

**Replies To Pre-bid Queries**  
**Expression of Interest No: NESL/AO/EoI/2017-18/001 dated 28th July 2017.**

**Queries from: Dimension Data India Pvt. Ltd.**

SL	RFP Volume, Section	RFP Page No.	Content in the RFP	Clarification Sought	Clarification
1	9. RFP from qualified bidders:	10	Penalty for non / short performance or unsatisfactory services	Please clarify the Penalty terms and Criteria of Penalties.	Penalty clause is applicable for RFP only and not this EoI. The details will be published in RFP.
2	Section - III	11	Application Characteristics	There is no clarity in terms of 1. Total No of servers required for each Application 2. Compute requirement for (CPU   RAM   Internal HDD   External HDD).	The exact details like Bill of Material, quantity, technical specifications, connectivity/ network requirements, capacities, sizes, types of storage, file systems etc will vary depending upon various technologies available in market / offered by different bidders. The bidders may give their options of technologies and range of capacities, sizes, speeds etc as appropriate to the solutions offered. NESL will finalize on solution, technology, BoM and relevant technical details before release of RFP.
2.1	Section - III	11	Generic.	Please provide the Load Balancer specifications, Since its asked for scalability.	
3	Section - III	11	Generic.	Do we need to provide the dedicated infrastructure or Cloud based (Multitenant environment can be proposed. If Multitenant environment can not be proposed, Please let us know which all are component can not be Mmultitanented.	
4	Section - III	11	Deployment Architecture: Java Platform	Please elaborate the Java Platform means.	
5	Section - III	11	External Connectivity Requirements: Gateways API, SMS, email, payment, SFTP	Does bidder need to provide these services or need to allow NESL to connect to external world for connecting API, Email, Payment gateway etc.	
6	Section - III	11	DC to be synced with near and far DR	There is no clarity in terms of RPO and RTO between DC --> Near DR and Far DR.	
7	Section - III	11	DC to be synced with near and far DR	1. Is Near DR site expected on for Data replication / Availability point or Bidder should consider the Compute as well. 2. Does bidder need to consider 50% DR or 100% DR as compared to Primary DC.	

8	Section - III	Page no 11, (B: Storage)	About 1 PB at the end of the first year	Since the contract period is for 3 years, we need to know the total capacity for 3 years. There is no growth has mentioned where as the contract term is for 3 years. Whats the IOPS needed for 1 PB storage. Type of Storage to be used for : 1. for Archival data or for Live Data 2. Will it be used as SAN or NAS (NFS)	
9	Section - III	Page no 11, (B: Storage)	About 1 PB at the end of the first year	Whats the IOPS needed for 1 PB storage. Type of Storage to be used for : 1. for Archival data or for Live Data 2. Will it be used as SAN or NAS (NFS)	
10	Section - III	Page no 11, (B: Storage)	About 1 PB at the end of the first year	Type of Storage to be used for : 1. for Archival data or for Live Data 2. Will it be used as SAN or NAS (NFS)	
11	Section - III	Page no 11, C: Support:	Max Time to resolve – 2 hours	Please change it to Severity wise linke . Severity-1 - System down - 4 Hrs . Severity-2 - performance severely degraded - 8 Hrs . Severity-3 - Error not significantly affecting the end customer - 24 Hrs . Severity -4 - Change Request - 24+ Hrs If its flat resolution time for all issues, in that case please change it to min 24 <b>Hrs</b> as all servers, storage, and other components OS, app need support from OEM which may take time.	Please indicate best response and resolution time. NESL will stipulate appropriate response and resolution time at RFP stage after evaluating the Eol submitted by the bidders.
12	Section - III	Generic	Generic.	How much is Bandwidth requirement expacted at all sites.	The exact details like Bill of Material, quantity, technical specifications, connectivity/ network requirements, capacities, sizes, types of storage, file systems etc will vary depending upon various technologies available in market / offered by different bidders. The bidders
13	Section - III	Generic	Generic.	What will the total no of Concurrent session with 3 year projection	
14	Section - III	Generic	Generic.	Type of Connections (UDP   HTTP  HTTPS   FTP etc) or Firewall specification needed.	
15	Section - III	Page no 11, C: Support:	Local backup required for all data	Please specify the backup policy and Data retention. Does data need to be writter on tapes and provided to NESI on periodic basis.	

16	Folder B	Page no 15 , Point no x	Migration of data in case of end of contract/ change of platform/service quality issues	Need more details in terms of migration. From to destinations and types of data, VM's, Platform details etc.	may give their options of technologies and range of capacities, sizes, speeds etc as appropriate to the solutions offered. NESL will finalize on solution, technology, BoM and relevant technical details before release of RFP.
17		Generic		What all are types of Connectivity is expected MPLS   Point to point link   Internet etc. Please specify the connectivity requirement.	
18	Section II	Eligibility Criteria/ Pre- qualification criteria for Participation in EOI Point H	The entire project should be carried out by the tendering company and any part of the project cannot be sub-contracted.	This clause is contradictory for the clauses Point c and g.Hence we request to delate this clause.	Clause 1(c) and 1(h) of Section II amended. No change in Clause 1(g) of Section II. The project should be implemented(by bidder or sub-contractor) either at bidder's own data centre set-up or at a data centre set-up , for which bidder has an authorization from the owner of data centre set-up. The authorization letter from the owner of data centre must be uploaded in Folder A. The bidder must satisfy all the requirements stipulated in eligibility criteria to get qualified.

The clarification for Sr. no 2 to 10 is same.

**Queries from: Inspira Enterprise India (P) Ltd.**

Sr no	Page no Point no	Description	Suggestion or Query	Clarification
1	Page no 9 Point 6.a	NESL reserves the right to amend the eligibility criteria, terms and conditions, Scope of Supply/ services, technical specifications etc	NESL should come out with the opinion to have a Hosting service either on cloud or an Opex model suggestion	

2	page no 11 section III Hosting Characteristics	Entire Section III	The details are fine but do they need a dedicated server for Hosting purpose or they can have a specific Private cloud created for this to address. DC and DR sync the infra approach all this need to have a vision for example: Cloud Model which is frequent nowadays	NESL will finalise on appropriate technology / solution at RFP stage after evaluating the EoI submitted by the bidders.
3	page no 11 section III Hosting Characteristics	Storage About 1PB at the end of the first year	Storage is planned for 1 year and how is the prediction done for the future with the retention aspects of the data.	
4	Page no 11 section III Hosting Characteristics - backup	Local backup	Backup parameters to be prescribed considering the criticality of the data.	

**Queries from: Bharat Sanchar Nigam Limited.**

1	Folder B, Point C	Please specify in detail on the system architecture needs to be provided	Please refer the amended EoI document uploaded on <a href="http://www.nesl.co.in">www.nesl.co.in</a> .
2	Folder A, Point I	It is mentioned as the relevant documents indicating that the bidder has sufficient material and manpower resources to support the required data centre services. Please specify the documents which are to be furnished.	
3		BSNL Data Centre has Tier III and TIA 942 certified with 99.982 % uptime. Requesting you to relax the uptime from	

**The amendments to EoI pertain to following paras:**

**Section - I, Para 3, Folder A , point i ;**

**Section - I, Para 3, Folder B (a), (b) and (c )**

**Section -II , para 1 (c ) , 1(h)**

**Section - III, para A (6), para C(1),**

**Annexure 3, Section A para 7, Section B para 1,2,3 and 4.**