


| Pre – Bid Queries - 26.12.2023  |  |          |  |  |  |  |
|---|--|----------|--|--|--|--|
| NIT: CMC/BR/23-24/RB/PR/MS/1167 Procurement of IT Infrastructure for SCADA MCC& BCC locations in BRPL |  |          |  |  |  |  |
| S. No   | Query Type<br>Technical/<br>Commercial | Page No. | Clause No.   | BRPL Clause  | Bidder Query   | BRPL Replies   |
| 1   | Technical                              | 3        | 2  | Experience: OEM if they are bidding directly or through their authorized SI/BP shall provide at least two reference customers in India where the same kind of hardware & software has been supplied & implemented in any of the last 3 years as on the date of submission of the bids.   | Request Changes.<br>Experience: OEM if they are bidding directly or through their authorized SI/BP shall provide at least two reference customers in India where the same kind of hardware & software has been supplied & implemented in any of the last 3 Financial years (2023-21, 2021-22, & 2022-23).<br><br>Document to be submitted.<br>Satisfactory Performance Certificate   | Mentioned in corrigendum - II  |
| 2   | Technical<br>Network Switch            | 68       | 1  | C9200L-24T-4G-E -Catalyst 9200L or equivalent from other OEM( 24-port data, 4 x 1G, Network Essentials )   | Kindly share the complete specification as per the requirement.  | 24port Ethernet port with 4 *1g Uplink Port ,Dual Power supply,management software with Updated IOS and Known CVE status   |
| 3   | Technical<br>Network Switch            | 68       | 2  | C9200L Cisco DNA Essentials, 24-port, 5 Year Term license or Other OEM supported system  | Kindly share the complete specification as per the requirement.  | OEM will provide Software based management system for Config and monitoring  |
| 4   | Technical<br>Network Switch            | 68       | 1  | C9200-24T-4X-E - Catalyst 9200L or other OEM compatible with Cisco ( 24-port data,4x10G Network Essentials)  | Kindly share the complete specification as per the requirement.  | 24port Ethernet port with 4 *1g Uplink Port ,Dual Power supply,management software with Updated IOS and Known CVE status   |
| 5   | Technical<br>Network Switch            | 68       | 3  | C9200L Cisco DNA Essentials, 24-port, 5 Year Term license or Other OEM supported system  | Kindly share the complete specification as per the requirement.  | OEM will provide Software based management system for Config and monitoring  |
| 6   | Technical                              | 67       | Technical Specification_UnifiedStorage System  | Protocol support: SMB; NFS; iSCSI over Ethernet; HTTPS; FC   | Protocol support: iSCSI and FC.  | SMB and NFC also should support  |
| 7   | Technical                              | 67       | Technical Specification_UnifiedStorage System  | Proposed H/W EOSL (End of Service Life Support) should be beyond 7 years from the date of purchase.  | Proposed H/W EOSL (End of Service Life Support) should be 5 years from the announcement of date for EOL/EOS(End of life/End of Sale) as per OEM.   | After Purchase ,product should be in 7 yrs support arrangement from OEM (BRPL has requested 5 year OEM warranty term and later 2 years OEM should support Updates ,Upgrades and Back to back support |
| 8   | Technical                              | 67       | Technical Specification_UnifiedStorage System  | Offered Storage Subsystem shall support minimum dual drive failure protection supported with battery backup  | Offered Storage Subsystem shall support minimum dual drive failure protection.   | Ok   |
| 9   | Technical                              | 67       | Technical Specification_UnifiedStorage System  | 5 years onsite HW warranty and support with 15 mins response and 4 hrs HW Repair 24x7 (part & labour)  | 5 years onsite HW warranty and support with 15 mins response and 6 hrs HW Repair 24x7 (part & labour)  | only OEM response will be reviewed for Support architecture - Already replied in meeting   |
| 10  | Technical                              | 65       | Technical Specification_Scope of Work  | Services – Support during warranty: Proposal should be bundled with 5 years onsite comprehensive 24x7 Direct OEM support with 15 min. response and within 4 hrs. resolutions/repair/replacement of faulty h/w & reconfigurations/tuning of malfunctions software. This comprehensive support will include all required services such as proactive, reactive maintenance as well. | Services – Support during warranty: Proposal should be bundled with 5 years onsite comprehensive 24x7 Direct OEM support with 15 min. response and within 6 hrs. resolutions/repair/replacement of faulty h/w & reconfigurations/tuning of malfunctions software. This comprehensive support will include all required services such as proactive, reactive maintenance as well.   | Kindly submit OEM support statement  |
| 11  | Technical                              | 67       | Server Specifications  | 5 years onsite HW warranty and support with 15 mins response and 4 hrs HW Repair 24x7 (part & labour)  | The asked Warranty Support is not industry Standard, pls do Change this to " 5 Years onsite HW warranty and support with 4 Hr response and 6 Hrs Resolution"   | same as point no 13  |
| 12  | Technical                              | 71       | Scada Server, Access Server, AD server, ICCP Server, DE Server, FE server (RTU), FE server (FRTU), Interface Server, Backup & Recovery Server, Thin Client, Antivirus Server | 1U,Intel Xeon-Silver 4309Y 8C, 64GB DDR4, 2x600GB 12G SAS 15K RPM  | Asked is single Processor & 1U Form factor, with single Processor only 2 PCI slots are enabled. But as in the General specification of Server, 2 x Single Port HBA & 4 x 1G Ethernet Port on 2 cards is asked. So total 4 cards are asked, but with single Processor only 2 PCI + 1 OCP ports are enable, so Requesting to either make the Dual Processor in each Server or make the 2U Form Factor.   | Base line configuration has provided ,best can be submitted to run SCADA Application   |
| 13  | Technical                              | 66       | 1. Technical Specifications: Server Hardware:  | Server Processor :<br>Server must have 3rdGeneration /2 CPU x 4thGeneration Intel Xeon Scalable Processors or better   | Request you keep only 4th generation CPU with CPU<br>Due to 3rd Generation Intel CPU, this will not meet the End of Service Life (EOSL) as per the tender ask and we like to inform you that Intel is going to launch a 5th generation CPU very soon in all OEMs, reference link -<a href="https://ark.intel.com/content/www/us/en/ark/products/236636/intel-xeon-silver-4509y-processor-22-5m-cache-2-60-ghz.html">https://ark.intel.com/content/www/us/en/ark/products/236636/intel-xeon-silver-4509y-processor-22-5m-cache-2-60-ghz.html / 1 CPU will support only 1 PCIe Slots we will not able to add FC HBA in servers, 2 CPU will support Ethernet Card & FC HBA Card level redundant | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance                |
| 14  | Technical                              | 66       | 1. Technical Specifications: Server Hardware:  | Initial Server Memory :<br>64GB and 128GB, DDR4 3200 MHz or better   | 64GB and 128GB, DDR5 4000 MT/s or better<br>64GB 3200 Mhz older version memory which supports old generation CPU, request to add 4000 MT/s or better for 4th generation CPUs   | same as point no 16  |
| 15  | Technical                              | 66       | 1. Technical Specifications: Server Hardware:  | Server Internal disks :<br>As per BOQ, shall support Raid1,10, 5 and 6   | Raid controller should supplies with 2GB or 4 Gb s 4GB Cache controller<br>Request to add battery backup Cache on the controller, If controllers fail data can be restored with battery backup cache memory  | Same as point no 16  |
| 16  | Technical                              | 66       | 1. Technical Specifications: Server Hardware:  | HBA :<br>As per BOQ,2X single port FC HBA (16Gbps)   | Request to change with 2 x Dual Port 32GB FC HBA<br>Single Port FC HBA is nowadays available to specific OEMs 16GB FC HBA will not support NVMe Over Fibre Channel (FC-NVMe) which asks in Storage requirements End to end NVMe protocol will not work and it will impact on performance, request to add 2 x Dual Port 32GB FC HBA as well. The extra ports work on the FC migration and backup perspective on the future  | Same as point no 16  |
| 17  | Technical                              | 66       | 1. Technical Specifications: Server Hardware:  | Server Base-IO :<br>4x 1Gb RJ45 NIC ports in Redundant Cards; Support for 4 x USB ports & VGA interface  | 1/10G Ethernet Port Dual Port x 2 redundant<br>1/10G Ethernet Ports are Future-ready for 10G Connectivity, Server End 10G connectivity Will be ready from 1st Day on Network upgrades Paths  | same as point no 16  |


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| 18   | Technical                              | 67        | 1. Technical Specifications:<br>Server Hardware: | End of Service Life (EOSL)<br>Proposed H/W EOSL (End of Service Life Support) should be beyond 7 years from the date of purchase.   | 1/10G Ethernet Ports are Future-ready for 10G Connectivity, Server End 10G connectivity Will be ready from 1st Day on Network upgrades Paths  | response provided in Point no 10  |
| 19   | Technical                              | 71        | 6. Bill of Quantity:                             | BoQ : All Server In BOQ Excel / 2x600GB 12G SAS 15K RPM   | Request to chage the 480GB SSD x 2 For OS Raid 1<br>600GB SAS 15K RPM are Spning drives less in performance compared to SSD Drives, 600GB 15K will provide around 170 IOPS per disk whereas SSD will Provide you around 1500 IOPS to 2000,  | same as point no 16   |
| 20   | Technical                              | 71        | Subpoint No.2                                    | UDW server :<br>2U,Intel Xeon-Silver 4309Y 8C, 128GB<br>DDR4, 2x960GB SAS SSD, 10x8 TB 12G<br>SAS, 2 x single port 16 Gbps FC HBA   | Will able to 2.4TB x 24 Drives (Raid 5) Usable capacity 42TB Max and 960GB x 2 OS drive rear for OS.<br><br>We need details on Usable capacity and raid level on UDW servers, LFF Drives are not available on UCS 240 M7 Servers.   | base line configuration has provided ,best can be submitted to run SCADA Application              |
| 21   | Technical                              | 65        | Scope of Work                                    | Technical Specifications<br>A. Supply & Services:Procurement of related Software(s) with on-site comprehensive warranty and support services  | <b>Related softwares</b> : We understand that it is the responsibility of SCADA Supplier to supply, install and commission all Softwares related to IT hardwares of this package and bidder of this package has no scope of supply of any software excluding hardware drivers/software of SI. no. 20 ( <b>Firewall</b> )/SI. No. 23 ( <b>Remote Desktop Licence -OS</b> ) . Kindly confirm our understanding.<br><br>We request to kindly specify the software to be supplied ( if any) under BOQ and Price Schedule as we could not find any software requirements under BOQ and Price Schedule..  | As per NIT  |
|  |  | 72        | 7.5  | 7. WARRANTY & SUPPORT<br>7.5. During warranty period the software must be covered with necessary minor or major upgrades (Software support and upgrade-Major i.e. Version and minor too)  |   |   |
|  |  | 24-26, 72 | Section IV & VI; Line item 20 & 26               | Price Schedule/ Bill of Quantity<br>Firewall: 4 Nos.<br>Remote Desktop Cal Windows Server 2022 Remote Desktop Services - 1 User CAL (Downgradable for server 2019) : 55 nos   |   |   |
| 22   | Technical                              | 66-69     | 7<br><br>EOSL<br><br>1                           | Warranty & Support<br>7.1. Offered solution should be with OEM warranty and support<br>7.2. The proposed system including hardware and software shall have Five (5) year OEM warranty and support, which includes comprehensive maintenance and support of the entire proposed solution. Thereafter the system will be in AMC.<br><br>Technical Specifications :<br>End of Service Life (EOSL)<br>Proposed H/W EOSL (End of Service Life Support) should be beyond 7 years from the date of purchase.<br><br>Technical Specifications<br>Warranty: 5 years onsite HW warranty | 1. Our understanding on scope of work w.r.t. Warranty-Support and service part are as follows.<br>a) Five year onsite warranty from OEM ( comprehensive).<br>b) <b>EOSL</b> : We understand that EOSL has to be read as "Proposed H/W life should be <b>minimum</b> 7 years from the date of purchase".<br>c) <b>AMC</b> : There is a typographical error and AMC is not under present scope of work but 5 year comprehensive maintenance of IT HW is under scope of work .<br>d) <b>Entire proposed solution</b> : Solution designing activity for setting up SCADA MCC/BCC at Bangalore/Delhi is under scope of Purchaser/ SCADA supplier and bidder's scope is limited to supply,installation, testing and powering up of IT hardware including LAN cable supply and it's laying & termination between IT HW equipments (at Delhi) .<br>e) <b>LAN/WAN/ Communication availability during 5 year warranty</b> : Solution designing, Software supplies, including Communication,NMS, SIEM , log management etc. are under Purchaser/SCADA supplier scope so maintaining availability of network is the responsibility of Purchaser/SCADA Supplier but hardware failure support at L1/L2/L3 level lies under bidder's scope.<br><br>We request you to confirm/clarify our above understanding on scope of work . We recommend for deployment of IT hardware engineer at MCC & MCC despite of L1/L2/L3 support from IT HW bidder in view of HW system availability requirements ( a normal practice under SCADA projects). BOQ & price schedule needs modification if opted. | No Change   |
| 23   | Technical                              | 72        | 7.6  | Warranty/ Support<br>Warranty/ Support should be 15 mins response and 4 hrs. resolution, 7 days/week, 24 hours/day.   | Kindly note that best support available from all the prime IT OEMs are 6 hour CTR. We therefore suggest and request to modify this clause suitably. In case if the same is still needed, we request for purchase of mandatory spares for it's utilization to meet availability requirements along with deputation of one HW engineer at MCC and BCC.  | As per NIT , IF OEM raised such Support agreement in comaprison to pther bidders than will review |
| 24   | Technical                              | 26        | Line item no. 23                                 | IV ; Price Schedule Format<br>Transit Charges from Bengaluru to Delhi for hardware movement   | We recommend for SCADA Integrated FAT platform setup at BRPL Delhi MCC/BCC control centers instead of Bangalore for a better monitoring & coordination IT HW and SCADA SW projects.   | As per NIT (SCADA applicaton testing scheduled at Bangluru and Site Acceptance test @ Delhi )     |
| 25   | Technical                              | 3         | 2  | Qualification Criteria<br>Experience: OEM if they are bidding directly or through their authorized SI/BP shall provide at least two reference customers in India where the same kind of hardware & software has been supplied & implemented in any of the last 3 years as on the date of submission of the bids.  | We request to relax this requirement to last 5 years i.e. including period before Covid era as many projects remained under hold during covid period..  | Mentioned in corrigendum - II   |

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| 26    | Technical                              | 10       | 10.04      | 10. Bid Prices<br>The qty break-up shown else-where in Price Schedule is tentative. The bidder shall ascertain himself regarding material required for completeness of the entire work. Any item not indicated but is required to complete the job, shall be deemed to be included in the prices quoted.   | <b>Completeness of entire work:</b><br>1. We understand that Purchaser has made a split of SCADA package into two parts i.e. SCADA Software and SCADA IT Hardware. BOQ mentioned in RFP is based on solution designed either by Purchaser or SCADA supplier and hence <b>responsibility towards completeness of solution should be with BRPL/SCADA supplier only as IT HW suppliers are not designers of SCADA solution</b> . Kindly confirm our understanding.<br>2. We understand that MCC/BCC control room buildings are ready with furnitures for keeping IT H/W and <b>Purchaser shall supply, lay and terminate the power cable from UPS to IT H/W equipments.</b> Kindly confirm.<br>3. If Power cables supply,laying and termination at MCC/BCC are in bidder's scope, kindly amend the BOQ/Price schedule accordingly.             | 1> OK<br>2>Building ready power available in DC<br>3> Not Valid |
| 27    | Commercial                             | 12       | 21.01      | Award of Contract<br>The Purchaser will award the Contract to the successful Bidder whose Bid has been Determined to be the lowest-evaluated responsive Bid, provided further that the Bidder has been determined to be qualified to satisfactorily perform the Contract.  | We understand that only one Purchaser order shall be issued by BRPL and there is no involvement of a separate contract signature. Kindly confirm our understanding.   | As per NIT  |
| 28    | Commercial                             | 12       | 21.02      | Award of Contract<br>Though the contract is for Turnkey in nature, the Purchaser intends to issue 2 separate Purchase/Work Orders viz(two)<br>a) Purchase Order for Supply Portion   | We understand that there will be issuance of a single Purchase Order. Kindly inform if there will be two Purchase order.  | As per NIT  |
| 29    | Commercial                             | 12       | 22         | Letter of Award/ Notification of Award<br>The date of LOI/LOA shall be treated as Start date of work.  | We kindly request you to modify as follows<br><br>The date of acceptance to LOA by bidder shall be treated as Start date of work/contract and bidder shall be required to give acceptance/ observations on PO within seven date from the date of PO issuance.<br><br><i>Kindly note that bidder also needs time to review the LOA and send the observations ( if any ) for necessary modifications in LOA if there are deviations in LOA from RFP/Clarifications ( if any )..</i>   | As per NIT  |
| 30    | Commercial                             | 8        | 4.02       | Award decision<br>In the event of your bid being selected by purchaser (and / or its affiliates) and you subsequent DEFAULT on your bid; you will be required to pay purchaser (and / or its affiliates) an amount equal to the difference in your bid and the next lowest bid on the quantity declared in NIT/RFP.  | 1. We understand that condition of "Default" shall be governed as per clause no. 9 mentioned at page no. 10. Kindly confirm.<br>2. The differential amount between L1 and L2 bid can be in multifold than EMD BG amount. So, we request only EMD to be forfeited in case of default.<br>3. Kindly clarify whether Sl. No. 1 & 2 both will be imposed on bidder in case of default.  | As per NIT  |
| 31    | Technical                              | 28<br>42 | 7<br>4     | Completion Period<br>The entire erection work should be completed within 4 months from the date of issue of LOI.<br><br>Appendix-I<br>a) Delivery of the items as per scope of supply within 45 days from date of LOI/ Purchase Order and to be delivered at Bengaluru.<br>b) Delivery of the items as per scope of supply from Bengaluru to our Delhi Store/ office within 15 Days post FAT and receipt of our e-mail confirmation.<br>c) Installation, Deployment, Tuning, Configuration and Commissioning within 30 days from receipt of hardware material as per scope | 1. Kindly note that from the date of LOA acceptance , a bidder has to take DRS approval from purchaser first and a minimum three months are needed under best condition for dispatching/receipt of material upto Bangalore. We therefore request you to modify the delivery schedule to three months from DRS approval.<br>2. What will be the duration of FAT at Bangalore.<br>3. We understand that LAN cable supply , laying and termination for SCADA integration platform at Bangalore shall remain under SCADA supplier scope as the LAN cable under scope of supply is meant for using it at MCC/BCC located at Delhi. Once cable is cut then it cannot be reused if the length of cable at MCC/BCC becomes short. Kindly clarify and confirm.<br>5. We request you to provide overall SCADA project schedule for a better planning. | No Change in BRPL Clause  |
| 32    | Technical                              | 28       | 9          | Commissioning and Acceptance test:<br>After completion of the work, the Contractor shall conduct trial run/ operation in the presence of Engineer In charge. During such trial run the system shall be operated under the supervision of the Contractor. If any rectification/modification required during this period the Contractor shall do all necessary measures.<br>On satisfactory completion of above, the system shall be deemed to have energized and placed in commercial operation. The Engineer In Charge will issue an acceptance certificate                | 1. Kindly clarify the duration of Commissioning and Acceptance Test / Trial run period.<br>2. Kindly inform if any HW engineer has to be deputed at MCC/BCC during this duration mandatorily.<br>3. The project completion schedule consider this activity also .   | 1> FAT and SAT timeline already mentioned<br>2>Yes<br>3> Yes    |
| 33    | Commercial                             | 15       | 7.01.c     | Transit Insurance<br>Transit insurance will be arranged by Purchaser   | Kindly reconfirm .  | As per NIT  |

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| 34    | Commercial                             | 15       | 8.0<br>A.III  | Terms of Payment<br>Payment will be process within 45 days as per schedule mentioned below on satisfactory installation<br>iii. Delivery and installation (POST) for hardware and OS licenses at Bengaluru.  | 1. We understand it is " <b>Post FAT</b> ". <b>Kindly confirm</b><br>2. We understand that 60% payment shall be made after receipt of material and installation at Bangalore and it does not include any LAN cable works and Powering up activities at Bangalore. Kindly confirm.<br>3. Kindly inform the number of days/months of keeping the material at Bangalore as delays from Purchaser/SCADA supplier will delay our next 30% payment as it is linked to installation at Delhi.<br>4. We request for 90% payment at Bangalore and 10% payment after receipt of material and powering up at Delhi.           | As per NIT  |
| 35    | Technical                              | 17       | 13.01<br>13.6 | WARRANTY/<br>DEFECTS LIABILITY PERIOD<br>The Defect liability period shall be 5 years onsite Hardware warranty and SLA support with 15 minutes response and 4 hrs Hardware repair with 24x7 (part & labour).<br><br>System design should be with 99.8% availability annually.  | 1. Such SLAs conditions are part of turnkey projects where SCADA SW and SCADA IT H/W are under a single package.<br>2. Such SLA requires deputation of a permanent engineer with spares.<br>3. We request BRPL to buy spares and depute at least one IT Hardware engineer for five years at MCC as well at BCC to meet SLA requirements.<br>4. Best support from all the prime IT OEMs are 6 hour minimum. We request to modify this clause suitably.  | NO Change   |
| 36    | Technical                              | 17       | 13.6          | Warranty & Support<br>OEM to vet the design and provide the confirmation on system availability as totality.   | 1. We understand that all the SCADA designs documents shall be prepared by Purchaser/SCADA supplier during execution period only and hence it should not be vetted by bidder's of this package <b>and secondly this activity is not of Warranty &amp; Support period</b><br>2. Kindly note that OEM of this package are not a SCADA system designers. So , it is requested to get the SCADA Solution design documents validated from SCADA solution Designers/ SCADA Consultants and keep this work out of bidder's scope.   | Bidders Only repond on Supplied material for warranty and support |
| 37    | Technical                              | 17       | 13.8          | Warranty & Support<br>The bidder shall able to depute their service personnel within 48 hours in case of emergency and shall ensure the availability of manpower/spares for the same during warranty period.   | We understand that this will be a supply contract with 5 year onsite warranty support. SLA services comes under service contract with spares under Purchaser's scope with replenishment provision.. In case if SLA is required to be maintained , we request you to kindly append the BOQ/Price Schedule with SLA as a line item along with mandatory spares so that emergency services can be provided. With manpower deputation at control center and mandatory spares lying with customer, SLA services are easier to provide as contractor may take it's own time to depute . his manpower and arrange spares. | No Change   |
| 38    | Commercial                             | 17 & 18  | 14            | RETURN, REPLACEMENT OR SUBSTITUTION.<br>In either case, all costs of any replacement, substitution, shipping, labour and other related expenses incurred in connection with the return and replacement or for the substitute purchase of a Commodity hereunder should be for the account of Supplier. BRPL may set off such costs against any amounts payable by BRPL to Supplier. Supplier shall reimburse BRPL for the amount, if any, by which the price of a substitute Commodity exceeds the price for such Commodity as quoted in the Bid. | There is no upper cap. We request for limiting this amount not exceeding Contractor's selling price .  | No Change   |
| 39    | Commercial                             | 19       | 19.b.iii      | CONSEQUENCES OF DEFAULT.<br>(iii) Recover any losses and/ or additional expenses BRPL may incur as a result of Supplier's default  | The purpose of PBG is to recover the losses towards any default. So this amount should be limited upto PBG encashment only. We request for necessary modification in this clause   | No Change   |
| 40    | Commercial                             | 19       | 20.01.c       | - Violation of Resolution Clause<br>- Violation of yearly availability<br>- Maximum Penalty<br><br>The penalty is to ensure that OEM vendor is putting best efforts on our SLAs committed to BSES. Above penalties are subject to maximum limit of 20% of basic value of procurement PO (initial PO).  | We request for limiting this amount to 10% PBG amount and encash PBG as a maximum penalty as Purchaser is neither purchasing mandatory spares not asked for deputation of IT HW Engineer under this package  | No Change   |

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| 41    | Commercial                             | 20       | 20.01.d                 | <p>Other conditions</p> <p>During warranty period: the penalty would be calculated on year to year basis and OEM vendor has to pay the penalty on demand raised from BSES failing which PBG of bidder would be encash &amp; penalty amount would be adjusted.</p> <p>During AMC period ;it will be adjusted against AMC payment done at the end of quarter(s). BSES reserves the right to terminate the contract on reaching the maximum penalty and take legal action for deficient service &amp; claim suitable compensation for business losses.</p> <p>BRPL reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Vendor, in case the Vendor exceeds the threshold limit of Delay for any of the items above. BRPL, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances.</p> | <p>1. Kindly clarify whether there will be any AMC after completion of 5 year warranty period.</p> <p>2. If Yes, then what will be duration of AMC. Kindly note that AMC period should not exceed 7 years from date of supply due to EOSL.</p> <p>3. Kindly add a line item for AMC under BOQ &amp; Price schedule with detailed scope of AMC.</p> <p>4. As Purchaser is not purchasing any mandatory spares and has not asked for manpower deputation for maintaing SLA under this package, so blacklisting of bidder is not justified as per our opinion. Maximum penalty 20% ( requested to be reduced to 10% ) should be enough for penalizing on default conditions.</p> | No Change  |
| 42    | Technical                              | 20       | 20.01                   | <p>Non-Compliance of SLAs</p> <p>Bidders must take a note that the Max limits of penalties are upper tolerance and BSES reserves right to terminate the contract at any point of time for breach of SLAs without reaching the Max limit of penalties and initiate legal action to claim business losses from the vendor.</p>  | <p>This clause is equivalent to Consequential Damage clause. We request for removal of this clause.</p> <p>Secondly , clause no. 20.02 limits deduction towards delays to a maximum of 10% only , so there should not be any additional buisness losses claims on the top of 10% deduction amount from PBG.</p> <p>Kindly note that there is no line item of SLA in BOQ/Price Schedule and BRPL has not asked for mandatory spares and manpower for availing such services. We strongly recommend for purchase of mandatory spares if SLA services are needed.</p>  | As per NIT   |
| 43    | Technical                              | 26       | 4                       | <p>Note under Price Schedule</p> <p>Any other item not mentioned above but are required for successful completion of the works shall be deemed to be included in the above quoted rate</p>  | <p>Since this is a supply case with SCADA solution designing under BRPL scope , so we request removal of this clause.</p>   | No Change  |
| 44    | Technical                              | 42       | 4.a .Appendix- I        | <p>Delivery Schedule/Completion Time</p> <p>Delivery of the items as per scope of supply within 45 days from date of LOI/ Purchase Order and to be delivered at Bengaluru.</p>  | <p>1. Kindly clarify that after how many days of material dispatch at Bengalore, FAT will start and what will be the duration of FAT.</p> <p>2. Kindly note that there is involvement of engineering document approval process by Purchaser. Secondly, three months is an ideal time for dispatching material after DRS approval , so we request you to kindly modify this clause to 90 days from all engineering documents approval.</p>   | No Change  |
| 45    | Appendix-VI                            | 47       |                         | <p>Performance Certificate</p> <p>This is to certify that M/s _____has implemented the project for Automated Disk Based Backup/Replication Solution for DR _____TB/PB data capacity, with throughput of approx, _____TB/hour.</p> <p>The Solution was implemented on _____(Date of Implementation) and is running successfully since then.</p> <p>The services provided by the M/s _____are satisfactory.</p> <p>The certificate has been issued on the specific request of the company.</p>  | <p>Kindly note that a bidder might have arranged performance certificate in certain format during last three years. So, arranging the same certificate again in a new format of BRPL may be denied by issuing authorities . We request for acceptance of performance certificate in other format if already issued by various purchasers.</p>   | no change  |
| 46    | Technical                              |          |                         | <p>Must support scalability for 4*1G SFP and 4*10G Ports in future</p>  | <p>BSES should consider the scalability of ports for future use.</p>  | base line configuration has provided ,best can be submitted to run SCADA Application |
| 47    | Technical                              |          |                         | <p>The Firewall must have inbuild SDWAN with ZTNA features for secure remote access to external partner for OT equipment's.</p>   | <p>BSES should consider the SDWAN and ZTNA features to further securely integrate IT and OT.</p>  | No Change  |
| 48    | Technical                              |          |                         | <p>Next-Generation Firewalls OEM should be in Leader's magic quadrant as per latest report issued by Gartner issued for network firewalls. Report should be submitted with bid.</p>   | <p>Ideally BSES should only consider Leaders as this shows the seriousness of OEM in Security Effectiveness, Market presence/Number of Installations, execution, growth and financial stability. Already there are three OEMS in Leader Quadrant which are competent</p>  | No Change  |
| 49    | Technical                              | 17       | WARRANTY & SUPPORT      | <p>The bidder shall able to depute their service personnel within 48 hours in case of emergency and shall ensure the availability of manpower/spares for the same during warranty period.</p>   | <p>In page #65 "In any scenario, support(L1,L2&amp;L3) should be provided directly by OEM for supplied hardware and software. Bidder should explicitly state the same."</p> <p>Kindly clarify the support required from OEM or Bidder.</p>  | Bidders should take the call for SLA based support                                   |
| 50    | Commercial                             | 20       | 20.0 LIQUIDATED DAMAGES | <p>Monitoring of SLAs</p> <p>A hard -bound register or ITSM tool would be kept, where the logs of all support calls with information such as Time(from &amp; to),dates, Type(H/w, S/w),No of hours delay (if any) beyond SLA, reasons of delay is to be recorded in chronological order, duly signed by nominated official from BSES side &amp; engineer from Vendor side.</p>  | <p>Whether the bidder has to quote and deploy an ITSM Tool?</p>   | NO   |

| S. No | Query Type<br>Technical/<br>Commercial | Page No. | Clause No.  | BRPL Clause  | Bidder Query   | BRPL Replies  |
|-------|--|----------|---|--|--|---|
| 51    | Commercial                             | 31       | 15. SECURITY  | Adequate number of trained Security Guards shall be deployed both at the storage yard and stores as well as places of work to prevent theft and pilferage of material and accessories and various other materials. All security rules and safety rules enforced at site by company shall be strictly observed. | Applicability of this clause in this RFP?  | no change   |
| 52    | Technical                              | 72       | 7. WARRANTY & SUPPORT                               | 7.2. The proposed system including hardware and software shall have Five (5) year OEM warranty and support, which includes comprehensive maintenance and support of the entire proposed solution. Thereafter the system will be in AMC.  | Period of AMC required?  | Kindly quote for 5 year warranty but products must support 7 year of shelf life minimum   |
| 53    | Commercial                             |          | Bid Submission                                      | Submission of NIT: 05-01-2024  | Extension for 3 Weeks  | Mentioned in corrigendum - II   |
| 54    | Technical                              | 66       | 1. Technical Specifications: Server Hardware:       | HBA: As per BOQ,2X single port FC HBA (16Gbps)   | Latest servers are with 32Gbps FC Hba cards. Kindly change to minimum 32GB FC HBA  | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance |
| 55    | Technical                              | 66       | 1. Technical Specifications: Server Hardware:       | Server Architecture: The system must be ready to support advanced smart IO devices, such as GPUs   | Kindly confirm if any GPU is required. GPU servers are different and require different riser cards.  | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance |
| 56    | Technical                              |          |   | Server Management  | 1.The management software should collect system information (including impending component failure) from the device that generated the alert and sends the information securely to OEM to Support to troubleshoot the issue and provide an appropriate solution. | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance |
| 57    | Technical                              |          |   |  | 2. OEM's management software should be provided  |   |
| 58    | Technical                              |          |   |  | 3. to view, analyze, and report the Subsystem power and Compute Usage Per Second (CUPS) values,  |   |
| 59    | Technical                              |          |   | Certifications for Quality and Safety Standards  | Request to add : Manufactured in accordance with the international quality standards ISO 9001:2015.  | As per NIT  |
| 60    | Technical                              |          |   |  | Request to add :Compliance to Safety of IT Equipment : UL 62368 or IEC 62368 or CSA 62368 or EN 62479.   |   |
| 61    | Technical                              |          |   |  | Request to add :Standards for EMC (Electro Magnetic Compatibility) Standards : EN 55035 Class A or CISPR22 Class A or CE Class A or FCC Class A Standards for EMC (Electro Magnetic Compatibility) requirements.   |   |
| 62    | Technical                              |          |   |  | RoHS: EN IEC 63000   |   |
| 63    | Technical                              | 67       | 1. Technical Specifications: UnifiedStorage System: | 64GB cache per controller making 128GB total. Ports: 4x32G FC HBA & 4x10G Fiber SFP+ LAN   | Kindly change the clause to : 96GB Cache per controller makinf 192GB Total, Ports per controller: 4x32G FC HBA & 4x10G Fiber SFP+  | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance |
| 64    | Technical                              | 67       | 1. Technical Specifications: UnifiedStorage System: | Offered Storage Array shall be given with Minimum of 64GB cache per controller in a single unit.   | Request you to consider changing the clause to : 96GB Cache per controller   | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance |
| 65    | Technical                              | 67       | 1. Technical Specifications: UnifiedStorage System: | Ports: 4x32G FC HBA & 4x10G Fiber SFP+ LAN   | Request you to consider changing Ports per controller: 4x32G FC HBA & 4x10G Fiber SFP+   | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance |
| 66    | Technical                              | 67       | 1. Technical Specifications: UnifiedStorage System: | Offered Storage Subsystem shall support minimum dual drive failure protection supported with battery backup  | Request you to consider changing to : Offered Storage Subsystem shall support minimum dual drive failure protection supported with battery backup for Cache  | ok  |
| 67    | Technical                              | 67       | 1. Technical Specifications: UnifiedStorage System: | Software features: All licenses bundled like ransomware protection, replication,deduplication, Tamper-proof Snapshot, hardware compression, etc.   | Existing clause is specific to one single OEM.Request you to consider changing to : Software features: All licenses bundled equivalent to ransomware protection, replication,deduplication, Tamper-proof Snapshot, hardware compression,FIPS Encryption etc.     | No Change   |
| 68    | Technical                              |          |   |  | Request you to add Spare drive to be quoted along with storage   | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance |
| 69    | Technical                              |          | Network Switch and Network Router                   |  | Specs for a names OEM. Request you to allow equivalent makes for similar specifications  | BSES-BRPL has setup the base required configuration to run the SCADA application .Bidder can bid higher configuration to support( 7 year shelf life after purchase ) given compliance |
| 70    | Technical                              | 68       |   |  | <b>Addition to Technical specification</b> -Must support scalability for 4*1G SFP and 4*10G Ports in future<br><br>Reason for Change: BSES should consider the scalability of ports for future use.  | <b>PI Refer Point no 13</b>   |

| <div>  <div> <div>Pre – Bid Queries - 26.12.2023</div> <div>NIT: CMC/BR/23-24/RB/PR/MS/1167 Procurement of IT Infrastructure for SCADA MCC&amp; BCC locations in BRPL</div> </div> </div> |  |          |                          |  |  |  |
|--|--|----------|--------------------------|--|--|--|
| S. No  | Query Type<br>Technical/<br>Commercial | Page No. | Clause No.               | BRPL Clause                                    | Bidder Query   | BRPL Replies   |
| 71   | Technical                              | 68       |                          |  | <b>Addition to Technical specification</b> -The Firewall must have inbuild SDWAN with ZTNA features for secure remote access to external partner for OT equipment's.<br><br>Reason for Change : BSES should consider the SDWAN and ZTNA features to further securely integrate IT and OT.  | <b>PI refer point no 13</b>  |
| 72   | Technical                              | 68       |                          |  | <b>Addition to Technical specification</b> -Next-Generation Firewalls OEM should be in Leader's magic quadrant as per latest report issued by Gartner issued for network firewalls. Report should be submitted with bid.<br><br>Reason for Change: Ideally BSES should only consider Leaders as this shows the seriousness of OEM in Security Effectiveness, Market presence/Number of Installations, execution, growth and financial stability. Already there are three OEMS in Leader Quadrant which are competent | <b>PI refer Point no 13</b>  |
| 73   | Technical                              | 68       | Technical Specifications | GPS Time Sync Server - Technical Specification | 1. Whether this GNSS based time sync server will be used for commercial deployment or for R&D purpose?<br>2. Will it be Private 5G or Public 5G?<br>3. Can you share in detail requirement/purpose of this system as this will help us quote the right system for you.   | For internal devices tme sync as per CERT-In guidelines<br>2> Private 5G<br>3>already mentioned in BoQ |
| 74   | Technical                              | 68       | Technical Specifications | Network Switch - Technical Specification       | Is there any list of Approved OEMs for Network switch & Router vendors?  | Preffered OEM cisco - Approved OEMS NO   |