - SHCIL should state more details, so that we can respond appropriately. Just an open ended approach seeking confirmation will not help | Clarification : No Change in RFP Clause. The solution should be capable of integrating with any industry standard data center automation solution. Functionality is required from day one, intrgration may be proposed in later stages. |
| 85 | 8.16 | 8.16.1 | 73 | 17 | Proposed solution must provide granular VM-Centric controls for managing storage service levels and Automated self-rebalancing capabilities to align with defined Storage service levels. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : No Change in RFP Clause |
| 86 | 8.16 | 8.16.1 | 73 | 18 | The solution should compulsorily manage from a single control plane and movement of virtual machines should be seamless and non-disruptive once the Storage cluster is extended. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : No Change in RFP Clause |
| 87 | 8.16 | 8.16.1 | 73 | 19 | Proposed solution should support non-disruptive scale-up and scale-out to grow capacity and performance whenever required | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : No Change in RFP Clause |
| 88 | 8.16 | 8.16.1 | 73 | 2 | Proposed solution must be Hardware Agnostic to provide flexibility of choosing hardware from any server manufacturer and have an OEM provided server compatibility list to choose from also flexible to customize the server hardware as per requirement | Hypervisor OEM Specific specification. | Clarification : No Change in RFP Clause. Proposed solution must be Hardware Agnostic to provide flexibility of choosing hardware from any server manufacturer and have an OEM provided server compatibility list to choose from. |
| 89 | 8.16 | 8.16.1 | 73 | 6 | The solution should be able to work on latest x86 server hardware available from all the leading vendors in the industry and should not be restricted to a particular vendor/make/model | OEM Software. Would request to name leading vendors in the list. | Clarification : No Change in RFP Clause |
| 90 | 8.16 | 8.16.1 | 73 | 7 | The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new virtual disks for existing workloads on different tiers of storage for both Windows and Linux workloads | OEM Specific | Clarification : No Change in RFP Clause |
| 91 | 8.16 | 8.16.1 | 73 | 9 | Management console should reside on existing virtualized host. | Best practices recommend to have management components should not use and interfere with resources of virtual host. | Clarification : StockHolding is OK with management console outside the virtualized host or the part of virtualized host provided it has HA and does not impact the workload resources. |
| 92 | 8.16 | 8.16.1 | 73 | 12 | The solution shall provide integration with the proposed data center automation solution to enable automated delivery of complete environments including computer, networking & security. | Please provide the details of Proposed data center automation solution. | Clarification : No Change : The solution should be capable of integrating with any industry standard data center automation solution. Functionality is required from day one, intrgration may be proposed in later stages. |
| 93 | 8.16 | 8.16.1 | 73 | 17 | Proposed solution must provide granular VM-Centric controls for managing storage service levels and Automated self-rebalancing capabilities to align with defined Storage service levels. | OEM Specific | Clarification : No Change in RFP Clause |
| 94 | 8.16 | 8.16.1 | 73 | 18 | The solution should compulsorily manage from a single control plane and movement of virtual machines should be seamless and non-disruptive once the Storage cluster is extended. | OEM Specific | Clarification : No Change in RFP Clause |
| 95 | 8.16 | 8.16.1 | 73 | 19 | Proposed solution should support non-disruptive scale-up and scale-out to grow capacity and performance whenever required | OEM Specific | Clarification : No Change in RFP Clause |
| 96 | 8.16 | 8.16.1 | 73 | 10 | Proposed solution should be compatible with leading disaster recovery automation solutions | Kindly confirm, if License required are meant to be quoted for unlimited VMs at DC and DR ? | Clarification : Please refer to clause no # 3.2.3 point 23 for count of VM's. |

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| 97 | 8.16 | 8.16.1 | 73 | 15 | The solution should have enterprise file storage services feature | Does SCHIL also require Files Service (NFS/ SMB) ? | Clarification : Yes SHCIL may require File services in future |
| 98 | 8.16 | 8.16.1 | 74 | 23 | The proposed solution must be capable of replicating & moving the virtual machines across the new nodes at the software defined storage level. Scenarios - 1. Move a virtual machine from one host to another host or cluster. 2. Relocate the configuration file of a virtual machine and its virtual disks while the virtual machine is powered on. Such Hot Migration may support following Scenarios – a) Change Compute resources only b) Change storage only c) Change both compute resource and storage d) Migrate to another virtual switch e) Migrate to another data center f) Migrate to another Management Server system Mention Partial Compliance if all scenarios are not available. | Change - Complete High availability should be offered with VM failover and Availability of VM to Client in case of HW failure at Compute, Storage or Network layer. | Clarification : No Change in RFP Clause |
| 99 | 8.16 | 8.16.1 | 74 | 29 | Solution should be with and without hardware assisted data deduplication and compression. | Change - Solution proposed should have capability for data deduplication and compression | Clarification : Solution proposed should have capability for data deduplication and compression. Point Updated and included in Corrigendum # CR - 8 |
| 100 | 8.16 | 8.16.1 | 74 | 32 | Must be able to sustain minimum of simultaneous 1-HDD failure in each node of a cluster along with single node failure in the cluster without data loss or if the solution does not support 1 disk failure at a time from all nodes then vendor has to give RF3 Redundant Factor 3 to ensure that in case of the Disk Failure in more than 2 node then the 3rd copy should be available. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : Must be have the feature functionality to sustain simultaneous 2HDD failure across nodes of a cluster or 2 simultaneous node failures within the cluster without any data loss. Point Updated and included in Corrigendum # CR - 9 |
| 101 | 8.16 | 8.16.1 | 74 | 28 | Proposed Solution must be capable to deduplicate, Compress & Optimize ALL data inline, in real-time, across all storage tiers within the HCI Cluster. All handled with fine data granularity of 4KB or 8KB data blocks. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : Proposed Solution must be capable to deduplicate, Compress & Optimize all data inline, in real-time, across all storage tiers within the HCI Cluster. Point Updated and included in Corrigendum # CR - 10 |
| 102 | 8.16 | 8.16.1 | 74 | 20 | 20) The solution must support migration of Virtual machines across multiple disaster recovery sites, so that key virtual machines can be recovered in times of disaster. All software licenses for enabling the above must be part of overall solution. | While in initial section it was referred as only one DC site in Mumbai and DR in Bengaluru , What multiple DR site are we referring here | Clarification : The solution must support migration of Virtual machines across DC & DR Site , so that key virtual machines can be recovered in times of disaster. All software licenses for enabling the above must be part of overall solution. |
| 103 | 8.16 | 8.16.1 | 74 | 29 | Solution should be with and without hardware assisted data deduplication and compression. | OEM Specific | Clarification : Solution proposed should have capability for data deduplication and compression. Point Updated and included in Corrigendum # CR - 8 |
| 104 | 8.16 | 8.16.1 | 74 | 32 | Must be able to sustain minimum of simultaneous 1- HDD failure in each node of a cluster along with single node failure in the cluster without data loss or if the solution does not support 1 disk failure at a time from all nodes then vendor has to give RF3 Redundant Factor 3 to ensure that in case of the Disk Failure in more than 2 node then the 3rd copy should be available. | OEM Specific | Clarification : Must be have the feature functionality to sustain simultaneous 2HDD failure across nodes of a cluster or 2 simultaneous node failures within the cluster without any data loss. Point Updated and included in Corrigendum # CR - 9 |
| 105 | 8.16 | 8.16.1 | 74 | 20 | The solution must support migration of Virtual machines across multiple disaster recovery sites, so that key virtual machines can be recovered in times of disaster. All software licenses for enabling the above must be part of overall solution. | Kindly confirm, if License required are meant to be quoted for unlimited VMs at DC and DR ? | Clarification : The solution must support migration of Virtual machines across DC & DR Site , so that key virtual machines can be recovered in times of disaster. All software licenses for enabling the above must be part of overall solution. |
| 106 | 8.16 | 8.16.1 | 74 | 24 | The solution should have the capability to deliver capacity management, analytics and modelling, with granularity to analyze metrics collected which will help for future capacity planning and help in troubleshooting the infrastructure as well as VMs related issues. | Is this feature required from Day 1. Kindly confirm. | Clarification : Yes. Required from Day 1 |

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| 107 | 8.16 | 8.16.1 | 74 | 28 | Proposed Solution must be capable to deduplicate, Compress & Optimize ALL data inline, in real-time, across all storage tiers within the HCI Cluster. All handled with fine data granularity of 4KB or 8KB data blocks. | Every HCI Solution works differently, since the performance IOPS, latency is mentioned in the rfp, hence block size etc can be removed, as it is limited to single vendor OEM Specification. Please change the specs as "Proposed Solution must be capable to deduplicate, Compress & Optimize ALL data inline, in real-time, across all storage tiers within the HCI Cluster. " | Clarification : Proposed Solution must be capable to deduplicate, Compress & Optimize all data inline, in real-time, across all storage tiers within the HCI Cluster. Point Updated and included in Corrigendum # CR - 10 |
| 108 | 8.16 | 8.16.1 | 74 | 20 | The solution must support migration of Virtual machines across multiple disaster recovery sites, so that key virtual machines can be recovered in times of disaster. All software licenses for enabling the above must be part of overall solution. | License required are for unlimited VMs at DC and DR ? | Clarification : The solution must support migration of Virtual machines across DC & DR Site, so that key virtual machines can be recovered in times of disaster. All software licenses for enabling the above must be part of overall solution. |
| 109 | 8.16 | 8.16.1 | 74 | 32 | Must be able to sustain minimum of simultaneous 1-HDD failure in each node of a cluster along with single node failure in the cluster without data loss or if the solution does not support 1 disk failure at a time from all nodes, then vendor must give RF3 Redundant Factor 3 to ensure that in case of the Disk Failure in more than 2 nodes then the 3rd copy should be available. | Please confirm are you looking for RF2 (N+1) or RF3 (N+2) | Clarification : Must be have the feature functionality to sustain simultaneous 2HDD failure across nodes of a cluster or 2 simultaneous node failures within the cluster without any data loss. Point Updated and included in Corrigendum # CR - 9 |
| 110 | 8.16 | 8.16.1 | 74 | 29 | Must be able to sustain minimum of simultaneous 1-HDD failure in each node of a cluster along with single node failure in the cluster without data loss or if the solution does not support 1 disk failure at a time from all nodes then vendor has to give RF3 Redundant Factor 3 to ensure that in case of the Disk Failure in more than 2 node then the 3rd copy should be available. | OEM Specific | Clarification : Must be have the feature functionality to sustain simultaneous 2HDD failure across nodes of a cluster or 2 simultaneous node failures within the cluster without any data loss. Point Updated and included in Corrigendum # CR - 9 |
| 111 | 8.16 | 8.16.1 | 74 | 28 | Proposed Solution must be capable to deduplicate, Compress & Optimize ALL data inline, in real-time, across all storage tiers within the HCI Cluster. All handled with fine data granularity of 4KB or 8KB data blocks. | OEM/Product Specific | Clarification : Proposed Solution must be capable to deduplicate, Compress & Optimize all data inline, in real-time, across all storage tiers within the HCI Cluster. Point Updated and included in Corrigendum # CR - 10 |
| 112 | 8.16 | 8.16.1 | 75 | 36 | Offered Hyper-converged solution shall provide the complete flexibility for Cloning specific VMs. Offered Hyper-converged solution shall provide the complete flexibility for VM- level backup instead of forcing protection at the datastore or protection domain level | Query - What does SHCIL mean by "complete flexibility". We request SHCIL defines what exactly is expected | Clarification: Clause is self-explanatory |
| 113 | 8.16 | 8.16.2 | 75 | 1 | The solution shall provide a purpose-built hypervisor that installs directly on the bare metal x86 server hardware with no dependence on a general-purpose OS for reliability and security. This hypervisor should have inbuilt support for software defined storage and software defined network capabilities without having to use any additional components or virtual machines | Change - The solution shall be inclusive of virtualisation hypervisor with reliability and security. | Clarification : No Change in RFP Clause |
| 114 | 8.16 | 8.16.2 | 75 | 4 | The solution shall provide the ability to boot from iSCSI, FCoE, Fibre Channel SAN, locally attached USB storage and network PXE boot | Change - The solution shall provide the ability to boot from internal or external storage and should support either of the following iSCSI, FCoE, Fibre Channel SAN, network PXE boot | Clarification : The solution shall provide the ability to boot from either of the following iSCSI, FCoE, Fibre Channel SAN, locally attached USB storage network PXE boot and M.2 boot disk etc |

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|-----|------|--------|----|------------|--|---|--|
| 115 | 8.16 | 8.16.2 | 75 | 6, 7, 8, 9 | <p>The solution shall provide the ability to rapidly on-board new hosts by automatically deploying reference configurations including networking settings. The solution shall intelligently place and balance virtual machines on appropriate available storage tier based on SLA, performance and availability requirements</p> <p>The solution shall provide a built-in convertor to migrate physical Windows and Linux workloads to virtual workloads Proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs</p> | <p>Change - The solution proposed should support Template approach for deploying VMs. The OEM/ bidder has to ensure on required tools to enable migration of physical Windows and Linux workloads to virtual workloads. If note available - the OEM/ bidder and to ensure on this being done. Solution should ensure proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs</p> | <p>Clarification : The solution shall provide the ability to rapidly on-board new hosts by automatically deploying reference configurations including networking settings The solution shall intelligently place and balance virtual machines on appropriate available storage tier based on SLA, performance and availability requirements Proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs. The solution proposed should support Template approach for deploying VMs. Point Updated and included in Corrigendum # CR - 11</p> |
| 116 | 8.16 | 8.16.2 | 75 | 11 | <p>The solution shall enable consolidation of VMs on fewer hosts and automatically power down unused capacity to reduce power/cooling requirements. It shall also leverage deep process power state of the CPU at the host level to further optimize power & cooling requirements</p> | <p>Request - This is very OEM centric. Request to remove the point</p> | <p>Clarification : No Change in RFP Clause</p> |
| 117 | 8.16 | 8.16.2 | 75 | 1 | <p>The solution shall provide a purpose-built hypervisor that installs directly on the bare metal x86 server hardware with no dependence on a general-purpose OS for reliability and security. This hypervisor should have inbuilt support for software defined storage and software defined network capabilities without having to use any additional components or virtual machines</p> | <p>OEM Specific</p> | <p>Clarification : No Change in RFP Clause</p> |
| 118 | 8.16 | 8.16.2 | 75 | 4 | <p>The solution shall provide the ability to boot from iSCSI, FCoE, Fibre Channel SAN, locally attached USB storage and network PXE boot</p> | <p>Non Compliant / OEM Sspecific</p> | <p>Clarification : The solution shall provide the ability to boot from either of the following iSCSI, FCoE, Fibre Channel SAN, locally attached USB storage network, PXE boot, M.2 boot disk etc. Point Updated and included in Corrigendum # CR - 37</p> |
| 119 | 8.16 | 8.16.2 | 75 | 6, 7, 8, 9 | <p>The solution shall provide the ability to rapidly on- board new hosts by automatically deploying reference configurations including networking settings The solution shall intelligently place and balance virtual machines on appropriate available storage tier based on SLA, performance and availability requirements The solution shall provide a built-in convertor to migrate physical Windows and Linux workloads to virtual workloads Proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs</p> | <p>Non Compliant / OEM Sspecific</p> | <p>Clarification : The solution shall provide the ability to rapidly on-board new hosts by automatically deploying reference configurations including networking settings The solution shall intelligently place and balance virtual machines on appropriate available storage tier based on SLA, performance and availability requirements Proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs. The solution proposed should support Template approach for deploying VMs. Point Updated and included in Corrigendum # CR - 11</p> |
| 120 | 8.16 | 8.16.2 | 75 | 4 | <p>The solution shall provide the ability to boot from iSCSI, FCoE, Fibre Channel SAN, locally attached USB storage and network PXE boot</p> | <p>All HCI based solution generally the hypervisor boots from M.2 boot disk, this specs is from the older 3 tier specs and not meant for HCI Specs. Please delete the clause.</p> | <p>Clarification : The solution shall provide the ability to boot from either of the following iSCSI, FCoE, Fibre Channel SAN, locally attached USB storage network, PXE boot, M.2 boot disk etc. Point Updated and included in Corrigendum # CR - 37</p> |
| 121 | 8.16 | 8.16.2 | 75 | 5 | <p>Virtualization software shall allow heterogeneous support for guest Operating systems like - Windows client, Windows Server, Linux (at least Red Hat, SUSE, Ubuntu, CentOS and Oracle Linux, Solaris X86). The respective Windows & Linux Guest OS must certify the underlying Hypervisor.</p> | <p>Request customer to please modify the specs as "Virtualization software shall allow heterogeneous support for guest Operating systems like - Windows client, Windows Server, Linux (at least Red Hat, SUSE, Ubuntu, CentOS and Oracle Linux). The respective Windows & Linux Guest OS must certify the underlying Hypervisor."</p> | <p>Clarification : No Change in RFP Clause</p> |
| 122 | 8.16 | 8.16.2 | 75 | 4 | <p>The solution shall provide the ability to boot from iSCSI, FCoE, Fibre Channel SAN, locally attached USB storage and network PXE boot</p> | <p>Non Compliant / OEM Sspecific</p> | <p>Clarification : The solution shall provide the ability to boot from either of the following iSCSI, FCoE, Fibre Channel SAN, locally attached USB storage network, PXE boot, M.2 boot disk etc. Point Updated and included in Corrigendum # CR - 37</p> |

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|-----|------|--------|----|----------------|---|--|---|
| 123 | 8.16 | 8.16.2 | 76 | 13, 14, 15, 16 | <p>"The solution shall provide built-in replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 5 minutes."</p> <p>The solution shall provide I/O prioritization for virtual workloads to ensure that business critical VMs are not affected due to congestion by other VMs on the same host</p> <p>"The solution shall provide configurations at VM level that can be tuned to help reduce latency. When the Latency sensitivity is set to high the hypervisor will try to reduce latency in the virtual machine by reserving memory, dedicating CPU cores and disabling network features that are prone to high latency"</p> <p>"The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new virtual disks for existing workloads on different tiers of storage for both Windows and Linux workloads"</p> | <p>Change - "The solution shall provide built-in replication capability which will enable efficient replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level as per define RPO/ RTO"</p> <p>The solution shall provide I/O prioritization for virtual workloads to ensure that business critical VMs are not affected due to congestion by other VMs on the same host</p> <p>"SHCIL should have capability to define the VMs that need to be replicated"</p> <p>"The solution shall provide the ability to expand storage capacity"</p> | <p>Clarification:</p> <p>"The solution shall provide built-in replication capability which will enable efficient replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level as defined RPO/ RTO" (Pg 17 3.2.3 point 13)</p> <p>The solution shall provide I/O prioritization for virtual workloads to ensure that business critical VMs are not affected due to congestion by other VMs on the same host</p> <p>"SHCIL should have capability to define the VMs that need to be replicated"</p> <p>"The solution shall provide the ability to expand storage capacity"</p> <p>Point Updated and included in Corrigendum # CR - 14</p> |
| 124 | 8.16 | 8.16.2 | 76 | 19 | The solution shall provide a centralized interface from which virtual machine access switching for the entire data centre can be configured, monitored and administered | Query - kindly elaborate on the requirement. What is meant by "Access Switching for the entire Data Centre" | Clarification: Here Data Center is restricted to the proposed HCI deployment |
| 125 | 8.16 | 8.16.2 | 76 | 21 | Virtualization software should support live Virtual Machine migration between different generations of CPUs in the same cluster and without the need for shared storage option. | Change - Virtualization software should support live Virtual Machine migration between different generations of CPUs in the same cluster with or without the need for shared storage option. | Clarification : No Change in RFP Clause |
| 126 | 8.16 | 8.16.2 | 76 | 22 | The solution must support an option to securely boot workloads using the UEFI (Unified Extensible Firmware Interface) when available in hardware to ensure that only signed drivers & OS loaders are loaded while booting | Request - This is very OEM centric. Request to remove the point | Clarification : No Change in RFP Clause |
| 127 | 8.16 | 8.16.2 | 76 | 23 | The solution shall support configurations of 802.1q VLANs which are compatible with standard VLAN implementations from other vendors | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : No Change in RFP Clause |
| 128 | 8.16 | 8.16.2 | 76 | 24 | Virtualization software should have the ability to live migrate VM files from one storage array to another without any VM downtime. Support this migration from one storage protocol to another (ex. FC, NFS, iSCSI, DAS) | Change - Virtualization software should have the ability to live migrate VM files from one storage array to another without any VM downtime | Clarification : Virtualization software should have the ability to live migrate VM files from one storage array to another without any VM downtime Point Updated and included in Corrigendum # CR - 13 |
| 129 | 8.16 | 8.16.2 | 76 | 27 | The solution should provide special integration with Storage API's providing integration with supported third-party data protection, multi-pathing and disk array solutions. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : No Change in RFP Clause |
| 130 | 8.16 | 8.16.2 | 76 | 18 | The solution shall provide zero downtime host patching with maintenance mode to move running workloads to other hosts on the platform with a consistent audit trail of the patching process | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification : No Change in RFP Clause |

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|-----|------|--------|----|---------------|---|--|--|
| 131 | 8.16 | 8.16.2 | 76 | 13,14, 15, 16 | <p>"The solution shall provide built-in replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 5 minutes." The solution shall provide I/O prioritization for virtual workloads to ensure that business critical VMs are not affected due to congestion by other VMs on the same host "The solution shall provide configurations at VM level that can be tuned to help reduce latency. When the Latency sensitivity is set to high the hypervisor will try to reduce latency in the virtual machine by reserving memory, dedicating CPU cores and disabling network features that are prone to high latency"</p> <p>"The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new virtual disks for existing workloads on different tiers of storage for both Windows and Linux workloads"</p> | OEM Specific | <p>Clarification: "The solution shall provide built-in replication capability which will enable efficient replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level as defined RPO/ RTO" (Pg 17 3.2.3 point 13) The solution shall provide I/O prioritization for virtual workloads to ensure that business critical VMs are not affected due to congestion by other VMs on the same host "SHCIL should have capability to define the VMs that need to be replicated" "The solution shall provide the ability to expand storage capacity" Point Updated and included in Corrigendum # CR - 14</p> |
| 132 | 8.16 | 8.16.2 | 76 | 19 | The solution shall provide a centralized interface from which virtual machine access switching for the entire data centre can be configured, monitored and administered | Entire Data Centre need more clarification | <p>Clarification: Here Data Center is restricted to the proposed HCI deployment</p> |
| 133 | 8.16 | 8.16.2 | 76 | 21 | Virtualization software should support live Virtual Machine migration between different generations of CPUs in the same cluster and without the need for shared storage option. | OEM Specific Without the need for shared storage need to be removed. | <p>Clarification : No Change in RFP Clause</p> |
| 134 | 8.16 | 8.16.2 | 76 | 23 | The solution shall support configurations of 802.1q VLANs which are compatible with standard VLAN implementations from other vendors | OEM Specific | <p>Clarification : No Change in RFP Clause</p> |
| 135 | 8.16 | 8.16.2 | 76 | 24 | Virtualization software should have the ability to live migrate VM files from one storage array to another without any VM downtime. Support this migration from one storage protocol to another (ex. FC, NFS, iSCSI, DAS) | OEM specific | <p>Clarification : Virtualization software should have the ability to live migrate VM files from one storage array to another without any VM downtime Point Updated and included in Corrigendum # CR - 13</p> |
| 136 | 8.16 | 8.16.2 | 76 | 27 | The solution should provide special integration with Storage API's providing integration with supported third-party data protection, multi-pathing and disk array solutions. | OEM Specific | <p>Clarification : No Change in RFP Clause</p> |
| 137 | 8.16 | 8.16.2 | 76 | 13 | <p>The solution shall provide built-in replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 5 minutes.</p> | <p>As mentioned on Pt. 24 & 29 "VM Migration without downtime" hence why not considering ORPO replication Solution with unlimited VM Licenses. Request to modify as " The solution shall provide built-in replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 0 minutes i.e Sync Replication with unlimited VM based solution).</p> | <p>Clarification : The solution shall provide built-in replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs As per Clause number XXXX Point Updated and included in Corrigendum # CR - 12</p> |
| 138 | 8.16 | 8.16.2 | 76 | 15 | The solution shall provide configurations at VM level that can be tuned to help reduce latency. When the Latency sensitivity is set to high the hypervisor will try to reduce latency in the virtual machine by reserving memory, dedicating CPU cores and disabling network features that are prone to high latency | May we understand which network feature, Stock holding would like to disable on the VM ? Is it the vNIC Card of the VI. If yes, what if the VM is critical and it is using the network when users are accessing the Webpage. Please delete the clause as it will create conflict for the business-critical application. | <p>Clarification : StockHolding will decide on which applications are critical and assess weather the Features should be disabled or not. However, StockHolding expects such or equivalent feature to be available</p> |

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|-----|------|--------|----|----|---|--|---|
| 139 | 8.16 | 8.16.2 | 76 | 20 | The proposed solutions should be able to integrate with NAS, FC, FCoE and iSCSI SAN and infrastructure from leading vendors leveraging high performance shared storage to centralize virtual machine file storage for greater manageability, flexibility and availability. | Request to change the specs as " The proposed solutions should be able to integrate with NAS, FC /FCoE / iSCSI SAN and infrastructure from leading vendors leveraging high performance shared storage to centralize virtual machine file storage for greater manageability, flexibility and availability." as mentioned on Pt. no. 28 as well. | Clarification : No Change in RFP Clause |
| 140 | 8.16 | 8.16.2 | 76 | 25 | Virtualization software shall allow taking point-in-time snapshots of the virtual machines to be able to revert to an older state if required | Request SCHIL to modify the specs as "Virtualization software shall allow taking unlimited point-in-time snapshots of the virtual machines without degrading the VM performance" | Clarification : No Change in RFP Clause. Bidder can propose a better solution and will be considered during evaluation |
| 141 | 8.16 | 8.16.2 | 76 | 24 | Virtualization software should have the ability to live migrate VM files from one storage array to another without any VM downtime. Support this migration from one storage protocol to another (ex. FC, NFS, iSCSI, DAS) | Request SCHIL to modify as "Virtualization software should have the ability to live migrate VM files from one storage array to another without minimal VM downtime. Support this migration from one storage protocol to another (ex. FC, NFS, iSCSI, DAS)" | Clarification : Virtualization software should have the ability to live migrate VM files from one storage array to another without any VM downtime Point Updated and included in Corrigendum # CR - 13 |
| 142 | 8.16 | 8.16.3 | 77 | 5 | The proposed SDS software Licenses should not have any dependence on the underlying hardware. Also, SDS Licenses should be transferrable to hardware from any vendor in case of hardware EOL & EOS or nonavailability. Adding of Memory or Disks should not incur any additional software Licenses | If disks are added then this is implied that additional backup licensing and other area we might need to extend/ provision support licensing and will have commercial implications Is this licensing comment only for SDS or for entire RFP's supplied BOQ. | Clarification: No change in the RFP Clause. The License Comment is only for SDS |
| 143 | 8.16 | 8.16.2 | 77 | 28 | Virtualization software shall have High Availability capabilities for the virtual machines in the sense if in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. The feature should be independent of Operating System Clustering and should work with FC/ iSCSI SAN and NAS shared storage. This high availability feature should also be extended to and aware of the applications running inside of the virtual machines. | Change - Virtualization software shall have High Availability capabilities for the virtual machines in the sense if in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. | Clarification: Virtualization software shall have High Availability capabilities for the virtual machines in the sense if in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. The solution should be independent of the operating system & storage type. Point Updated and included in Corrigendum # CR - 15 |
| 144 | 8.16 | 8.16.2 | 77 | 28 | Virtualization software shall have High Availability capabilities for the virtual machines in the sense if in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. The feature should be independent of Operating System Clustering and should work with FC/ iSCSI SAN and NAS shared storage. This high availability feature should also be extended to and aware of the applications running inside of the virtual machines. | OEM Specific | Clarification: Virtualization software shall have High Availability capabilities for the virtual machines in the sense if in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. The solution should be independent of the operating system & storage type. Point Updated and included in Corrigendum # CR - 15 |
| 145 | 8.16 | 8.16.2 | 77 | 29 | Virtualization software should have the provision to provide zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions. | This rfp specs is proprietary that of Vmware. Vmware, itself, cannot protect the VM size larger than 8vCPU. All business critical VMs are way more than 8vCPU. Hence this clause is insignificant as it defeats its very purpose for business critical VMs. Hence, please delete the clause or alternately mention that "The Solution must support for unlimited VMs and well as no limitation on vCPU config per VMs" | Clarification: This point should be read in conjunction with the clause noXXXX SLA Clause Point Updated and included in Corrigendum # CR - 16 |
| 146 | 8.16 | 8.16.2 | 77 | 30 | Virtualization software should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions without the need for agents inside the virtual machines. | Request - This is very OEM centric. Request to remove the point | Clarification: No change in the RFP Clause. |
| 147 | 8.16 | 8.16.2 | 77 | 30 | Virtualization software should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions without the need for agents inside the virtual machines. | OEM Specific | Clarification: No change in the RFP Clause. |

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|-----|------|--------|----|----|--|---|--|
| 148 | 8.16 | 8.16.2 | 77 | 32 | The solution shall support AES-128 and AES-256 encryption (in conjunction with any KMIP 1.1 compliant KMS server) of the workloads when at rest on storage without modifying the Guest OS | Request - This is very OEM centric. Request to remove the point | Clarification: No change in the RFP Clause. |
| 149 | 8.16 | 8.16.2 | 77 | 32 | The solution shall support AES-128 and AES-256 encryption (in conjunction with any KMIP 1.1 compliant KMS server) of the workloads when at rest on storage without modifying the Guest OS | OEM Specific | Clarification: No change in the RFP Clause. |
| 150 | 8.16 | 8.16.2 | 77 | 33 | Hypervisor should have capability similar of Virtual Volumes which enables abstraction for external storage (SAN and NAS) devices making them Virtualization aware. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No change in the RFP Clause. |
| 151 | 8.16 | 8.16.2 | 77 | 33 | Hypervisor should have capability similar of Virtual Volumes which enables abstraction for external storage (SAN and NAS) devices making them Virtualization aware. | OEM Specific | Clarification: No change in the RFP Clause. |
| 152 | 8.16 | 8.16.2 | 77 | 33 | Hypervisor should have capability similar of Virtual Volumes which enables abstraction for external storage (SAN and NAS) devices making them Virtualization aware. | Virtual Volume or vVOL are VMware proprietary technology, hence, please delete the specs. | Clarification: No change in the RFP Clause. |
| 153 | 8.16 | 8.16.2 | 77 | 34 | The hypervisor should support HCI and Non-HCI (Server + FC SAN Storage) architecture | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: The hypervisor should support HCI and connectivity to any external industry standard Storage architecture. Point Updated and included in Corrigendum # CR - 17 |
| 154 | 8.16 | 8.16.2 | 77 | 34 | The hypervisor should support HCI and Non-HCI (Server + FC SAN Storage) architecture | OEM Specific | Clarification: The hypervisor should support HCI and connectivity to any external industry standard Storage architecture. Point Updated and included in Corrigendum # CR - 17 |
| 155 | 8.16 | 8.16.2 | 77 | 34 | The hypervisor should support HCI and Non-HCI (Server + FC SAN Storage) architecture | As per Pt. 93, where the HCI Solution should not have any dependency on SAN Switch mentioned, this is contradicting to the Pt. 93, this is to restrict other OEM to participate. Request to please modify as "The hypervisor should support HCI / Non-HCI (Server + FC SAN Storage) architecture" | Clarification: The hypervisor should support HCI and connectivity to any external industry standard Storage architecture. Point Updated and included in Corrigendum # CR - 17 |
| 156 | 8.16 | 8.16.2 | 77 | 35 | It should allow dynamic adjustment of the teaming algorithm so that the load is always balanced across a team of physical adapters on a Virtual Switch | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: It should allow dynamic adjustment of the load to ensure balancing across multiple physical adapters on a Virtual Switch. Point Updated and included in Corrigendum # CR - 18 |
| 157 | 8.16 | 8.16.2 | 77 | 35 | It should allow dynamic adjustment of the teaming algorithm so that the load is always balanced across a team of physical adapters on a Virtual Switch | OEM Specific | Clarification: It should allow dynamic adjustment of the load to ensure balancing across multiple physical adapters on a Virtual Switch. Point Updated and included in Corrigendum # CR - 18 |
| 158 | 8.16 | 8.16.2 | 77 | 36 | 36) Solution must provide native and embedded support for creating Kubernetes clusters on the hypervisor using a single management user interface for managing both virtual machines and Kubernetes clusters for containerized applications | How many nodes are been planned where Kubernetes/container would be provisioned , this is required for us to work in the licensing | Clarification: Feature and capability is required from day one. However provisioning will be done as and when required |
| 159 | 8.16 | 8.16.2 | 77 | 36 | Solution must provide native and embedded support for creating Kubernetes clusters on the hypervisor using a single management user interface for managing both virtual machines and Kubernetes clusters for containerized applications | Is this required on Day-1 | Clarification: Feature and capability is required from day one. However provisioning will be done as and when required |
| 160 | 8.16 | 8.16.2 | 77 | 37 | Licenses proposed for Software Defined Compute (SDC) /Hypervisor Platform should be perpetual in nature | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No change in the RFP Clause. |
| 161 | 8.16 | 8.16.2 | 77 | 37 | Licenses proposed for Software Defined Compute (SDC) /Hypervisor Platform should be perpetual in nature | OEM Specific | Clarification: No change in the RFP Clause. |
| 162 | 8.16 | 8.16.3 | 78 | 5 | The proposed SDS software Licenses should not have any dependence on the underlying hardware. Also, SDS Licenses should be transferrable to hardware from any vendor in case of hardware EOL & EOS or nonavailability. Adding of Memory or Disks should not incur any additional software Licenses | the SDS Solution proposed must be the latest SDS/HCI Solution from OEM ? Or older architecture or version is also acceptable which is end of Life or end of sale in next 2- 3 year ? | Clarification: No Change in the RFP Clause |

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| 163 | 8.16 | 8.16.3 | 78 | 7 | The proposed solution should support both All Flash and hybrid configuration with the same software License from day one | Hybrid and Allflash nodes must be supported in the same cluster as per the SCHIL requirement ? | Clarification: No Change in the RFP Clause. Not expected in the same cluster |
| 164 | 8.16 | 8.16.3 | 78 | 9 | The proposed solution should be capable to connect to FC SAN for VM migration and reusing existing Storage natively using FC HBA also support for Direct attached JBODs | Request to change the specs as "The proposed solution should be capable to connect to FC SAN /iSCSI for VM migration from existing infra to new HCI infra" | Clarification: No Change in the RFP Clause |
| 165 | 8.16 | 8.16.3 | 78 | 11 | Proposed solution should protect up to 1 Node failure scenario in the cluster. The solution should also be capable of protecting 3 nodes failure scenario | Change - Proposed solution should be architected such that Local Availability is not compromised (be it from Availability of resource stand point or from Performance stand point) - effectively there being No Single Point of Failure. | Clarification: Considering future expansion the expanded solution should be able to sustain concurrent multinode failures. Point Updated and included in Corrigendum # CR - 19 |
| 166 | 8.16 | 8.16.3 | 78 | 11 | Proposed solution should protect up to 1 Node failure scenario in the cluster. The solution should also be capable of protecting 3 nodes failure scenario | OEM Specific | Clarification: Considering future expansion the expanded solution should be able to sustain concurrent multinode failures. Point Updated and included in Corrigendum # CR - 19 |
| 167 | 8.16 | 8.16.13 | 78 | 11 | Proposed solution should protect up to 1 Node failure scenario in the cluster. The solution should also be capable of protecting 3 nodes failure scenario | Please clarify | Clarification: Considering future expansion the expanded solution should be able to sustain concurrent multinode failures. Point Updated and included in Corrigendum # CR - 19 |
| 168 | 8.16 | 8.16.3 | 78 | 16 | The SDS solution should be capable of Cloud Native Storage integration natively to create Persistent Volumes using SDS File Share | Is this file shared required on Day-1 ? File Share must be distributed File share like HCI ? | Clarification: No Change in the RFP Clause. Required from Day 1 |
| 169 | 8.16 | 8.16.4 | 79 | 12 | The solution should provide inbuilt L2VPN and L3VPN to allow for secure extension to multiple small ROBO sites. | Is this required on Day-1 ? Please help with the Small ROBO Sites details. | Clarification: This is to be future plans perspective. Site details can be provided later during deployment or operations stage |
| 170 | 8.16 | 8.16.4 | 79 | 15 | It is desirable that The Network Virtualization and Security solution should support Bare Metal Workloads, Virtual workloads outside the cluster as we may have Bare Metal Database servers in future. | Also mention that the bare metal support must be for any OS. Or else please delete the clause as it does not make sense otherwise | Clarification: NO Change - OS required might be any of these - CentOS Linux, Red Hat Enterprise Linux (RHEL), Oracle Linux, SUSE Linux Enterprise Server, Ubuntu & Windows Server |
| 171 | 8.16 | 8.16.5 | 80 | 3 | The management software should provide means to perform quick, as-needed deployment of additional hypervisor hosts. This automatic deployment should be able to push out update images, eliminating patching and the need to schedule patch windows. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause. No Change Bidder can propose combination of various Products/ Solutions to achieve the ask |
| 172 | 8.16 | 8.16.5 | 80 | 5 | Power, storage related, and OS cluster related information has to initiate from the relevant sources and can be integrated through RESTful APIs. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 173 | 8.16 | 8.16.5 | 80 | 5 | Power, storage related, and OS cluster related information has to initiate from the relevant sources and can be integrated through RESTful APIs. | OEM Specific | Clarification: No Change in the RFP Clause |
| 174 | 8.16 | 8.16.5 | 80 | 6 | Virtualization management software console shall provide reports for performance and utilization of Virtual Machines. It shall co-exist and integrate with leading systems management vendors. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 175 | 8.16 | 8.16.5 | 80 | 6 | Virtualization management software console shall provide reports for performance and utilization of Virtual Machines. It shall co-exist and integrate with leading systems management vendors. | OEM Specific | Clarification: No Change in the RFP Clause |
| 176 | 8.16 | 8.16.5 | 80 | 13 | Virtualization management software should allow you to deploy and export virtual machines, virtual appliances in Open Virtual Machine Format (OVF). | OEM Specific | Clarification: No Change in the RFP Clause |
| 177 | 8.16 | 8.16.5 | 80 | 16 | Virtualization management software should be able to integrate into existing standard EMS systems. | OEM Specific | Clarification: No Change in the RFP Clause |
| 178 | 8.16 | 8.16.6 | 81 | 1 | The solution should be able to Create and manage recovery plans directly from Virtualization Manager Console and able to automatically discover and display virtual machines protected by either host-based replication or storage-based replication | Request to allow Virtual Manager and DR Automation as Different components | Clarification: However Bidder may provide separate tools to achieve same. |

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| 179 | 8.16 | 8.16.6 | 81 | 1 | The solution should be able to Create and manage recovery plans directly from Virtualization Manager Console and able to automatically discover and display virtual machines protected by either host-based replication or storage-based replication | Need Clarification | Clarification: However Bidder may provide separate tools to achieve same. |
| 180 | 8.16 | 8.16.6 | 81 | 2 | The solution should be able to Map virtual machines to appropriate resources on the failover site a. The solution should provide option to customize the shutdown of low-priority virtual machines at the failover site to get more resources or proper utilization of resources b. The solution should provide option to recover multiple sites into a single shared recovery site c. The solution should be able to automatically stop replication between sites and promotion of replicated storage for recovery d. The solution should provide technology so that live migration of virtual machine disks would be supported between different storages and would support of distributed resource scheduling of storage | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: The solution should be able to Map virtual machines to appropriate resources on the failover site a. The solution should provide option to customize the shutdown of low- priority virtual machines at the failover site to get more resources or proper utilization of resources b. The solution should provide option to recover multiple sites into a single shared recovery site (multiple sites in the near future) c. The solution should be able to automatically stop replication between sites and promotion of replicated storage for recovery d. The solution should provide technology so that live migration of virtual machine disks would be supported between different storages and would support resource load balancing across the hosts Point Updated and included in Corrigendum # CR - 20 |
| 181 | 8.16 | 8.16.6 | 81 | 2 | The solution should be able to Map virtual machines to appropriate resources on the failover site a. The solution should provide option to customize the shutdown of low-priority virtual machines at the failover site to get more resources or proper utilization of resources b. The solution should provide option to recover multiple sites into a single shared recovery site c. The solution should be able to automatically stop replication between sites and promotion of replicated storage for recovery d. The solution should provide technology so that live migration of virtual machine disks would be supported between different storages and would support of distributed resource scheduling of storage | OEM Specific | Clarification: The solution should be able to Map virtual machines to appropriate resources on the failover site a. The solution should provide option to customize the shutdown of low- priority virtual machines at the failover site to get more resources or proper utilization of resources b. The solution should provide option to recover multiple sites into a single shared recovery site (multiple sites in the near future) c. The solution should be able to automatically stop replication between sites and promotion of replicated storage for recovery d. The solution should provide technology so that live migration of virtual machine disks would be supported between different storages and would support resource load balancing across the hosts Point Updated and included in Corrigendum # CR - 20 |
| 182 | 8.16 | 8.16.6 | 81 | 8 | The solution should be able to support default Host based replication method and Automate execution of recovery testing | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 183 | 8.16 | 8.16.6 | 81 | 8 | The solution should be able to support default Host based replication method and Automate execution of recovery testing | OEM Specific | Clarification: No Change in the RFP Clause |
| 184 | 8.16 | 8.16.6 | 82 | 9 | The solution should be able to use storage snapshot to perform recovery tests without losing replicated data and provide multiple point-in-time recovery which will allow reversion to earlier known states | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: This technology is common across many DR automation Vendors. The Features are needed for Benefit of SHCIL |
| 185 | 8.16 | 8.16.6 | 82 | 9 | The solution should be able to use storage snapshot to perform recovery tests without losing replicated data and provide multiple point-in-time recovery which will allow reversion to earlier known states | OEM Specific | Clarification: This technology is common across many DR automation Vendors. The Features are needed for Benefit of SHCIL |
| 186 | 8.16 | 8.16.5 | 81 | 13 | Virtualization management software should allow you to deploy and export virtual machines, virtual appliances in Open Virtual Machine Format (OVF). | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 187 | 8.16 | 8.16.5 | 81 | 13 | Virtualization management software should allow you to deploy and export virtual machines, virtual appliances in Open Virtual Machine Format (OVF). | OEM Specific | Clarification: No Change in the RFP Clause |
| 188 | 8.16 | 8.16.6 | 82 | 14 | The solution should be able to ensure complete replication of virtual machine data in an application-consistent state, prior to initiating migration | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |

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|-----|------|--------|----|----|--|---|---|
| 189 | 8.16 | 8.16.6 | 82 | 15 | The solution should be able to perform data sync to force complete replication of powered-off virtual machines to the failover site | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 190 | 8.16 | 8.16.6 | 82 | 15 | The solution should be able to perform data sync to force complete replication of powered-off virtual machines to the failover site | OEM Specific | Clarification: No Change in the RFP Clause |
| 191 | 8.16 | 8.16.5 | 81 | 16 | Virtualization management software should be able to integrate into existing standard EMS systems. | Query - Confirm which is the EMS? What level of integration is expected | Clarification: No Change in the RFP Clause |
| 192 | 8.16 | 8.16.5 | 81 | 16 | Virtualization management software should be able to integrate into existing standard EMS systems. | OEM Specific | Clarification: No Change in the RFP Clause |
| 193 | 8.16 | 8.16.6 | 82 | 16 | It should be able to support true hypervisor-based replication for virtualization platform | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 194 | 8.16 | 8.16.6 | 82 | 16 | It should be able to support true hypervisor- based replication for virtualization platform | OEM Specific | Clarification: No Change in the RFP Clause |
| 195 | 8.16 | 8.16.6 | 82 | 18 | The solution should provide storage-agnostic replication that supports use of low- end storage, including direct-attached storage and provides host-based replication which will replicate only changed blocks to increase network efficiency | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: These features are supported by various Third Party Data protection applications |
| 196 | 8.16 | 8.16.6 | 82 | 18 | The solution should provide storage-agnostic replication that supports use of low- end storage, including direct-attached storage and provides host-based replication which will replicate only changed blocks to increase network efficiency | OEM Specific | Clarification: These features are supported by various Third Party Data protection applications |
| 197 | 8.16 | 8.16.6 | 82 | 19 | The solution should provide support for broad choice of compatible storage arrays and replication products from all major vendors and able to leverage iSCSI, Fiber Channel or NFS-based storage replication solutions | Request - Suggest this is removed. | Clarification: No Change in the RFP Clause |
| 198 | 8.16 | 8.16.6 | 82 | 19 | The solution should provide support for broad choice of compatible storage arrays and replication products from all major vendors and able to leverage iSCSI, Fiber Channel or NFS-based storage replication solutions | OEM Specific | Clarification: No Change in the RFP Clause |
| 199 | 8.16 | 8.16.8 | 83 | 1 | Backup Software license of 100 TB front end data | 1. Source Data is mentioned as 100TB. Also, the storage is required for 100TB. We need to get more clarity on the Front end data | Clarification: No Change in the RFP Clause |
| 200 | 8.16 | 8.16.7 | 83 | 6 | The solution shall provide predictive analytics capabilities to understand baselines and model capacity and demand for accurate forecasting of infrastructure requirements. The platform should be able collect and analyze utilization metrics at sub-5-minute intervals to provide accurate forecasting | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 201 | 8.16 | 8.16.6 | 83 | 6 | The solution shall provide predictive analytics capabilities to understand baselines and model capacity and demand for accurate forecasting of infrastructure requirements. The platform should be able collect and analyze utilization metrics at sub-5- minute intervals to provide accurate forecasting | OEM Specific | Clarification: No Change in the RFP Clause |
| 202 | 8.16 | 8.16.7 | 83 | 9 | The solution should give explanations and recommended solutions to performance, capacity and configuration problems. It should be possible to associate workflows with alerts to automatically initiate corrective measures at critical thresholds. The solution should provide advanced trouble shooting capabilities leveraging AI/ML technologies which would provide troubleshooting evidence consisting of events, property changes and metric abnormalities. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 203 | 8.16 | 8.16.6 | 83 | 9 | The solution should give explanations and recommended solutions to performance, capacity and configuration problems. It should be possible to associate workflows with alerts to automatically initiate corrective measures at critical thresholds. The solution should provide advanced trouble shooting capabilities leveraging AI/ML technologies which would provide troubleshooting evidence consisting of events, property changes and metric abnormalities. | OEM Specific | Clarification: No Change in the RFP Clause |

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|-----|------|--------|----|----|--|---|---|
| 204 | 8.16 | 8.16.7 | 83 | 10 | Should have Integrated Compliance & Configuration to track and remediate configuration breaches manually or automatically to stay compliant. Should be able to create custom benchmarks | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change -Bidder can propose combination of various Products/ Solutions to achieve the mentioned requirements |
| 205 | 8.16 | 8.16.7 | 83 | 10 | Should have Integrated Compliance & Configuration to track and remediate configuration breaches manually or automatically to stay compliant. Should be able to create custom benchmarks | OEM Specific | Clarification: No Change -Bidder can propose combination of various Products/ Solutions to achieve the mentioned requirements |
| 206 | 8.16 | 8.16.7 | 83 | 11 | The solution shall support service discovery & application dependency mapping for workloads hosted on the virtual platform. The solution shall pre-emptively rebalance workloads in advance of upcoming demands and spikes, eliminating resource contention before it happens thus ensuring that workloads get the resources that they always need | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change in the RFP Clause |
| 207 | 8.16 | 8.16.7 | 83 | 11 | The solution shall support service discovery & application dependency mapping for workloads hosted on the virtual platform. The solution shall pre-emptively rebalance workloads in advance of upcoming demands and spikes, eliminating resource contention before it happens thus ensuring that workloads get the resources that they always need | OEM Specific | Clarification: No Change in the RFP Clause |
| 208 | 8.16 | 8.16.7 | 83 | 12 | The solution should allow connecting to data-center ecosystem components e.g., operating systems, applications, storage arrays, firewalls, network devices, etc., providing a single location to collect, store, and analyze logs at scale. The solution should deliver a single interface for heterogeneous and highly scalable log management of both physical and virtual components with intuitive, actionable dashboards, sophisticated analytics and broad third-party extensibility, providing deep operational visibility and faster troubleshooting | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change -Bidder can propose combination of various Products/ Solutions to achieve the mentioned requirements |
| 209 | 8.16 | 8.16.7 | 83 | 12 | The solution should allow connecting to data-center ecosystem components e.g., operating systems, applications, storage arrays, firewalls, network devices, etc., providing a single location to collect, store, and analyze logs at scale. The solution should deliver a single interface for heterogeneous and highly scalable log management of both physical and virtual components with intuitive, actionable dashboards, sophisticated analytics and broad third-party extensibility, providing deep operational visibility and faster troubleshooting | Separate Component | Clarification: No Change -Bidder can propose combination of various Products/ Solutions to achieve the mentioned requirements |
| 210 | 8.16 | 8.16.7 | 83 | 13 | The solution provides the cost of a virtual machine and utilization of shared resources to help better manage demand, budget, Capex/OpEx across various projects/departments using the shared cloud infrastructure. The solution should be able to analyze/report on cost/spend by Account, User, Deployment, Cloud Provider, LOB, Instance type, Tags | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No Change -Bidder can propose combination of various Products/ Solutions to achieve the mentioned requirements |
| 211 | 8.16 | 8.16.7 | 83 | 13 | The solution provides the cost of a virtual machine and utilization of shared resources to help better manage demand, budget, Capex/OpEx across various projects/departments using the shared cloud infrastructure. The solution should be able to analyze/report on cost/spend by Account, User, Deployment, Cloud Provider, LOB, Instance type, Tags | OEM/Product Specific | Clarification: No Change -Bidder can propose combination of various Products/ Solutions to achieve the mentioned requirements |
| 212 | 8.16 | 8.16.7 | 83 | 14 | The solution should provide visibility and monitoring for third-party data-center ecosystem components such as compute, networking, storage, security, applications, containers, latest Kubernetes versions, databases and multi-cloud services from AWS, Azure, and GCP. A comprehensive list of supported systems shall be submitted as part of the bid. | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: This Point is removed. Point Updated and included in Corrigendum # CR - 21 |

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|-----|------|--------|----|----|---|--|--|
| 213 | 8.16 | 8.16.7 | 83 | 14 | The solution should provide visibility and monitoring for third-party data center ecosystem components such as compute, networking, storage, security, applications, containers, latest Kubernetes versions, databases and multi-cloud services from AWS, Azure, and GCP. A comprehensive list of supported systems shall be submitted as part of the bid. | Non Compliant / OEM Specific | Clarification: This Point is removed. Point Updated and included in Corrigendum # CR - 21 |
| 214 | 8.16 | 8.16.8 | 84 | 1 | Bidder should also supply backup physical server one at DC site along with purpose built backup solution | Physical CPU sockets to be considered for the environment to be backed up | Clarification: Details will be shared with the winning Bidder / SI |
| 215 | 8.16 | 8.16.8 | 84 | 1 | Bidder should also supply backup physical server one at DC site along with purpose built backup solution | Nature of Data to be backed up along with Retention Policies, Annual Growth Rate, Daily Change Rate | Clarification: Details will be shared with the winning Bidder / SI |
| 216 | 8.16 | 8.16.8 | 84 | 1 | Bidder should also supply backup physical server one at DC site along with purpose built backup solution | Any Expected Backup Window, Minimum Committed Deduplication | Clarification: Details will be shared with the winning Bidder / SI |
| 217 | 8.16 | 8.16.8 | 84 | 1 | Bidder should also supply backup physical server one at DC site along with purpose built backup solution | Minimum number of Stream Count | Clarification: Details will be shared with the winning Bidder / SI |
| 218 | 8.16 | 8.16.8 | 84 | 1 | | Request to add the point Should be in Gartner's Leader Quadrant | Clarification: The proposed solution should be in leaders quadrant of "Magic quadrant for Enterprise Backup and Recovery Software Solutions" Point Updated and included in Corrigendum # CR - 22 |
| 219 | 8.16 | 8.16.8 | 84 | 4 | Disk to Disk to Tape Backup solution with Two month backup data to be kept on disk for easy retrieval | Request SHCIL to elaborate on the backup retention policy to help size the solution | Clarification: No Change in the RFP Clause. All long term data retention will be on tape hence not relevant for sizing |
| 220 | 8.16 | 8.16.8 | 84 | 7 | Should support online backup and granular recovery of database platforms like Oracle, MS SQL, MySQL, PostgreSQL, Sybase etc. Should support file and block based backup for Windows File System, UNIX/Linux File Systems, Microsoft SQL Server, MySQL. Should support file and block based backup for Windows File System, UNIX/Linux File Systems, Microsoft SQL Server, MySQL | Request you to change the statement to "Should support online backup and granular recovery of database platforms like Oracle, MS SQL and Instance backup of MySQL, PostgreSQL, Sybase etc. Should support file and block based backup for Windows File System, UNIX/Linux File Systems, Microsoft SQL Server, MySQL." Should support file and block based backup for Windows File System, UNIX/Linux File Systems, Microsoft SQL Server, MySQL | Clarification: Should support online backup and granular recovery of database platforms like Oracle, MS SQL, Instance backup of MySQL, PostgreSQL, Sybase etc. Should support file and block based backup for Windows File System, UNIX/Linux File Systems, Microsoft SQL Server, MySQL. Should support file and block based backup for Windows File System, UNIX/Linux File Systems, Microsoft SQL Server, MySQL Point Updated and included in Corrigendum # CR - 23 |
| 221 | 8.16 | 8.16.8 | 84 | 10 | The proposed solution must support both disk to disk backup and disk to tape backup at the same time. | Request you to change the statement to "The proposed solution must support both disk to disk backup , disk to disk to tape backup." | Clarification: The proposed solution must support both disk to disk backup, disk to tape backup and disk to disk to tape backup. Point Updated and included in Corrigendum # CR - 24 |
| 222 | 8.16 | 8.16.8 | 84 | 12 | Should have in-built calendar based scheduling system and also support check-point restart able backups for file systems. It should support various level of backups including full, incremental, differential, synthetic and virtual synthetic backups | Request you to change the statment to "Should have in-built calendar based scheduling system and also support check-point restart able backups for file systems. It should support various level of backups like full, incremental, differential, synthetic or virtual synthetic backups" | Clarification: No Change in the RFP Clause |
| 223 | 8.16 | 8.16.9 | 85 | 1 | Offered Disk to disk backup device shall be Modular design to allow configuration, add capacity increase performance. | This specification is loosely stated and hence bidders can get away with inconsistent configurations/models. | Clarification: No Change in the RFP Clause. Offered disk appliance must be purpose built backup appliance that offers target based deduplication and can integrate with industry standard backup applications. It must support global deduplication to reduce the backup storage capacity requirements and store data efficiently. |

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| 224 | 8.16 | 8.16.9 | 85 | 1 | Offered Disk to Disk backup device shall be Modular design to allow configuration, add capacity increase performance. | Purpose Built Backup Appliance | Clarification: No Change in the RFP Clause. Offered disk appliance must be purpose built backup appliance that offers target based deduplication and can integrate with industry standard backup applications. It must support global deduplication to reduce the backup storage capacity requirements and store data efficiently. |
| 225 | 8.16 | 8.16.9 | 85 | 2 | Offered appliance shall be certified to work with at-least 3 Backup application vendor ISV like HPE Zerto, Veeam, Commvault etc. | What kind of integration is expected with Zerto? | Clarification: The offered appliance shall be certified to work with backup applications part of the leaders quadrant of "Magic quadrant for Enterprise Backup and Recovery Software Solutions" Point Updated and included in Corrigendum # CR - 25 |
| 226 | 8.16 | 8.16.9 | 85 | 2 | Offered appliance shall be certified to work with at-least 3 Backup application vendor ISV like HPE Zerto, Veeam, Commvault etc. | Is there any specific backup protocol integration required? Or will CIFS/NFS work? | Clarification: The offered appliance shall be certified to work with backup applications part of the leaders quadrant of "Magic quadrant for Enterprise Backup and Recovery Software Solutions" Point Updated and included in Corrigendum # CR - 25 |
| 227 | 8.16 | 8.16.9 | 85 | 3 | Proposed device shall be Proposed with Minimum of 250 TB of usable space, scalable to more than 700TB at DC and minimum 125 TB usable space at DR location | Is there any requirement to replicate data between the two locations/sites? Is there any statutory guideline to comply with daily offsiteing of the backup copies. | Clarification: No Change in the RFP Clause. Details will be shared with the winning bidder |
| 228 | 8.16 | 8.16.9 | 85 | 7 | Vendor shall configure at-least 24TB space on SSD for data caching operation. This space shall be additional to above raw capacity asked in the RFP. | Is there any specific consideration when looking at the SSD cache space? | Clarification: No Change in the RFP Clause |
| 229 | 8.16 | 8.16.8 | 85 | 27 | The proposed backup solution should provide search capability from a web portal to allow search for a single file from complete backup | The proposed backup solution should provide search capability from a web portal to allow search for a single file from a restore point . | Clarification: The proposed backup solution should provide search capability from a web portal to allow search for a single file from complete backup/Restore point. Point Updated and included in Corrigendum # CR - 26 |
| 230 | 8.16 | 8.16.8 | 85 | 36 | Solution must provide support against ransomware protection with Air-Gap Copy | Request SHCIL to elaborate on the requirement of "Air-gap" copy | Clarification: No Change in the RFP Clause. Bidder may provide alternate methodology to achieve same. |
| 231 | 8.16 | 8.16.8 | 85 | 37 | Solution must support inline deduplication, enabled at a granular per-virtual disk level, but supporting aggregate deduplication efficiency ("global" deduplication). | Request you to change the statment to "Solution must support inline deduplication, enabled at a granular per-virtual disk level." but supporting aggregate deduplication efficiency ("global" deduplication). | Clarification: No Change in the RFP Clause |
| 232 | 8.16 | 8.16.8 | 85 | 39 | Should be able to protect big data applications like, Cassandra / Hadoop | Any specific versions of distributions that SHCIL needs or the bidder can specify the list of supported platforms/versions. | Clarification: No Change in the RFP Clause. Applies to latest prevalant version |
| 233 | 8.16 | 8.16.8 | 85 | 40 | Should be able to support Windows / Linux / Solaris / AIX File Systems | Request you to provide the OS versions for each platform? | Clarification: No Change in the RFP Clause. Details will be shared with the winning bidder. Bidder to share supported OS versions |
| 234 | 8.16 | 8.16.9 | 86 | 18 | Offered disk based backup device shall also support encryption functionality. | SHCIL should request AES 256 bit encryption for data at-rest as well as in-flight to conform to statutory guidelines. | Clarification: No Change in the RFP Clause |
| 235 | 8.16 | 8.16.9 | 86 | 19 | Offered disk based backup device shall also support Secure erase feature for protecting against unauthorized recovery of deleted data. | If the intention is secure the system, SHCIL should ask the following. The proposed disk appliance must have a dual authentication mechanism where even administrator cannot delete any data maliciously or accidentally. | Clarification: No Change in the RFP Clause |
| 236 | 8.16 | 8.16.9 | 86 | 21 | Offered device shall support rated write performance of at-least 60TB per hour. | How is SHCIL looking to verify the write performance. | Clarification: No Change in the RFP Clause. Bidder to provide supporting public document from OEM performance will have to be demonstrated during POC |

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|-----|------|---------|----|----|--|---|--|
| 237 | 8.16 | 8.16.11 | 87 | 2 | CPU2 x Third Generation Intel Xeon-Gold 6348 Processor · Clock speed - 2.60 GHz and above · Cores per processor - 28 cores or above · Cache - 20 Mb cache or above | Change - CPU2 x Third Generation Intel Xeon-Gold 6348 Processor or better (with equivalent or better Clock speed,cores, cache). Effectively processor should be equivalent or better performing than Intel Xeon Gold 6348 Processor | Clarification: CPU2 x Third Generation Intel Xeon-Gold 6348 Processor or better (with equivalent or better Clock speed,cores, cache). Effectively processor should be equivalent or better performing than Intel Xeon Gold 6348 Processor. Point Updated and included in Corrigendum # CR - 27 |
| 238 | 8.16 | 8.16.11 | 87 | 2 | CPU 2 x Third Generation Intel Xeon-Gold 6348 Processor · Clock speed - 2.60 GHz and above · Cores per processor - 28 cores or above · Cache - 20 Mb cache or above | Minimum specification can be defined having Processor model is a restriction to offer better | Clarification: CPU2 x Third Generation Intel Xeon-Gold 6348 Processor or better (with equivalent or better Clock speed,cores, cache). Effectively processor should be equivalent or better performing than Intel Xeon Gold 6348 Processor. Point Updated and included in Corrigendum # CR - 27 |
| 239 | 8.16 | 8.16.11 | 87 | 2 | 6348 Icelake processor | Is this Processor considered with or without HCI and Management overhead ? | Clarification: Management overheads extra |
| 240 | 8.16 | 8.16.11 | 87 | 2 | 6348 Icelake processor | Also mention that the bare metal support must be for any OS. Or please delete the clause. Processor considered is with HCI and Management overhead ? | Clarification: CPU2 x Third Generation Intel Xeon-Gold 6348 Processor or better (with equivalent or better Clock speed,cores, cache). Effectively processor should be equivalent or better performing than Intel Xeon Gold 6348 Processor. Point Updated and included in Corrigendum # CR - 27 |
| 241 | 8.16 | 8.16.10 | 87 | 7 | Offered Library shall be provided with a hardware device like USB key, separate appliance etc. to keep all the encrypted keys in a redundant fashion | LME or USB based encryption key management means The Solution becomes hardware Locked . Hence requesting to please change the clause as " Offered Library shall be provided with a hardware device like USB key , separate appliance or Industry Standard Application Managed Encryption (AME) etc. to keep all the encrypted keys in a redundant fashion." The Bidder must provide the required licence/agents for the solution. | Clarification: Offered Library shall be provided with a hardware device like USB key , separate appliance or Industry Standard Application Managed Encryption (AME) etc. to keep all the encrypted keys in a redundant fashion." The Bidder must provide the required licence/agents for the solution. Point Updated and included in Corrigendum # CR - 28 |
| 242 | 8.16 | 8.16.10 | 87 | 9 | Offered LTO-8 drive shall also support LTO-7 – Type M media so that native cartridge capacity of LTO-7 cartridge can be increased to 9TB | Requesting to Please let us know , that The Bidder must Supply 25 LTO8 Tape Cartridges and 2 Cleaning cartridges with Barcode labels as an Initial Supply. SHCIL shall buy more consumables as and when required in future. OR NOT REQUIRED. | Clarification: The offered solution to be LTO-8 drive,With 2 nos of LTO-8 and cleaning cartiges each. Point Updated and included in Corrigendum # CR - 29 |
| 243 | 8.16 | 8.16.11 | 88 | 2 | CPU2 x Third Generation Intel Xeon-Gold 6348 Processor · Clock speed - 2.60 GHz and above · Cores per processor - 28 cores or above · Cache - 20 Mb cache or above | Minimum specification can be defined having Processor model is a restriction to offer better | Clarification: No change in the RFP Clause. Bidder may offer CPU specs with higher version from the same family |
| 244 | 8.16 | 8.16.11 | 88 | 11 | a) At DC >=192 Cores without overhead with sustaining one node failure. | 192 Core at DC and 144 Core at DR Usable without HCI Overhead and Mgmt VMs ? | Clarification: No change in the RFP Clause. Usable cores without management overheads with appropriate sizing documentation. |
| 245 | 8.16 | 8.16.11 | 88 | 11 | b) At DR >=144 Cores usable without overhead sustaining one node Failure | It is important for Stock holding to know Public URL which clearly shows referenceable sizing on HCI overheads and mgmt sizing required for micro segmentation, operation manager and other operation center etc. | Clarification: No change in the RFP Clause. Usable cores without management overheads with appropriate sizing documentation. |
| 246 | 8.16 | 8.16.11 | 88 | 11 | a) At DC >=192 Cores without overhead with sustaining one node failure. b) At DR >=144 Cores usable without overhead sustaining one node Failure | 192 Core at DC and 144 Core at DR Usable without HCI Overhead and Mgmt VMs ? Please ask for Bidder to submit the Public URL on HCI overhead and mgmt sizing required for microsegmentation, operation manager and other operation center etc. | Clarification: No change in the RFP Clause. Usable cores without management overheads with appropriate sizing documentation. |

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| 247 | 8.16 | 8.16.11 | 88 | 12 | 1. UEFI Secure Boot and Secure Start support 2. Immutable Silicon Root of Trust 3. Tamper-free updates - components digitally signed and verified. 4. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable 5. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware 6. Secure Recovery - recover critical firmware to known good state on detection of compromised FW 7. Secure erase of NAND for decommissioning. 8. TPM (Trusted Platform Module) 9. Chassis Intrusion detection option | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No change in the RFP Clause. Bidder may propose equivalent or better features |
| 248 | 8.16 | 8.16.11 | 88 | 12 | 1. UEFI Secure Boot and Secure Start support 2. Immutable Silicon Root of Trust 3. Tamper-free updates - components digitally signed and verified. 4. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable 5. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware 6. Secure Recovery - recover critical firmware to known good state on detection of compromised FW 7. Secure erase of NAND for decommissioning. 8. TPM (Trusted Platform Module) 9. Chassis Intrusion detection option | Point 1, 2,9 covered (ILOM) 4 Partial Compliant / OEM Specific (Oracle Cloud VMware Solution on Public cloud), point 3,5, OEM Point | Clarification: No change in the RFP Clause. Bidder may propose equivalent or better features |
| 249 | 8.16 | 8.16.12 | 89 | 1.1 | The OEM for the proposed switches should be part of Gartner Leader Quadrant for DC Networking for last 1 year. | Gartner Quadrant Report is not being published for Data Center Networking since last 2 years. Request you to remove the clause. | Clarification: The OEM for the proposed switches should be part of Gartner Leader Quadrant for DC Networking in the latest published and available report 2020 or later. Point Updated and included in Corrigendum # CR - 30 |
| 250 | 8.16 | 8.16.12 | 89 | 1.1 | The OEM for the proposed switches | one specific Network switches brand specific parameters may be relaxed. | Clarification: The OEM for the proposed switches should be part of Gartner Leader Quadrant for DC Networking in the latest published and available report 2020 or later. Point Updated and included in Corrigendum # CR - 30 |
| 251 | 8.16 | 8.16.12 | 89 | 2.2 | The Switch should support intelligent buffer management with a minimum buffer of 40MB. | Request you to change the buffer size of 32MB which is available on off-the-shelf ASIC for larger OEM participation as 40MB buffer is limited to one particular proprietary ASIC of an OEM | Clarification: No change in the RFP Clause |
| 252 | 8.16 | 8.16.12 | 89 | 2.2 | The Switch should support intelligent buffer management with a minimum buffer of 40MB. | We Request you to pls. Change it to "The Switch should support intelligent buffer management with a minimum buffer of 32 MB. " This buffer requirement is vendor specific prevents leading Gartner OEM from participating | Clarification: No change in the RFP Clause |

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| 253 | 8.16 | 8.16.12 | 90 | 3.3 | The switch should support 400k IPv4 LPM routes | Request to lower the VRF Scale and pls. amend it as "Switch should support minimum 64 VRF instances with route leaking functionality"- The proposed scale is uni dimensional which means this is applicable only when using VRF as feature nothing else. - Arista Supports a more reasonable number of 64; with multiple features enabled at the scale which is required by Enterprise.(ex VxLAN, BGP, Vlan etc) Also most enterprise use cases dont need a scale of 8-10 VRFs at max ; leading major OEM will also comply to this. | Clarification: No change in the RFP Clause. Required as a part of future growth strategy |
| 254 | | Section 8.16.12 , Point 1.1 | 89 | | Acceptance / Go-live - Balance 25% against submission of Bank Guarantee. | We request you change the payment term as 10% against against Acceptance / Go Live.. | Clarification: No change in the RFP Clause |
| 255 | 8.16 | 8.16.12 | 90 | 3.3 | The switch should support 400k IPv4 LPM routes | Request to lower the LPM Scale "The switch should support 300k IPv4 LPM routes" Typically Internet Facing Routing Tables have requirement of 1M Plus routes. DC Spine route scale requirement typically does not exceed 5-10K Routes. | Clarification: No change in the RFP Clause. Required as a part of future growth strategy |
| 256 | 8.16 | 8.16.12 | 90 | 3.4 | The Switch should support intelligent buffer management with a minimum buffer of 40MB. | Repetitive Clause : We Request you to pls. Change it to "The Switch should support intelligent buffer management with a minimum buffer of 32 MB. " This buffer requirement is vendor specific prevents leading Gartner OEM from participating | Clarification: No change in the RFP Clause |
| 257 | 8.16 | 8.16.13 | 92 | 2.2 | The switch supports VLAN Trunking Protocol (VTP) or Multiple VLAN Registration Protocol (MVRP) or GARP VLAN Registration Protocol (GVRP) that support dynamic VLANs configuration across all switches. | Request removal of this feature for larger OEM Participation ; The protocol is legacy and not recommended from production in modern DC | Clarification: No change in the RFP Clause. Bidder may propose any other suitable /Better protocol during the solutioning. |
| 258 | 8.16 | 8.16.13 | 93 | 5.1 | The switch supports Switch and Operating System Software that offers true stacking, with all switches in a stack acting as a single switch unit. | Allow stacking or equivalent technologies like MLAG, and make these points related to stacking optional.and Request you to pls. change it as "Switch should support Stacking and MLAG" | Clarification: No change in the RFP Clause. Bidder may propose any other industry standard stacking technology |
| 259 | 8.16 | 8.16.13 | 93 | 5.2 | The switch supports a stack that provides a unified data plane, unified configuration, and single IP address for switch management. | Request you to remove the same as "Allow stacking or equivalent technologies like MLAG " already fulfill this | Clarification: No change in the RFP Clause. Bidder may propose any other industry standard stacking technology |
| 260 | 8.16 | 8.16.13 | 93 | 5.3 | The switch supports close loop stacking with a minimum throughput of 40 Gbps or more. | Request you to remove the same as "Allow stacking or equivalent technologies like MLAG " already fulfill this | Clarification: No change in the RFP Clause |
| 261 | 8.16 | 8.16.13 | 93 | 5.4 | The switch supports a minimum stacking density of 8 switches. | Request you to remove the same as "Allow stacking or equivalent technologies like MLAG " already fulfill this | Clarification: No change in the RFP Clause |
| 262 | 8.16 | 8.16.13 | 93 | 5.5 | The switch supports true stacking that should offer higher availability through simplified management as well as cross-stack features including Ether Channel/LACP or SPAN. | Request you to remove the same as "Allow stacking or equivalent technologies like MLAG " already fulfill this | Clarification: No change in the RFP Clause |
| 263 | 8.16 | 8.16.13 | 93 | 5.6 | The switch supports Real-time state synchronization across the stack, Automatic failover from master to standby stack switch. | Request you to remove the same as "Allow stacking or equivalent technologies like MLAG " already fulfill this | Clarification: No change in the RFP Clause |
| 264 | 8.16 | 8.16.13 | 93 | 5.7 | The switch should have stacking modules/ports if any, cables accessories and any required hardware or software with switch from day 1. | Request you to remove the same as "Allow stacking or equivalent technologies like MLAG " already fulfill this | Clarification: No change in the RFP Clause |
| 265 | 8.16 | 8.16.13 | 93 | 7.4 | The switch supports Unidirectional Link Detection Protocol (UDLD) | Request to Removal of Vendor Propriety feature ; as Modern ethernet standards take care of this as part of specification | Clarification: Bidder may propose any other suitable /Better data link layer protocol during the solutioning. Such as Device Link Detection Protocol (DLDP). Extreme Link Status Monitoring (ELSM) , Link-state Tracking etc. Point Updated and included in Corrigendum # CR - 31 |

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| 266 | 8.16 | 8.16.13 | 93 | 7.7 | The switch supports Remote Switch Port Analyser (RSPAN) OR Encapsulated Remote Switch Port Analyser (ERSPAN) or Mirroring that allows administrators to remotely monitor ports in a Layer 2 switch network from any other switch in the same network. | Request for Modification of the clause ,Please allow support GRESpan,GRESpan is standards based equivalent of the RSPAN or ERSpan | Clarification: No Change in the RFP Clause. We have already allowed equivalent and you can propose the alternative method/s to achieve the required capability. |
| 267 | 8.16 | 8.16.13 | 94 | 7.13 | The switch should have 1 dual-personality RJ-45 or USB micro serial console port. | Request for Modification of the clause as "Support for only RJ-45 Console" This does not affect any switch functionality | Clarification: No Change in the RFP Clause. USB is also being used as a mechanism for Console access in new generation of switches and it is not a compulsory. The switch can support USB or RJ-45 console port |
| 268 | 8.16 | 8.16.13 | 94 | 10.4 | WARRANTY FOR TAPE LIBRARY, 5 years OEM onsite warranty and support. OEM should provide 24x7x4 support | Please clarify if the Warranty required is 5 Years Upfront or 3 years. Warranty + 4th and 5th year AMC. | Clarification: Warranty is for 3 years and AMC for 4th and 5th year Point Updated and included in Corrigendum # CR - 32 |
| 269 | 6.12 | Earnest Money Deposit | 3, 44 | 6.12 | Rs. Ten Lakhs (10,00,000/-) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on/or before 27th October 2022. StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address. | Query - Confirm if this is not applicable for MSME | Clarification: No change in the RFP Clause |
| 270 | 6.12 | Earnest Money Deposit | 3, 44 | 6.12 | Rs.10,00,000/- (Indian Rupees Ten Lakh Only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on/or before 27th October 2022. StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004 StockHolding will not pay any interest on the EMD. | Request Stock Holding to allow us to submit EMD in the form of BG from any Scheduled Commercial Bank located in India | Clarification: No change in the RFP Clause. EMD has to be made via RTGS/NEFT |
| 271 | 6.12 | Earnest Money Deposit | 3, 44 | | Rs.10,00,000/- (Indian Rupees Ten Lakh Only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on/or before 27th October 2022. StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004 StockHolding will not pay any interest on the EMD. | We request to change this clause and accept Rs.10,00,000/- (Indian Rupees Ten Lakh Only) by way of RTGS/NEFT Or Bank Guarantee. | Clarification: No change in the RFP Clause |
| 272 | 8.16 | 8.16.3 and 8.16.4 | 77, 78, 79 | All | Complete Section | OEM Specific | Clarification: These are some of the Best features that we see in Technology and expect them to be available for SHCIL. Bidder may propose equivalent products/solutions and explain the same during the presentation round. |
| 273 | 8.16 | 8.16.3 and 8.16.4 | 77, 78, 79, 80 | All | Complete Section | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: These are some of the Best features that we see in Technology and expect them to be available for SHCIL. Bidder may propose equivalent products/solutions and explain the same during the presentation round. |
| 274 | 8.16 | Section 8.16.12, Point 2.2 and Point 3.4 | 89/90 | | Shared Buffer Size of 40MB | Request to change it to 32MB, which is the buffer size for most OEMS using off-the-shelf Broadcom ASICs. The size of 40MB is proprietary to a single OEM. | Clarification: No change in the RFP Clause |
| 275 | | General OverAll | | | Terms Hyper-Converged, HCI | Request - We request a discussion during pre-bid to have better understanding and then will request appropriate changes if any | Clarification: No change in the RFP Clause |
| 276 | | General OverAll | | | Terms Hyper-Converged, HCI | OEM Specific | Clarification: No change in the RFP Clause |
| 277 | | | | | | Also, Kindly confirm that the licenses to be quoted are perpetual/ subscription in nature. Nutanix Licenses are subscription based. | Clarification: Perpetual license are required |

