

REPLY TO PRE-BID QUERIES  
 (Tender Ref. No. OICL/HO/ITD/CIS-QATAR/2017/06 dated 23-May-2017)

S.No	Page No	Points/Section	Existing Clause	Query Sought	Response from customer	Rationale
1	28	2.2.1./Hardware Infrastructure for DC and DRC	The Bidder may consider deploying virtualization solution for the individual solutions. Each virtualized environment shall have its OS instance (Kernel) which can be started (booted), stopped (shutdown) and upgraded (patches and fixes) independent of all other Virtual Machine's on the server.	As per the clause, we understand that Test & Development and training servers would be solutionize on the Virtual machines which are having the same configuration in respect to Production servers, while the production servers would be solutionize on the physical servers. Please confirm our understanding	Yes your understanding is correct	No Change
2	32	2.2.11./MIS & Reporting Server	The Bidder also has to provide for an adequately sized IS & Reporting compute and storages such that the OICL users can generate reports at any point of time without impacting or degrading the application performance.	Do 3i Infotech need to setup a separate server for Reporting? If Not, Please brief out the stated clause	Reporting should either be on a separate physical server or a separate virtual instance on the physical server of non-production environment.	No Change
3	33	2.2.13./Data Centre (DC) and Disaster Recovery Centre (DRC) setup	The Bidder would have to supply and install all their IT Infrastructure equipments to the locations identified by the OICL. Bidder will need to provide the LAN and SAN cabling. Bidder also needs provide the WAN connectivity across OICL locations including the security and network equipment to the locations identified by the OICL. The Bidder will need to create detailed blueprints and requirements for local LAN and WAN requirements.	How Many Locations or Branch offices OICL is planning to open in Qatar Can OICL provide the full location address list where OICL is planning to open offices which helps 3i Infotech to plan the last mile connectivity with the help of Network provider	There will be one office at Qatar. The address of Qatar office is: OIC QFC BRANCH 419, ROYAL PLAZA, BUILDING NO. 26, STREET NO. 343, ZONE 38 AL SAAD STREET, DOHA, QATAR, PB NO. 37882	No Change
4	35	2.2.15./Network and Security Equipment/xiii/Active Directory/LDAP and Domain Name System	The Bidder is expected to implement the hardware for Active Directory/LDAP & Domain Name Servers to cater to the load of 25 users, and scale to support 50 users for period of contact. Authentication of all Window based Servers, PCs & Laptops should be tightly integrated with Active directory/LDAP and end to end will be the Bidder's responsibility. All the security policies should be pushed from the central location to all the PCs and ensure that each every PC on the network is updated with the latest security policy;	Do OICL wants 3i Infotech to setup a dedicated physical Server for Active Directory and Domain Naming System which supports the scale of 50 Users What will be the preferred location of Active directory server? i.e. in OICL Local Office in Qatar or In Data center along with Production, UAT and Development server	Bidder can provide a cost effective solution. However the AD & DNS should be at Qatar only. Bidder can provide a cost effective solution. However the AD & DNS should be at Qatar only, it should be hosted at DC.	No Change

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5	37	2.2.17/4 /Other requirements for the OICL Qatar Office	The Bidder is required to perform the structured cabling activity for both LAN and telephones Lines	Do OICL Wants 3i Infotech to perform the structured LAN Cabling or it will be done by third party vendor who will be doing the interior design/electrical cabling of office premises appointed by OICL	Structured LAN cabling needs to be done by Bidder	No Change
6	40	2.3.2./Hardware Management (Servers, Storage, end user IT peripherals etc.)/d	Software Distribution : The Bidder shall perform system planning and design for software distribution centrally. Once this process is defined, Bidder shall perform the set-up for distribution and test the distribution process	As per stated clause in RFP, do OICL wants 3i Infotech to manage the software distribution centrally using software distribution tool during the span of 5 years? Do Partner needs to provide the Hardware i.e Server and Database for hosting Software distribution tool Can partner host the server in same DC proposed in the provided solution If partner needs to provide the Software distribution tool, then what will be the specification of the tool	Bidder can do it manually if possible	No Change
7	40	2.3.2./Hardware Management (Servers, Storage, end user IT peripherals etc.)	Bidder shall keep the asset list updated and provide the information required for OICL to update the asset management system of OICL.	The asset list would be manually prepared by 3i Infotech in the required format for OICL, and OICL further import/export to the asset management system of OICL. Please confirm our understanding. Do OICL wants any Asset Management tool to be deployed for Asset lifecycle management Is there any preferential Asset Management tool which OICL can suggest as per compliance required	Bidder can manually perform the same, if possible	No Change
8	41	2.3.2./Hardware Management (Servers, Storage, end user IT peripherals etc.)/e	Software License Management: The Bidder shall provide the following services: i, ii, iii, iv, v	Do OICL wants any Software License Management tool to be deployed for the services listed in this section? Is there any preferential Software License Management tool which OICL can suggest as per compliance required	Bidder can do software license management manually, if possible.	No Change

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9	51	2.3.13/ Operations Management	Asset Management : Asset Purchase, Asset Tracking and Asset Allotment	Do OICL wants 3i Infotech to propose an Asset Management tool where it can maintain Asset database in respect with end user and manage the IMAC detail also. Please Confirm our understanding	Bidder can do asset management manually, if possible.	No Change
10	57	2.3.20/Helpdesk Management	OICL requires the Bidder to establish and maintain one integrated Help Desk to service, track and route requests for service and to assist users in answering questions and resolving problems related to the Core Application and other application covering all functionalities, hardware, network, DC, DRC equipment, Colocation Services, Network Connectivity etc at OICL Qatar offices	<p>3i Infotech Understands that they need to deploy an Helpdesk/Service desk tool for Logging the call by end users/group, issues tracking and management.</p> <p>Is there any preferential Helpdesk/Service desk tool which OICL can suggest as per compliance required</p> <p>Can we use an open source tool for Helpdesk Management</p> <p>Is there any specific monitoring tool required for infrastructure monitoring of OICL. If Yes, Please share the compliance point which tool has to follow</p> <p>If 3i Infotech proposes the Helpdesk/Service Desk tool then where we need to accommodate the commercial in the shared BOM</p>	Bidder can do call logging manually.	No Change
11	57	2.3.20/Helpdesk Management	Onsite helpdesk (as and when required) to be available 9am to 7 pm on all OICL working days. Offsite support to be available 24*7*365.	<p>3i Infotech Understand that onsite Helpdesk is only required in personnel when there is any need of it otherwise if it is getting manageable for 3i Infotech Chennai NOC then there is no need. Please confirm our understanding</p> <p>Do 3i Infotech needs to provide a toll free number for offsite SPOC where OICL end user and SPOC reach out for any issues and query during the support window</p>	<p>Yes, onsite support is required on need basis at OICL Qatar office &amp; OICL DC &amp; DR at Qatar.</p> <p>Bidder should provide a local Qatar number as well an ISD number of other support location wherein the OICL users can call for support. It may or may not be a toll-free number.</p>	No Change

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12	59	2.3.21/Server Administration and Monitoring	E-mail Solution	<p>Which email Solution OICL is planning to use</p> <p>Do 3i Infotech need to provide the email solution with licenses or OICL is having the same and 3i Infotech has to provide services only</p> <p>Can we propose email solution like Office 365, which uses cloud support model or we need to host local server for email. Please clarify</p> <p>3i Infotech understands that at initial phase there will be maximum 15 users and in span of 5 years it will reach out to 50 users</p>	<p>Bidder is required to propose a cost effective and feature rich email solution</p> <p>Bidder is required to provide the same.</p> <p>Bidder to propose a cost effective &amp; secure solution which meets the regulatory compliances of Qatar.</p> <p>Yes.</p>	<p>No Change</p> <p>No Change</p> <p>No Change</p>
13	63	2.4/DC & DR Hosting/Colocation Services	<p>Colocation Services : The Bidder is required to provide co-hosting space for around 2 racks space in minimum Tier III Data Centre in Qatar to host OICL Data Centre (DC) IT Infrastructure and around 2 racks to Host OICL Disaster Recovery (DR) IT Infrastructure. OICL may in future scale up the rack space up to 4 at each site.</p>	<p>Do partner needs to provide 2 racks at each DC &amp; DR as per RFP or OICL is flexible to optimize model suggested by partner i.e. Partner to suggest as per actual Infra requirement rather than having fixed number of racks.</p>	<p>Bidder can optimize it based on actual sizing.</p>	<p>No Change</p>
14	66	2.4/DC & DR Hosting/Connectivity Solution	<p>Primary connectivity between DC, DR and OICL Qatar location with minimum 04 Mbps bandwidth (including internet connectivity) (expected to increase to 16 Mbps during the tenure of the contract without upgradation of last mile). However if required bidder may right size if any additional bandwidth is required</p>	<p>As we understand from this clause where you are asking for fixed bandwidth requirement where as under section 2 on page 15 /E the clause says "The bidder needs to size the bandwidth requirements as per RFP scope of work, however the bandwidth utilization shall not exceed 80% during the contract period". this is complete contradicting with the clause on page 66. please clarify.</p>	<p>The bidder needs to size the bandwidth requirements as per RFP's scope of work, however the bandwidth utilization shall not exceed 80% during the contract period.</p>	<p>No Change</p>

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15	72	3.1.1./Payment Terms and Successful Installation...:30%	Delivery of Hardware and Submission of Invoice...: 70%	We request OICL to amend this clause for Hardware, Application, Database and other peripherals as " 90% payment will be made on Delivery and Submission of Invoice with Proof of Delivery and other document and 10% balance on successful Installation and Acceptance of entire stack.	No change in the RFP clause	No Change
16	79	Taxes and Duties	OICL Qatar is a branch office of OICL India. OICL India is floating the RFP on behalf of OICL Qatar and will be performing the activity of evaluation and selection of the vendor. The Bidder is required to Bill and Ship the products, software and services to OICL Qatar and all applicable taxes, duties etc. should be factored in by the bidder in the commercials OICL will not pay any additional amount on account of taxes, duties etc., if any of them are not factored in. All the payment will be made by OICL Qatar in USD	3i Infotech has Dubai office and from where we would do the billing. OICL Qatar will make payment to 3i Infotech Dubai Bank Account. Please confirm this transaction.	The responsibility of the regulatory & tax compliances lies with the bidder.	No Change
17	12	Last Date & Time of Submission of bid	20/06/2017	Please provide extension until 20/07/2017 for submission.	Change of schedule if any shall be communicated by separate notice	No Change

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18	New	(New Requirement)	(New Requirement)		Please Clarify that " Licence and the appliance/HW can be in the name of OICL India" this would help us build better price points from the OEM's India office, else we may need to depend on getting prices from their EMEA office as installation site QATAR falls under EMEA territory of most OEM's "	It should comply with all the regulatory & statutory requirements of India & Qatar and should not contradict any requirements stated in the RFP.	No Change
19		Appendix 2, Point no 11	The appliance should have inbuilt storage of 320 GB	The appliance should have inbuilt storage of minimum 120 GB	RFP Clause stands amend as: "The appliance should have inbuilt storage of minimum 120 GB."	RFP Clause stands amend as: "The appliance should have inbuilt storage of minimum 120 GB."	The same has been right sized based on solution
20	External Firewall Tab	Appendix 2, Point no 13	Firewall should support minimum 3M concurrent sessions.	Firewall should support minimum 2M concurrent sessions.	RFP Clause stands amend as: "Firewall should support minimum 2M concurrent sessions."	RFP Clause stands amend as: "Firewall should support minimum 2M concurrent sessions."	understanding and query received.
21		Appendix 2, Point no 15	The appliance support IPS throughput of 1.4 Gbps	The appliance support IPS throughput of minimum 1Gbps	RFP Clause stands amend as: "The appliance support IPS throughput of minimum 1Gbps."	RFP Clause stands amend as: "The appliance support IPS throughput of minimum 1Gbps."	The revised sizing should meet the requirements of the RFP.
22	Storage	Appendix 2, Point no 2	The Storage Systems should be Enterprise Class Storage System and supplied with minimum 8 TB usable capacity.	The Storage Systems should be Midrange Storage System & supplied with minimum 5 TB usable capacity.	RFP Clause stands amend as: "The Storage Systems should be Midrange Storage System & supplied with minimum 5 TB usable capacity."	RFP Clause stands amend as: "The Storage Systems should be Midrange Storage System & supplied with minimum 5 TB usable capacity."	
23		Appendix 2, Point no 30	The offered storage vendor should be placed latest Gartner's Magic Quadrant Report for Enterprise Class Storages.	The offered storage vendor should be placed in the leader's quadrant of the latest Gartner's report for Enterprise/Mid-Range Class Storages.	RFP Clause stands amend as: "The offered storage vendor should be placed in the leader's quadrant of the latest Gartner's report for Enterprise/Mid-Range Class Storages."	RFP Clause stands amend as: "The offered storage vendor should be placed in the leader's quadrant of the latest Gartner's report for Enterprise/Mid-Range Class Storages."	

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