

REQUEST FOR PROPOSAL FOR DATA CENTRE CO-LOCATION AND NETWORK CONNECTIVITY SOLUTION
Pre-Bid Meeting Held On : May 18, 2010, 15:30 Hrs

S. N	Section	Clause Details as per RfP		Vendor Query	Proposed CGTMSE Response
		No	Description		
1	Present Setup	2.2.1	The servers are under AMC with third party vendor.	Could CGTMSE provide details of the existing vendor?	Glodyne Technoserve, 53/2476, Radheshyam, Gandhi nagar, Bandra(E), Mumbai – 400051
2	Present Setup	2.2.1	Physical Migration of Trust's Internet Application Server	Provide Scope of Work of Bidder and Exact Location of Trust's Internet Application Server	Trust's Internet application server is currently at Vashi. The servers will be handed over to the successful bidder and the bidder is required to provide public and private IPs, provide location space, terminate the servers on LAN and make the servers available on Internet as well as from CGTMSE location over VPN/P2P link. Application configuration will be taken care by CGTMSE.
3	Present Setup	2.2.1	Installation and Configuration of Intranet & Internet Servers at New Location	Provide Scope of Work of Bidder	Trust's Internet application server is currently at Vashi. The servers will be handed over to the successful bidder and the bidder is required to provide public and private IPs, provide location space, terminate the servers on LAN and make the servers available on Internet as

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					well as from CGTMSE location over VPN/P2P link. Application configuration will be taken care by CGTMSE.
4	Present Setup	2.3	Co-locate the existing internet application server at a Data Centre	Provide the Make, Model & Configuration of Server	IBM X 342 series server - Intel Xeon 3.2 GHz Dual Core Processor, 4 GB RAM, 210 GB HDD
5	Present Setup	2.3	Co-locate the existing internal application server at a Data Centre.	Provide the Make, Model & Configuration of Server	IBM X 342 series server - Intel Xeon 3.2 GHz Dual Core Processor, 4 GB RAM, 210 GB HDD
6	Present Setup	2.3	Create a Disaster Recovery location in near future by co-locating its servers at a location suitable for the same.	Provide preference for DR Site. Can we provide one of site from Hyderabad /Bangalore /Chennai as a DR Site	Vendor to propose DR location in a different seismic zone
7	Present Setup	2.3	Internet connectivity for its location.	Is this providing Internet connectivity to DC & DR Site	Provision of Internet connectivity at CGTMSE's office for browsing.
8	Scope of work	2.4.1.1	Public access of the server over Internet.	One or both the server will connect to the internet.	Two servers hosted at DC as well as two servers hosted at DR are to be provided with public access.
9	Scope of work	2.4.1.1	Anti-spam services for mailing server(for 5 domain names)	Provide the no. of mailbox per domain	Service to be provided for around 30 users currently and may increase up-to 100 during the tenure of the contract.

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10	Scope of work	2.4.1.2	Secondary passive connectivity between DC and CGTMSE location with 4 Mbps bandwidth (expected to increase to 16 Mbps during the tenure of the contract without upgradation of last mile).	As secondary connectivity would be provided from alternate Service Provider, please note that provisioning 16MB ready services for backup would impact financials adversely from a commercial perspective	Vendor to provide wired primary link initially 4Mbps scalable up-to 16 Mbps during the term of the contract. Vendor to provide wired/wireless passive link initially 4Mbps scalable up-to 8Mbps during the term of the quarter.
11	Scope of work	2.4.1.3	To provide network hardware for handling and maintaining the above links. The router should be of Cisco/Juniper make with appropriate interfaces and IOS.	Will you be open to Fortinet routers as well?	No change.

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12	Minimum Eligibility criteria	2.6	The service provider should have been operating Tier III Commercial Data Centers for a minimum period of 5 (Five) years in India.	Request you to guide us on how stringent is CGTMSE on the following points	No change.
13	Minimum Eligibility criteria	2.6	The service provider should have Tier III data centre presence in atleast two cities in India. [Details to be enclosed]	Request you to guide us on how stringent is CGTMSE on the following points	No change.
14	Minimum Eligibility criteria	2.6	The service provider should have experience in servicing atleast 5 customers for more than 3 years through its data centres.	Request you to guide us on how stringent is CGTMSE on the following points	No change.

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15	Minimum Eligibility criteria	2.6	There should be at least 2 credentials of data centre customers at any of the service providers sites in India with annual revenue of atleast Rs. 50 Lakhs	Request you to guide us on how stringent is CGTMSE on the following points	No change.
16	Minimum Eligibility criteria	2.6	The service provider should have a strong domestic network with point of presence in at-least 300 locations across India. The service provider should have network handshake with at least 3 Tier-1 Telecom providers in India.	Request that number of PoPs be revised to 100. Network availability is a function of network design and cannot solely be judged by the number of POPs	Change : May be read as point of presence in at-least 100 locations across India.

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17	Minimum Eligibility criteria	2.6	Power to the racks should be available from two different UPS sources. The data centre should have UPS redundancy of 2 (N+1)	Can this Clause be relaxed to N+1 instead?	No Change.
18	Delivery Schedule	3.7.1	The Bidder should make available the required server space, power, air conditioning, security and other infrastructure for Hosting services within 7 days from the date of acceptance of the order.	Request you to kindly consider standard industry delivery parameters of 4-5 weeks	Change : May be read as within 30 days from the date of acceptance of the order.
19	Delivery Schedule	3.7.2	The bidder should make the connectivity services available within 15 days from the date of acceptance of the order.	Request you to kindly consider standard industry delivery parameters of 4-5 weeks	Change : May be read as 45 days from the date of acceptance of order.

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20	Delivery Schedule	3.7.6	The vendor shall integrate the network connectivity with the existing LAN/ WAN/ Security infrastructure.	Provide the existng LAN/WAN/Security Infrastructure details & location	The network room for CGTMSE is located at 3 rd floor, MSME Development Centre, C-11, G Block, Bandra Kurla Complex, Mumbai – 400051 The vendor is required to terminate the network links on the router (to be provided by the vendor).
21	Technical evaluation	3.13.3.5	Technical evaluation would be carried out and all bidders who qualify the technical evaluation will be short listed for commercial bidding through reverse auction.		Commercial bid will not be through reverse auction. Hence vendor to submit Minimum eligibility criteria, Technical bid and Commercial bid.
22	General Terms and conditions	4.4	Payment for subsequent quarters will be made only after payment of previous quarters.	How will payments for subsequent quarters be handled in the event of dispute scenarios for previous quarters? Request CGTMSE to please clarify	Payments for disputed services will be kept on hold and other payments will be released.

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23	General Terms and conditions	4.40	The Bidder [Service Provider] is obliged to give sufficient support to CGTMSE's locations/offices in the event of non-availability of connectivity.	Kindly specify what support is expected	Bidder is expected to resolve the problems and maintain uptime SLAs.
24	General Terms and conditions	4.41	The Bidder will allow AMC/other vendors 24 X 7 access to the servers hosted at their location for maintenance/repair etc. Visits of the technicians to access the server will be intimated by the Trust to the vendor.	Access clearance will be subject to Bharti Security policy norms	No change.

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25	General Terms and conditions	4.46.2.5	No conflict between the Bidder and CGTMSE will cause cessation of services. Only by mutual consent the services will be withdrawn.	Bharti may withdraw services if commercial disputes fail to be resolved within a stipulated timeline or if continuation of services to CGTMSE conflicts with its governing principles stipulated by Telecom Regulators (DoT, TRAI etc) or the laws of the land. However, communication of withdrawal of services would be made to CGTMSE before services are terminated for any such reason	Any dispute to be settled amicably without affecting services.
26	SLA	5.1.6	The VPN/P2P connectivity availability should be atleast 99.95%	Request that CGTMSE consider relaxing this clause to 99.5%	No change
27	Annexure I – Minimum Eligibility criteria.	12	The service provide should have Tier III data centre at Mumbai (including Navi Mumbai)	Request that CGTMSE consider relaxing this clause. Would CGTMSE consider Tier III facilities near Mumbai?	Change : May be read as Tier III data centre within a radius of 250 KM from Mumbai.

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28	Annexure –II Technical Bid	2	Additional 4U contiguous space provided by the vendor as and when required	Provide the tentative time when it will be required	During the tenure of the contract.
29	Annexure II – Technical Bid	4	Internet Data Transfer charges for 300 GB per server per year	Is CGTMSE looking at a transfer based model for Internet? Can the respondents provide an alternate model?	No change.
30	Annexure –II Technical Bid	4 & 17	Sr. No. 4 300 GB of internet data transfer per server per year Sr. No. 17 1Mbps Clean bandwidth provided	Both the Sr. No. 4 & 17 different type of plan for Internet connectivity. Please update which one is required	For Sr. No. 4, data transfer is for the servers hosted at DC & DR. For Sr. No. 17, the bandwidth required is clean internet connectivity to CGTMSE office
31	Annexure –II Technical Bid	5	500 GB of data backup per server per month	Online Backup is required or not	Vendors are required to backup the data of CGTMSE servers as per schedule provided by CGTMSE.
32	Annexure –II Technical Bid	16	Connectivity (DC – DR)	Provide the RPO & RTO to size the bandwidth for DC & DR Connectivity	RPO is not more than 30 Minutes and RTO is not more than 60 minutes. Vendor to size the bandwidth accordingly. Also vendor is required to transfer archive logs and apply the same at DR location.

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33	Annexure – V Commercial Bid	D	Network Hardware rental	Provide the network hardware detail	Vendor to provide router and other necessary hardware under complete managed services for connectivity between CGTMSE & DC. Internet link to be terminated on the same router. Hence vendor to size the router accordingly.
34	Annexure – V Commercial Bid	D	Router management charges	Provide the router make & model	Vendor to provide router and other necessary hardware under complete managed services for connectivity between CGTMSE & DC. Internet link to be terminated on the same router. Hence vendor to size the router accordingly.