

Clarifications/Responses for Notice Inviting Tender

From Companies/Agencies for Hiring Four Dedicated Servers (3 - Linux & 1 - Windows)

Sr. No.	Page No.	Clause in Tender	Clarification/Suggestion Sought	Clarifications/Responses from SHSB
1	2	Should be Tier 3 data centre in India (attach Proof)	Instead of this other certifications such as ISO 27001 (pertaining to Data Centre Security Standards), ISO 9008, ISO 14001 and CMMI Certifications may be considered.	No Changes
2	5-6 Annexure 1	Specifications for the server	a. Does the Client have any hardware preference ? B. Is managed services needed ? C. It is written the bandwidth can be 10/100/1000 Mbps. It is advised the client fixes one, so that all the vendors may quote for the same. D. Can the client give the vendors a little more clarity about the applications for which they want the support ?	a). Server Specification already given in the Annexure-1 , * Windows Server 2008 Enterprise and above, 64 Bit. (Note – R2 Products will not be considered). * MS SQL Server 2012, Enterprise Edition. b). YES c). Network Connection should be dedicated 10/100/1000 MBPS i.e.Gigabit LAN Card. d). Already mentioned in the "Project Scope & Condition".
3	1 - Project Scope & Condition	Disaster recovery with 1 hr RPO and 2 hr RTO	Without replication set-up your required RPO and RTO can not meet because back-up can take hours to restore. You need to have same number of servers (4 servers) at DR site Also, but you have not asked for pricing for that. Please Clarify.	* We need DR solution as mentioned in the tender. At DR site, it may be dedicated/Virtual Server.
4	1 - Project Scope & Condition	Project Scope & Condition	As per tender, Secure replication channel should be on VPN, This means Dedicated firewall will be required at Primary site as well as DR site. Should we include price for two Dedicated Firewall, Kindly clarify.	* Dedicated Firewall required at Primary site, but not necessary at DR site. But security must be ensured at all levels.
5	6 – Annexure 1	Windows Dedicated Server [2008]	For windows server, Ms-SQL edition is not mentioned but for replication you need minimum Ms-SQL standard edition. Please clarify Which edition of Ms-SQL database is required (i. e. Express / Web / Workgroup / Standard / Enterprise) ? ? Also suggest which version it should be (2005 /2008 /2012 ?) ??	MS SQL Server 2012, Enterprise Edition.
6	6 – Annexure 1	OS: Windows Server 2008, 64 bit based	For windows server, Which edition of Windows server 2008 is required (i. e. Web / Standard / Enterprise) ?? Kindly suggest.	* Windows Server 2008 Enterprise and above, 64 Bit. Note – R2 Products will not be considered.
7	1 - Project Scope & Condition	Self-management Portal	Will cPanel (Control Panel) be sufficient for your requirement of self management portal ??	We must have VPN access, cPannel and Remote access facility to manage or update applications.
8	1 - Project Scope & Condition	Disaster recovery with 1 hr RPO and 2 hr RTO	To meet RPO and RTO you need to have replicated set-up at DR site which means you need total double quantity of servers. You have asked for quote for 4 server but to maintain Disaster recovery you should have to have 4 more server at DR site also. In that scenario you will need total 8 Servers (4 server at Primary site and 4 server at DR site). Please Clarify	* AS mentioned in the Serial Number 3.

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9	1	Project Scope & Condition	since it is a combined tender for dedicated servers , hosting of applications after transferring from your existing systems (in-house and on cloud) , maintaining and running them , but the details of these applications are missing. If your goodself could kindly give all the details completely , because the DataCenters will have to arrange for necessary software licenses for the software/s which are required for running these applications , further , some licenses will have to be arranged on the basis of the maximum users (who will be assigned a password) who can run those applications as clients or users . Further , for such applications which will be hosted for general public , maximum number of possible simultaneous users (logins) at a time has to be ascertained. The datacenters are not willing to take up this study. Your goodself is the best person to look into this matter and advise us accordingly. Migrating of your current applications to the new DATACENTER CAN TAKE UPTO 6 MONTHS EASILY.	<ul style="list-style-type: none"> * In Annexure 1 - under Application Support - Front end and back end of the application already mentioned. * No. of Users - 1500 – 2000 concurrent users. * Application hosted on the rent server will be managed and update by the SHSB only,
10	1	Project Scope & Condition	WE SUGGEST THAT YOU DIVIDE THE TENDER IN 2 PARTS OR AT LEAST THE PRICE QUOTATION BE SPLIT IN 2 PARTS (1) DATACENTER HIRING AND INFRASTRUCTURE WITH NECESSARY SOFTWARE (ON WHICH YOUR APPLICATIONS WILL BE RUNNING) AND PERMISSIONS (2) HOSTING , MAINTENANCE , TRANSFER , PORTING , BACKUP AND RESTORATION OF YOUR EXISTING APPLICATIONS ON LINUX AND WINDOWS.	No Changes
11	1 - Project Scope & Condition	Disaster recovery planning, procedures implementation including system and file backup.	As per the RFP, vendor needs to provide DR setup. Do we need to provide same number of dedicated servers in DR side or less? Also, can we provide Virtual servers in DR site instead of dedicated server?	As mentioned in Serial Number 3
12	5-6 Annexure 1	Specifications for the server	Do we need to provide dedicated internet bandwidth or shared 100 Mbps? If dedicated bandwidth, please specify bandwidth	* Dedicated Internet Bandwidth – 1 TB per month
13	2	Submission Requirement	Does Consortium is allowed	Not Allowed
14	1-Project Scope & Condition	Automated backups and scheduling of backup of the database and all	Kindly specify the current total size of data that has to be backup	Current Database Size is approx. 50 GB and in compress mode it is approx 5 GB. But it may be increased as per need.
15			Kindly specify the total daily incremental size of data	incremental size of data - 700-900 MB, but it may be changed. [excluding temp. file - 500 MB]
16			Kindly specify the backup policy i.e. Full, Incremental, Differential	<ul style="list-style-type: none"> * We need full backup of database on daily basis. In our view it should be online. * Weekly full backup for complete system.
17			Kindly specify retention period of backup	Retention Period – 1 month for daily backup and 8 weeks for full backup of complete system.

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18			Kindly clarify apart from data what will be the data that need to backup	It will be informed once the application hosted on the server.
19	1-Project Scope & Condition	Dedicated Firewall	To size a firewall, we will required the concurrent number of users	1500 – 2000 concurrent users.
20			Kindly specify the access of portal/application will be staff only or end user also	Portal accessed by Staffs and end user also
21			Do we require any secure access to staff, If Yes	* Public Access * We must have VPN access, cPanel and Remote access facility to manage or update applications.
22			Total number of location	700-750 (but it may be increased).
23			Total number of user per location.	2 to 3 users (but it may be increased).
24	1-Project Scope & Condition	Secure replication channel should be on VPN	Kindly specify the daily total size of data that need to be replicate	As mentioned in Serial Number 15
25	2 - Submission Requirement	Should be tier 3 data center in India	Kindly confirm, can we attach undertaking for the same	Adequate proof required
26	5-6 - Annexure 1	Linux (UBUNTU) 64 BIT BASED	Kindly specify the required version	ubuntu 14.04, LTS Version
27		My SQL	Kindly speciy the required version	mysql 5.6
28			community edition id required or any other	open source - community edition or upper version if available
29	5-6 - Annexure 1	Window Server 2008. 64 bit based	kindly specify the required edition ie. Standard enterprise or data center	* Windows Server 2008 Enterprise and above, 64 Bit. Note – R2 Products will not be considered.
30		Asp. Net, JAVA, MySQL, SQL Server 2005/2008/2012, PHP, Crystal Report etc	Kindly confirm MySQL is required or MS SQL 2005/2008/2012, if MS SQL Then Specify which edition is required is express, web standard or enterprise	MySQL is required for Linux Server and MS SQL Server 2012, Enterprise Edition required for Windows Server.
31			Kindly specify the required version an edition of crystal report	Crystal Report 13.1, compatible with visual studio 2008, 2010 and 2012
32	General Query: Financial Aid - Server commercial		In commercial format below lines item are missing- 1.Back up 2.Firewall DR Site 1. Service 2. Firewall 3.Backup 4.Replication Link	As mentioned in Serial Number - 3, 4, 14 & 15.

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33	1 - Project Scope & Condition	Automated backups and Scheduling of backup of the Database and all.	Kindly confirm backup we need to consider if yes we need to know total Data to be backup Per Month.	As mentioned in the Serial Number - 14 to 18.
34	1 - Project Scope & Condition	Automated backups and Scheduling of backup of the Database and all.	need to know size of full backup, whether he needs online or offline backup. Backup policy will be daily incremental and weekly full with 14 days retention policy	
35	1 - Project Scope & Condition	Self-management Portal	Need more clarity what state health society Bihar is expecting from DC Service provider.	<p>Bidder will provide Fully Managed Service.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. A dashboard from where we can login and see the summary reports, events and other logs with graphical environment of our servers. 2. We also need a fully managed service and support from the bidder side.
36	1 - Project Scope & Condition	Disaster recovery planning, procedures implementation including system and file backup	Request SHS Bihar to clarify details scope of work of Disaster recovery planning, procedures implementation including system and file backup	<p>* We need disaster recovery in maximum 2 hrs.</p> <p>* We need backup to be restored and ensure No loss of data.</p>
37	1 - Project Scope & Condition	Server backup restoration in the event of a hardware failure.	need details scope of work for the backup restoration.	Complete system backup - i.e. database, application, supporting files and other documents backup etc.
38	1 - Project Scope & Condition	Dedicated Firewall configuration	who will provide firewall SHS Bihar or DC Service provider, we can proposed shared firewall please confirm. If dedicated firewall require kindly provide make and model details so we can provide dedicated firewall.	<p>* SHS Bihar will not provide firewall, It will be provided by DC Service Provider.</p> <p>*Dedicated Firewall required at Primary site, but not necessary at DR site. But security must be ensured at all levels.</p>
39	1 - Project Scope & Condition	Disaster recovery with 1 hr RPO and 2 hr RTO	kindly elaborate SHSB Scope of work and DC Service provider scope of work in Disaster recovery site, How much Bandwidth require for replication at DR site please confirm.	In case of any disaster or any major issues application should be live within 1-2 hrs with all of their existing features and data
40	1 - Project Scope & Condition	Disaster recovery with 1 hr RPO and 2 hr RTO	Please provide Architecture diagram of current setup for better understanding of setup.(Including All networking device switch, firewall, load balancer make and model, All sever, storage and backup),	Right now all linux and windows applications have been hosted on Cloud Server of Microsoft Azure.
41	1 - Project Scope & Condition	Disaster recovery site should be in different seismic Zone in India.	Where would you want DR site to be hosted, can we proposed our Bangalore DC or Mumbai DC please confirm?	Different seismic Zone in India

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42	3 - Award of Contract	Initial Server Setup as per annexure-1 in well-equipped data centre.	Kindly let us know what are the managed services DC service provider need to provide	Bidders have to provide and install all the required hardware/software/ patch and other required files as mentioned in annexure 1, SHS will take VPN & CPanel (Remote access) facility to manage or update the application only.
43	3 - Award of Contract	Initial Server Setup as per annexure-1 in well-equipped data centre.	As per RFP Annexure I, hardware we need to provide along with which are the additional managed services we need to provide kindly elaborate?	In future, If any patch files or software required for running the application smoothly on the rent server, it will be managed by the bidder.
44	6 - Annexure I	OS: Windows Server 2008, 64 bit based	Windows server 2008 licenses is End of sale kindly let us know can we proposed windows server 2012 licenses. We need to know which version we need to provide please clarify.	Windows Server 2008 Enterprise and above, 64 Bit. Note – R2 Products will not be considered.
45	1 - Project Scope & Condition	Disaster recovery with 1 hr RPO and 2 hr RTO	What is the size of the disk storage that needs to be replicated?	Complete system backup - i.e. database, application, supporting files and other documents backup etc as mentioned in the Serial Number - 14 to 18. * We need backup to be restored and ensure No loss of data.
46	3 – Clause No. 12(b)	Penalty up to 10% of Bill Amount of invoice for the month, during which Service Provider under contract has not provided the satisfactory services or there has been breach of any of the terms of contract, may be deducted from the Bill by State Health Society, Bihar.	Recommended to consider rate of penalty 5% of Bill amount of invoice for the month	No Changes
47	4 – Clause No. 14	The State Health Society, Bihar reserves the right to terminate the agreement by giving one month notice, if the performance of Service Provider is found not satisfactory or violation of any of the term under reference.	Recommended to issue 90 days notice prior to termination of contract	No Changes

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48	4 – Clause No. 17	In case of any dispute, decision of the Executive Director, State Health Society, Bihar will be final and binding on both the parties and the same will be subject to Court of Patna jurisdiction only.	Recommended to appointment of independent Arbitrator with the consent of both the parties in case of any dispute .	No Changes
49	3 – Clause No. 12(b)	Maximum Penalty	Recommended to keep cap of maximum penalty up to 5% of contract value	No Changes