

**Clarifications on the Pre-Bid Queries received by SOVTECH till 10<sup>th</sup> June, 2010**

Sl. No.	Section No.	Clause No.	Page No.	Reference/ Subject	Query/ Clarification Sought by the Bidders (as asked by bidders)	Clarifications
1	Volume II/ Section I	1.1.3.17	34	Power Distribution Unit (PDU)	Calls for 1 PDU per rack - Please confirm if PDU is 1 per rack or 2 per rack	Specifications doesn't call for 1 PDU per Rack
2	Volume II/ Section II	2.1	53	Layout of the Server Room	Electrical room area to be separated by Data center by Grills - Please confirm if the partition to be with fire rated partition between electrical room and data center	Partition shall be with fire rated partition between electrical room and data center
3	Volume II/ Section II	2.1.5	58	UPS	It is recommended to have 2 x 50 KVA UPS with minimum of 20 minutes battery back-up on each UPS for redundant purpose.  50 KVA is a non standard rating & is not available with leading manufacturers. Request amendment of rating to 60 KVA UPS which would also provide buffer for future expansion.	The specifications in the RFP are minimum specifications. In case make & models available in the market are of higher specifications, then Bidders shall propose the makes and model as per availability that meets the requirement stated in RFP.
4	Volume II/ Section II	2.1.5	60	Battery Room	Battery should be installed outside the DC area - Please confirm the battery room location with the distance between the battery & UPS room.	Ground Floor of the Block where DC will be housed.
5	Volume II/ Section II	2.1.6	60	DG Set	DG Set - Please confirm the distance between the data center and DG location - Please confirm the location of the DG synchronization panel, is it indoor or outdoor panel.	1. Distance of DG location from DC will be between 50 to 60 mts. 2. DG synchronization panel as proposed by the bidder

Sl. No.	Section No.	Clause No.	Page No.	Reference/ Subject	Query/ Clarification Sought by the Bidders (as asked by bidders)	Clarifications
6	Volume II/ Section I	1.1.3.21	42	Management & Monitoring System (EMS):  Should be able to send e-mail or Mobile-SMS to pre-defined users for pre-defined faults	Proposed software shall be capable of sending notification on events to external systems but for SMS notification additional hardware like GSM Modem/Gateway and other associated hardware/software are required. Please confirm whether these will be provided by SDC or should be supplied by bidder.	Clause says that be propose software shall be capable of SMS notification, so that it can used when the need arises
7	Volume II/ Section I	1.1.3.21	44	Management & Monitoring System (EMS):  Management layer should provide ability to determine which part of application is creating performance issue	Please provide more details on this requirement and what applications are to be monitored	All applications hosted at SDC will be monitored
8	Volume II/ Section I	1.1.3.21	43	EMS should integrate with the application software component of portal software that measures performance of system against the SLA parameters	Please provide more data and clarity on the portal software and the applications software components. Does the portal software already exist in SDC?	This capability will be used in future

Sl. No.	Section No.	Clause No.	Page No.	Reference/ Subject	Query/ Clarification Sought by the Bidders (as asked by bidders)	Clarifications
9	Volume II/ Section I	1.1.3.21	45	Configuration and Patch Management: Management platform must provide a tool, which tracks and analyzes hardware, database, OS and application server software configuration and lowers the cost of complex operations such as applying software patches, enforcing operational policies and cloning core IT infrastructure systems (such as databases and application servers).	For databases and application software, respective vendor specific tools must be used. Please confirm if our understanding is right on this requirement.	Understanding is Correct
10	Volume II/ Section II	2.1.1	55/56	Electrical Distribution System - 2 HT incomer supply from different substation to be arranged & power will be provided by the SOVTECH along with the Energy meter	These two sources will be available at SOVTECH LT panel or we have to arrange HT system.	Electrical distribution till LT Panel is SOVTECH's responsibility. LT Panel onwards is DCO's responsibility.  Separate Energy meter won't be provided, but an alternate Energy consumption metering will be provisioned by SOVTECH to monitor power consumption.
11	Volume II/ Section II	2.1.5	60	Battery requirement - Mentioned Sealed Maintenance free Batteries and other location VRLA Batteries	Need to clarify whether it is SMF or VRLA batteries.	Sealed VRLA batteries are intended here
12	Volume II/ Section IV	4.1.1a & 4.1.2	33, 34-35	Site strengthening work, if any required, would be the responsibility of DCO. DCO will confirm from SOVTECH regarding the details of structural loads	Can the structural details of building (slabs, columns, beams and foundation) and/or Load bearing capacity of slab (on which DC Area is coming) be provided?	Kindly visit the site and discuss with SOVTECH for details

Sl. No.	Section No.	Clause No.	Page No.	Reference/ Subject	Query/ Clarification Sought by the Bidders (as asked by bidders)	Clarifications
13	Volume I/ Section IX	9.4	179	Schedule I : Power Consumption: Per Unit Peak Power Consumption	Should the consumption be represented in Watts or VA?	Consumption should be represented in KVA
14	Volume II/ Section I	1.1.1 SDC Architecture – IT Design Description	6	At SDC, a Gigabit Ethernet link from SWAN through VSAT (at SHQ located in the same premises) will be connected to the L3 switch.	Who will be responsible for VSAT Connectivity between SWAN & SDC	SOVTECH will be responsible for VSAT Connectivity between SWAN & SDC
15	Volume I/ Section VII	7.16.1	118	Indemnity	Selected bidder shall not be liable for any costs, loss, damages, expenses, claims arising due to negligent acts of employees/ agent/ representatives of Client.	Clauses in the RFP cannot be changed. The DCO's shall be fully responsible for security during the setup & O&M Stage and shall not entertain acts considered negligent from Representatives of the client.
16	Volume I/ Section IV	4.1.2	34	Site Preparation	Selected bidder shall arrange for necessary clearances which shall enable them to undertake civil & interiors, electrical, and mechanical works including false ceiling, partitioning, installation of electrical component, cable laying etc at the SDC site. SOVTECH shall support and facilitate the DCO in obtaining the clearances. Clarity required.	SOVTECH would provide assistance to the DCO in obtaining the clearances
17	Volume I/ Section IV	4.2.2.7	49	Network Management	SWAN is out of the SDC scope. Will the availability of SWAN infrastructure affect the SLA of SDC availability?	SLA for SDC availability is decoupled from SWAN Availability
18	Volume I/ Section IV	4.2.2.8	49	Physical Infrastructure Management and Maintenance Services	Onsite spare retaining by OEM vendor – Any SLA guidelines? As different SLA for spare availability can affect the cost involved.	Maintaining SLA is DCO's responsibility irrespective of OEM's criteria.

Sl. No.	Section No.	Clause No.	Page No.	Reference/ Subject	Query/ Clarification Sought by the Bidders (as asked by bidders)	Clarifications
19	Volume II/ Section I	1.1	5	Technical Requirements	SOVTECH may procure part of the solution at the time of signing the contract: What will be the impact of this on SLA? As the entire solution will be necessary to provide high availability and to meet the acceptable SLA? How a partial solution can meet the requirements of SLA?	In this kind of situations, availability of partial solutions is negotiable and shall be mutually agreed.
20	Volume II/ Section II	2.1.2	56	HVAC system	The location to place the PAC is not indicated in the layout of the Data center (Section 2.1). Sufficient space to place the indoor units of the PAC will be required inside the Server room area.	The layout provided is a tentative one. Bidder is free to propose a better solution.
21	Volume II/ Section I	1.1.3.4	15	Storage and Backup Solution	To meet interoperability requirements, the Storage arrays shall support data replication in both synchronous and asynchronous modes across heterogeneous storage arrays from different OEMs. : Q) Please confirm if the condition of remote replication support to arrays of different OEM is mandatory?	The DCO has to meet the requirement as and when required.
22	Volume II/ Section I	1.1.3.4	17	Storage and Backup Solution	Query: Single backup software may not be able to provide a reliable online backup/recovery features for various Operating System recovery. If the solution contains softwares (one or more) providing this feature is that acceptable?	In that case, a combination of backup software shall be provisioned by the bidder

**Member Secretary (i/c)**  
**SOVTECH**