भारतीय प्रौद्योगिकीसंस्थानमद्रासचेन्नै ६०० ०३६
INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036
भंडार एवं क्रय अनुभाग
STORES & PURCHASE SECTION
Email: adstores@iitm.ac.in
दूरभाष: (044) 2257 8285 / 8287 / 8288   फैक्स: (044) 2257 8292
Telephone : (044) 2257 8285/8287/8288   FAX: (044) 2257 8292
GSTIN: 33AAAAI3615G1Z6

Date: 03.01.2023

PRE-BID QUERIES

"PROVIDING EMAIL SERVICES FOR IIT MADRAS"
Tender No. IITM/SPS/Email Service/016/2022-23
e-Tender ID: 2022_IITM_137785_1

S.No	Query		IITM response
1.	Mailing Software	*No of users to be considered for Mailing software as it required to arrive on the right sizing and commercials*	At present existing licenses are 2500 exchange 2013 and 2500 AD, Number of Mailboxes that are active are 1850 sizing can be done for 2500 mailboxes.
2.	Storage	*Kindly mention if we have to consider 2 Production Storage in redundant with synchronous replication to achieve high availability.*	Since we have asked for high availability storage should be two. Current setup copy mailbox are available in two mail stores.
3.	Backup Storage	**Point No. 2: Capacity & Scalability** The Storage Array shall be offered with 75TB *Is 75TB Usable or Raw Capacity?*	75 TB usable with backup software
4.	Backup Storage	**Point No. 8: RAID Support** Offered Storage Subsystem shall support Raid 0, 1 , 5 and Raid 6. Offered storage shall support system wide striping, where single disk group shall support more than 100 drives. *RAID 0 is not standard on enterprise storage. Request you to kindly remove the same.* *Single disk group or RAID group can be with maximum of 24 drives across all the OEM's. Kindly request you to amended accordingly.*	Tender specification prevails
5.	SAN Switch	**Point No. 2: Performance** Autosensing Fibre channel ports capable of working at 4/8/16/32 Gbps *with the present 32Gbps SAN Switch, Maximum backward compatible can go up to 8Gbps. So we request you remove 4Gbps in the Spec*	Tender specification prevails
6.	General	*Whether the 6th year AMC & 7th year AMC cost will be considered for the L1 Valuation?*	No, give the cost separately
7.	General	*Whether we need quote FMS engineer for the 6th & 7th year along with AMC price or Only should only consider the Hardware & Software*	Consider only Hardware and Software

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8.	Delivery Terms	Items should be delivered and installed within 4 weeks from the date of Purchase Order *With the present Semiconductor global shortage, all hardware delivery lead time are taking Minimum of 12 weeks. so, we request you to kindly consider and amended the bid with 12 weeks as delivery lead time*	Necessary Corrigendum issued for the delivery period.
9.	Payment Terms	50% payment will be made only after supply of hardware as per technical specification given in Annexure-A and the balance 50% after satisfactory installation. *Since it is delivery & deployment/migration, requesting you to consider 80% against delivery & balance 20% against completion of Installation & migration*	Tender terms prevails
10.	General	**Since it will difficult to get prices from OEM due to year end, we request you to kindly extended bid submission till 10th January 2023**	Necessary Corrigendum issued for due date for bid submission.
11.	Eligibility Criteria-II	The bidding company should possess ISO certificate valid for providing IT infrastructure solutions as on the date of tender opening and copy of the certificate should be furnished as documentary evidence. **Kindly request you to modify the clause as " the bidder to possess the below valid ISO certificate as on the date of tender opening and copy of the certificate should be furnished as documentary evidence. ISO 9015, ISO 27001 & ISO 20000-1**	Tender terms prevails
12.	Eligibility Criteria-II	Annual turnover should be more than Rs.2.5 Crores in the last three financial years i.e. 2018-19, 2019-20 and 2020-21 (Financial statements / certificates issued by Chartered Accountant should be submitted as proof). **Kindly request you to modify the clause as " Annual turnover should be more than Rs. 15 Crores in the last three financial years i.e. 2018-19, 2019-20 and 2020-21 (Financial statements / certificates issued by Chartered Accountant should be submitted as proof).**	Tender terms prevails
13.	Eligibility Criteria-II	The Bidder should have executed at least 2 Nos. of projects for cumulative 1000 users each for same proposed email solution in any of the Govt/PSUs/ IITs. Copies of Purchase orders and end user certificate for ensuring the satisfactory performance of Email software solutions should be submitted. **Kindly request you to modify the clause as "The Bidder should have executed at least 2 Nos. of projects for cumulative 2000 users each for same proposed email solution in any of the Govt/PSUs/BFSI/Enterprise/ IITs . Copies of Purchase orders and end user certificate for ensuring the satisfactory performance of Email software solutions should be submitted."**	Necessary Corrigendum issued to include BFSI / Enterprise.

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14.	Payment	50% payment will be made only after supply of hardware as per technical specification given in Annexure-A and the balance 50% after satisfactory installation **Kindly request you to modify the clause as "Payment: 85% payment will be made only after supply of hardware and Software as per technical specification given in Annexure-A and the balance 15% after satisfactory installation.**	Tender terms prevails
15.	Delivery	Items should be delivered and installed within 4 weeks from the date of Purchase Order. No further extension of time will be allowed. Non delivery of items will lead to cancellation of Purchase Order without any notice. **Kindly request you to modify the clause as " Items should be delivered and installed within 10 weeks Purchase Order.**	Necessary Corrigendum issued for the delivery period.
16.	Eligibility Criteria-II	The bidder should be an OEM or authorized dealer of the OEM of Servers. Necessary document proof for being the manufacturer should be provided as evidence. In case of dealer, they should furnish the respective manufacture authorization certificate from the OEM for this particular tender. **Kindly request you to modify the clause as "The bidder should be an OEM or authorized partner of the OEM of Servers. Necessary document proof for being the manufacturer should be provided as evidence. In case of partner, they should furnish the respective manufacture authorization certificate from the OEM for this particular tender.**	Tender terms prevails
17.	Server Specifications & Storage	**Can we propose HCI instead of Separate Servers, Storage and SAN Switches.**	The requested solution is very specific for Mailing solution only and the number of workloads to support the solution with the amount of storage capacity requested will not justify with HCI.
18.	Storage	**5. Host Interface Ports** The Storage system should be provided with minimum 4 numbers of 16 Gbps FC ports and 4 numbers of 10G Ethernet Ports (combination of copper port and SFP+) for NAS *For the email services requirement, the storage required is a block level storage and hence we will recommend to specify only a block storage as an option. Though it is mentioned as desirable, we will still request you to remove NAS from this. Or Kindly request you to also consider object storage.*	Require NAS functionality also for the production storage, we require two unified storage arrays with synchronous replication.

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19.	Storage	**7. Storage Scalability** The Storage System should be scalable. Proposed storage should support upgrade to next highest storage model in same family without data migration / data movement. *The storage shall support upgrade to same family with native data migration options.*		The controllers of the storage array should be upgradeable to next storage model in the same family.
20.	Storage	**8. Storage Capacity** Storage Space Required: 150TB usable. The storage capacity calculation should be attached. *Please clarify whether the proposed capacity using which type of HDD/SSD. Any IOPS requirement. Any Raid level considered for this.*		We require 75 TB usable capacity on SAS 10k RPM HDD and remaining 75 TB usable on NL-SAS HDD. SAS/NLSAS 10k RPM HDD. Both on RAID 6. Minimum 4000-5000 IOPS required
21.	General	**Do you need any virtualization software as part of the overall solution**		Yes it should be any Commercial virtualisation software with Enterprise feature. At present it is running on VMware enterprise version.
22.	General	**What is the mail quota per users**		The user mail quota varies depending on the user category, the details will be provided during implementation phase.

Sd/-
Chairman, Tender Committee