

Pre Bid Queries for "SITC of Backup & Restore Software, ODISHA" against Tender Enquiry No. TPCODL/P&S/100000269/2022-23				
Sl. No.	Detailed Reference to Tender Document. Please	Description as per Bid Document	Remarks - Query / Clarification	Response from TPCODL
1	Page No. 18	Must support filesystem, application, database, VM based backup and recovery technology regardless of server hardware and operating systems.	<p>Must support filesystem, application, database level recovery. VMware VM recovery should be recoverable to Hyper-V, OpenStack, Oracle VM.</p> <p>VM conversion help to bring the business up and running in shorter period in case host is down and VM needs to spinup on different hypervisor.</p>	No such clause is specified in the tender document. Additional functionalities are welcome and no changes to the original tender specification.
2	Page No. 18	The proposed solution should also support integration with leading applications and database backup tools and not limited to Oracle, SQL, sybase, Exchange, user mailbox, SAP BR Tools, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM etc.	<p>The proposed solution should also support integration with leading applications and database backup tools. It should be enterprise product having rich features and functionalities to perform backup of Oracle, SQL, sybase, Exchange, user mailbox archiving, SMTP archiving for exchange, SAP backup with BR Tools integration, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM, OpenStack, Kubernetes etc.</p> <p>Enterprise product help end customer to choose any environment for their data centre in modern technology world. Proposed enterprise product will protect traditional as well as modern technology like OpenStack, Kubernetes, email archiving for long term benefit in case of email deletion by user.</p>	<p>Additional functionalities are welcome. Tender clause stands as follows.</p> <p><i>"The proposed solution should also support integration with leading applications and database backup tools and not limited to Oracle, MSSQL, MYSQL, sybase, DB2, Exchange, user mailbox, SAP BR Tools, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM etc."</i></p>
3	Page No. 18	Must support backup for user laptops and desktops.	<p>Must support backup for user laptops and desktops. It should have file share and sync feature which provide one drive or google drive like feature to share data from backup copy by users. It should be configure for 50 users.</p> <p>User generally share their data through external devices which are prone for malware attacks. Thus, user laptop backup with file sync would help to avoid such accidents.</p>	<p>Additional functionalities are welcome. Tender clause stands as follows.</p> <p><i>"Backup software should be able to provide Data Protection for Desktop and Laptop environment and should integrate with the Centralized Data center Backup solution"</i></p>
4		New	<p>Proposed software should provide table level recovery for MS SQL and Oracle database.</p> <p>Table level recovery is most regularly required in most databases hence this feature should be part of the backup quoted product.</p>	Additional functionalities are welcome and no changes to the original tender clauses.

5		New	<p>Software should perform Oracle backup using RMAN integration only. Backup software should have GUI for RMAN integration to perform various types of backup.</p> <p>As per Oracle, RMAN is the best approach for database backup instead of running backup and recovery activity of oracle.</p>	Additional functionalities are welcome without any changes to the original tender specification.
6		New	<p>Proposed software should include global dedupe across all backup jobs to optimize the backup storage.</p> <p>Global dedupe provide dedupe across all backup clients instead of providing dedupe only of clients grouped as per backup jobs. Global dedupe across backup job helps in storage optimization.</p>	Additional functionalities are welcome without any changes to the original tender specification.
7		New	<p>Proposed software should include MySQL community base edition backup without script, mongoDB and MariaDB support on both Windows &amp; Linux platform. Backup software should support Kubernetes and OpenStack platform from day one from single console instead of multiple GUI and browsers.</p> <p>OpenStack, Kubernetes are primarily use PostgreSQL and MySQL community edition. Hence proposed backup software should support such environment to provide wholistic backup for traditional and new technology.</p>	Additional functionalities are welcome without any changes to the original tender specification.
8		New	<p>Proposed software should support backup and historical flat file archival from primary workload based on age and size from single console to optimize the application.</p> <p>Most of the datacentre has historical data which needs archival to offload the primary non accessed data. It helps to optimize the application to deliver better performance and reduce backup window.</p>	Additional functionalities are welcome without any changes to the original tender specification.
9	Page No. 16	Studying existing Backup and Restore solution deployed in TPCODL DC in consultant with TPCODL IT team. (Including Backup server, Disk storage, Physical tape library, SAN and NAS environment (Storage devices, Switches, FC connectivity, etc.) and propose Backup and Restore solution that must integrates with existing Backup and SAN network.	Kindly provide us the existing Back up solution running at TPCODL.	<p>Tender clause stands. Additional clarification is as follows.</p> <p><i>"Studying existing Backup and Restore infrastructure Including Backup server, Disk storage, Physical tape library, SAN and NAS environment (Storage devices, Switches, FC connectivity, etc.) available in TPCODL DC in consultation with TPCODL IT team and propose Backup and Restore solution that must integrates with the existing Backup and SAN network"</i></p>

10	Page No. 16	Complete configuration of the solution and migration should be in the scope of the bidder with Implementation and documentation for the same. Vendor should complete the project as per the agreed time.	Please confirm whether migration is in scope of the bidder.	Tender clause stands and additionally this is to clarify that the backup available in the tape media/ on existing storage system are to be restored for upon implementation of the proposed solution.
11		Backups from disk/ tape should be recoverable by any other leading backup restore application	Please note that the existing backups can only be recovered by the already existing software. That means a backup done by X software cannot be restored by Y back up software	Tender clause stands. Additional clarification is as follows.  <i>"Backups from disk/ tape should be recoverable by any other leading backup &amp; restore application by means of data migration/ move over to another application with the original client information, created/modified information and other critical metadata needed for recovery or vice-versa"</i>
12	New		The tender doesn't talk about the licensing of the Backup software  Meaning is it capacity based/socket based, please clarify .	Licensing requirement is mentioned in tender document ANNEXURE II which states as follows.  <i>"Data backup and recovery for at-least 70 critical systems (Instances) @ DC"</i>
13			Please add Gartner Leaders Quadrant clause to ensure only trusted OEMs with proven track record and positive outlook and vision quote as it is an important deployment which needs to be complete in vision and also have a market repute.	Featuring in gartner magic quadrant is preferred. However, original specification remains unchanged.
14		The proposed Backup Solution shall be available on any OS platforms and shall have the capability to support for all major Operating systems.	Please mention the word Supported OS Platforms by OS Vendors  The proposed Backup Solution shall be available on OS OEM Supported OS platforms and shall have the capability to support for all major Operating systems with Active Roadmap. OS OEMs discontinue support to older OS versions which do not have a roadmap and hence those are not supported by any Platform/Back up vendor	Tender clause stands and additionally it is clarified that OS with support subscription shall be provided for solution deployment.
15		Software shall support Raw device backup of Windows/Linux/UNIX based system	Please remove Unix as it is not present in the environment.  Software shall support Raw device backup of Windows/Linux based system  Please remove Unix as this environment is not present at site	Tender clause stands.

16		Should be able to interface with different server platforms e.g. Windows , UNIX, etc.simultaneously via NFS v3/v4 over TCP, CIFS and FC and should support LAN, SAN & NDMP backup solutions simultaneously	Please remove Unix as it is not present in the environment .  Software shall support Raw device backup of Windows/Linux based system.  Please remove Unix as this environment is not present at site	Tender clause stands as follows.  <i>"Should be able to interface with different server platforms e.g. Windows , UNIX, etc. simultaneously via NFS v3/v4 over TCP, CIFS and FC and should support LAN, SAN &amp; NDMP backup solutions simultaneously"</i>
17		Should support file system, database, VM etc. recovery from a single backup copy	The proposed backup software should provide Instant recoveries for any backup to Vmware or Hyper-V Virtual machine. It should also support the Instant VM recovery for AHV workloads as well.  should support file system, database, VM etc. recovery from a single backup copy, The proposed backup software should provide Instant recoveries for any backup to Vmware or Hyper-V Virtual machine. It should also support the Instant VM recovery for AHV workloads as well. This is a very important clause as Instant Recovery as it ensures much better RPO and RTO and also ensures Near Zero Downtime.	Additional functionalities are welcome and tender clause stands as follows.  <i>"should support file system, database, VM etc. recovery from a single backup copy"</i>
18		should support server data DC - DR replication(synchronous/ asynchronous) and vice versa	Please add Backup software should provide Recovery of Application Items, File, Folder and Complete VM recovery capabilities from the image level backup within 15Mins RTO. should support server data DC - DR replication(synchronous/ asynchronous) and vice versa Backup software should provide Recovery of Application Items, File, Folder and Complete VM recovery capabilities from the image level backup within 15Mins RTO. This is a Very Important Clause and it ensures a much better RTO of less than 15 Min.	Tender clause stands and additional functionalities are welcome.
19		Warranty and support for 7 years	Please mention the Number of Instances to be backed up Warranty and support for 7 years for ____ No. of Instances. Need this information	Licensing requirement is mentioned in tender document ANNEXURE II which states as follows.  <i>"Data backup and recovery for at-least 70 critical systems (Instances) @ DC"</i>

20		Must support filesystem, application, database, VM based backup and recovery technology regardless of server hardware and operating systems.	<p>Must support filesystem, application, database level+E24 recovery. VMware VM recovery should be recoverable to Hyper-V, OpenStack, Oracle VM.</p> <p>VM conversion help to bring the business up and running in shorter period in case host is down and VM needs to spinup on different hypervisor.</p>	No such clause is specified in the tender document. Additional functionalities are welcome and no changes to the original tender specification.
21		The proposed solution should also support integration with leading applications and database backup tools and not limited to Oracle, SQL, sybase, Exchange, user mailbox, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM etc.	<p>The proposed solution should also support integration with leading applications and database backup tools. It should be enterprise product having rich features and functionalities to perform backup of Oracle, SQL, sybase, Exchange, user mailbox archiving, SMTP archiving for exchange, SAP backup with BR Tools integration, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM, OpenStack, Kubernetes etc.</p> <p>Enterprise product help end customer to choose any environment for their data centre in modern technology world. Proposed enterprise product will protect traditional as well as modern technology like OpenStack, Kubernetes, email archiving for long term benefit in case of email deletion by user.</p>	<p>Additional functionalities are welcome. Tender clause stands as follows.</p> <p><i>"The proposed solution should also support integration with leading applications and database backup tools and not limited to Oracle, MSSQL, MYSQL, sybase, DB2, Exchange, user mailbox, SAP BR Tools, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM etc."</i></p>
22		Must support backup for user laptops and desktops.	<p>Must support backup for user laptops and desktops. It should have file share and sync feature which provide one drive or google drive like feature to share data from backup copy by users. It should be configure for 50 users.</p> <p>User generally share their data through external devices which are prone for malware attacks. Thus, user laptop backup with file sync would help to avoid such accidents.</p>	<p>Additional functionalities are welcome. Tender clause stands as follows.</p> <p><i>"Backup software should be able to provide Data Protection for Desktop and Laptop environment and should integrate with the Centralized Data center Backup solution"</i></p>
23	New		<p>Proposed software should provide table level recovery for MS SQL and Oracle database</p> <p>Table level recovery is most regularly required in most databases hence this feature should be part of the backup quoted product.</p>	Additional functionalities are welcome and no changes to the original tender clauses.
24	New		<p>Software should perform Oracle backup using RMAN integration only. Backup software should have GUI for RMAN integration to perform various types of backup.</p> <p>As per Oracle, RMAN is the best approach for database backup instead of running backup and recovery activity of oracle.</p>	Additional functionalities are welcome without any changes to the original tender specification.

25		New	<p>Proposed software should include global dedupe across all backup jobs to optimize the backup storage.</p> <p>Global dedupe provide dedupe across all backup clients instead of providing dedupe only of clients grouped as per backup jobs. Global dedupe across backup job helps in storage optimization.</p>	Additional functionalities are welcome without any changes to the original tender specification.
26		New	<p>Proposed software should include MySQL community base edition backup without script, mongoDB and MariaDB support on both Windows &amp; Linux platform. Backup software should support Kubernetes and OpenStack platform from day one from single console instead of multiple GUI and browsers.</p>	Additional functionalities are welcome without any changes to the original tender specification.
27		New	<p>Proposed software should support backup and historical flat file archival from primary workload based on age and size from single console to optimize the application.</p>	Additional functionalities are welcome without any changes to the original tender specification.
28			<p>Please add Gartner Leaders Quadrant clause</p> <p>Proposed backup software must be in Latest leader's for last 5 years magic quadrant of Gartner report for Enterprise Backup software and recovery solutions.</p> <p>Please add Gartner Leaders Quadrant clause to ensure only trusted OEMs with proven track record and positive outlook and vision quote as it is an important deployment which needs to be complete in vision and also have a market repute.</p>	Featuring in gartner magic quadrant is preferred. However, original specification remains unchanged.
29	1	The proposed Backup Solution shall be available on any OS platforms and shall have the capability to support for all major Operating systems.	<p>Please mention the word Supported OS Platforms by OS Vendors</p> <p>The proposed Backup Solution shall be available on OS OEM Supported OS platforms and shall have the capability to support for all major Operating systems with Active Roadmap</p> <p>OS OEMs discontinue support to older OS versions which do not have a roadmap and hence those are not supported by any Platform/Back up vendor</p>	Tender clause stands and additionally it is clarified that OS with support subscription shall be provided for solution deployment.
30	16	Software shall support Raw device backup of Windows/Linux/UNIX based system	<p>Please remove Unix as it is not present in the environment</p> <p>Software shall support Raw device backup of Windows/Linux based system</p> <p>Please remove Unix as this environment is not present at site</p>	Tender clause stands.

31	42	Should be able to interface with different server platforms e.g. Windows , UNIX, etc.simultaneously via NFS v3/v4 over TCP, CIFS and FC and should support LAN, SAN & NDMP backup solutions simultaneously	<p>Please remove Unix as it is not present in the environment</p> <p>Software shall support Raw device backup of Windows/Linux based system</p> <p>Please remove Unix as this environment is not present at site</p>	<p>Tender clause stands as follows.</p> <p><i>"Should be able to interface with different server platforms e.g. Windows , UNIX, etc. simultaneously via NFS v3/v4 over TCP, CIFS and FC and should support LAN, SAN &amp; NDMP backup solutions simultaneously"</i></p>
32	47	should support file system, database, VM etc. recovery from a single backup copy	<p>The proposed backup software should provide Instant recoveries for any backup to Vmware or Hyper-V Virtual machine. It should also support the Instant VM recovery for AHV workloads as well.</p> <p>should support file system, database, VM etc. recovery from a single backup copy, The proposed backup software should provide Instant recoveries for any backup to Vmware or Hyper-V Virtual machine. It should also support the Instant VM recovery for AHV workloads as well.</p> <p>This is a very important clause as Instant Recovery as it ensures much better RPO and RTO and also ensures Near Zero Downtime.</p>	<p>Additional functionalities are welcome and tender clause stands as follows.</p> <p><i>"should support file system, database, VM etc. recovery from a single backup copy"</i></p>
33	48	should support server data DC - DR replication(synchronous/ asynchronous) and vice versa	<p>Please add Backup software should provide Recovery of Application Items, File, Folder and Complete VM recovery capabilities from the image level backup within 15Mins RTO.</p> <p>should support server data DC - DR replication(synchronous/ asynchronous) and vice versa</p> <p>Backup software should provide Recovery of Application Items, File, Folder and Complete VM recovery capabilities from the image level backup within 15Mins RTO.</p> <p>This is a Very Important Clause and it ensures a much better RTO of less than 15 Min.</p>	<p>Tender clause stands and additional functionalities are welcome.</p>
34	52	Warranty and support for 7 years	<p>Please mention the Number of Instances to be backed up</p> <p>Warranty and support for 7 years for ____ No. of Instances</p> <p>Need this information</p>	<p>Licensing requirement is mentioned in tender document ANNEXURE II which states as follows.</p> <p><i>"Data backup and recovery for at-least 70 critical systems (Instances) @ DC"</i></p>

35		<b>Additional Point</b>	Please mention the number of VMs and physical server to be backed up	Licensing requirement is mentioned in tender document ANNEXURE II which states as follows.  <i>"Data backup and recovery for at-least 70 critical systems (Instances) @ DC"</i>
36		<b>Additional Point</b>	Plz Clarify if new server storage is required for backup or existing infra will be used.	Existing infra will be used.
37		<b>Additional Point</b>	Plz specify front end data and retention policy if new storage is required	Not Applicable.
38	<b>1.7 d</b>	The bidder should have executed similar works for cumulative order value of Rs. 0.8 Crore for a single order or Rs. 0.5 Crore for 2 orders each or for Rs.0.3 Crore for 3 orders each during last 5 years. Copy of work order / completion certificate to be submitted in this regard.	please amend the Bidder/ OEM should have executed similar works for cumlative order valve. Copy of work order/completion certificate to be submitted in this regard. For Larger Participation, please amend this caluse	Tender clause stands.
39	<b>Additional Point</b>	Qualification Requirement of Waiver for NSIC and MSME	Their should be waiver of NSIC and MSME Certified Organization for EMD Amount as per Govertment of Indian Guidelines For Larger Participation and Govertment of India Guidelines	Please refer Annexure VIIa of Tender document
40	<b>Additional Point</b>		Implementation will be done by OEM since it's a critical Activity. Kindly Add this caluse.	Please refer to tender document ANNEXURE II which states as follows.  <i>"Complete configuration of the solution and migration should be in the scope of the bidder with Implementation and documentation for the same. Vendor should complete the project as per the agreed time"</i>
41	<b>Payment Terms</b>	Payment shall be released, within 60 days of submission of error free Invoice duly certified by EIC/Site in charge.	Being MSME we request you, the payment shall be released within 30 days against successful delivery and acceptance of Material.	For MSME, Payment shall be released within 45 days from Certified Invoice.



42		<p>The proposed solution should also support integration with leading applications and database backup tools and not limited to Oracle, SQL, sybase, Exchange, user mailbox, SAP BR Tools, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM etc.</p>	<p>The proposed solution should also support integration with leading applications and database backup tools. It should be enterprise product having rich features and functionalities to perform backup of Oracle, SQL, sybase, Exchange, user mailbox archiving, SMTP archiving for exchange, SAP backup with BR Tools integration, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM, OpenStack, Kubernetes etc.</p> <p>Enterprise product help end customer to choose any environment for their data centre in modern technology world. Proposed enterprise product will protect traditional as well as modern technology like OpenStack, Kubernetes, email archiving for long term benefit in case of email deletion by user.</p>	<p>Additional functionalities are welcome. Tender clause stands as follows.</p> <p><i>"The proposed solution should also support integration with leading applications and database backup tools and not limited to Oracle, MSSQL, MYSQL, sybase, DB2, Exchange, user mailbox, SAP BR Tools, SAP HANA Studio, Virtualization platforms OS like Hyper-V, VMWare, KVM etc."</i></p>
43		<p>Backup software should be able to provide Data Protection for Desktop and Laptop environment and should integrate with the Centralized Data center Backup solution.</p>	<p>Backup software should be able to provide Data Protection for Desktop and Laptop environment and should integrate with the Centralized Data center Backup solution. Server and Endpoint Backup should be managed from single console. With single console it would be easier for administrator to manage the entire backup.</p>	<p>Tender clause stands and additional functionalities are welcome .</p>
44	New		<p>Proposed software should provide table level recovery for MS SQL and Oracle database.</p> <p>Table level recovery is most regularly required in most databases hence this feature should be part of the backup quoted product.</p>	<p>Additional functionalities are welcome and no changes to the original tender clauses.</p>
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48		New	<p>Proposed software should support backup and historical flat file archival from primary workload based on age and size from single console to optimize the application. Most of the datacentre has historical data which needs archival to offload the primary non accessed data. It helps to optimize the application to deliver better performance and reduce backup window.</p>	<p>Additional functionalities are welcome without any changes to the original tender specification.</p>