



No. 101/2010/CT

Office of the commissioner  
The Commercial Taxes Department  
Dt.06.03.2010

From

Commissioner

To

M/s. Reliance Communications Infrastructure Limited  
M/s. Accel Frontline Ltd  
M/s. CMC Ltd  
M/s. Masteck  
M/s. Liquid Hub India Pvt. Ltd.  
M/s. HCL Infosystems Ltd.

Sir,

Sub: Commissioner, Commercial Taxes- AMC Tenders- replies to pre-bid queries-Reg

The Commissioner, Commercial Taxes Department, Government of Kerala invites separate sealed tenders from reputed firms for the following:

1	Tender No. B11 – 1 – 101/2010/CT Dt. 10.02.2010	Maintenance of Computers, Local Area Network and Accessories of the Commercial Taxes Department co-located at the e-Governance Data Center.
2	Tender No. B11 – 2 – 101/2010/CT Dt. 10.02.2010	Maintenance of Computers, Local Area Network and Accessories at the Commercial Tax offices across the state.
3	Tender No. B11 – 3 – 101/2010/CT Dt. 10.02.2010	Maintenance of the KVATIS Software in The Commercial Taxes Department
4	Tender No. B11 – 4 – 101/2010/CT Dt. 10.02.2010	KVATIS Database Administration of The Commercial Taxes Department
5	Tender No. B11 – 5 – 101/2010/CT Dt. 10.02.2010	Maintenance of WAN in The Commercial Taxes Department

A pre-bid meeting was held on 06.03.2010 to clarify the doubts. The queries received are listed below with the clarifications.

<b>Maintenance of Computers, Local Area Network and Accessories of the Commercial Taxes Department co-located at the e-Governance Data Center</b>		
<b>Queries by M/s. Reliance Communications Infrastructure Limited</b>		
	<b>Query</b>	<b>Reply</b>
1	Provide the Serial Number of each hardware of the Commercial Taxes Department co-located at the e-Governance data center	See Annexure - A
2	Provide the Purchase date of each Hardware	See Annexure - B
3	How many LPAR are configured on each P series Server	One per each P-series Server
4	Which Monitoring tool is being used for Monitoring. Provide the list of all modules being used in Monitoring tool	IBM Director 5.10 (Full) IBM System Storage Manager 10 (Full)
5	a) Provide the details of Application Software being used.  b) Is scope of work covers management of application software	a) KVATIS application developed in Oracle 10 G using Java / J2 EE  b) Maintenance of application software and DBA are separate contracts.
6	Provide the complete BoM for each Module being used in IBM Tivoli Software	TIVOLI Installation for database Servers on RAC Additional SAN Client setup (Per Client) - B025-006, TSM Setup for Database(ORACLE)-B025-006
7	IPS will be expired on 02-09-2010. Is it means AMC	License renewal required only from 02.09.2010. Vendor shall ensure the renewal of the same.
8	Windows 2003 Server Edition- Provide the No. of Server whose License need to be renewed	Its permanent license
9	Attached Annexures of Oracle License is for Year 2006 & 2007. Provide the Oracle License Certificate for year 2008.	License is a one-time process. License obtained by the department is annexed along with the tender. During 2008, it was under ATS.
10	Do Datacenter provider needs to provide any specific count of onsite resources? Can we provide onsite - offsite resource model for current requirement?	Yes, Onsite support required
11	Can we do the Backhauling of the CTD Network to our NOC in Mumbai.	No. Remote access not permissible.
12	Who is managing the current infrastructure and kind of current support onsite or Offsite? Please provide current count and details of resources managing Present setup	M/s. Accel Frontline Ltd is currently managing at onsite.

<b>Queries by M/s. Accel Frontline(P) Ltd</b>		
1	How many licenses we need to supply in case of Oracle Database & Application Server?	License for 14 processors of the Application servers.
2	Is there is any up-gradation is required for IBM Tivoli? Or existing can be used? The support for the IBM Tivoli 5.3.2.0 has been withdrawn by IBM. Did support from IBM direct is must for the IBM Tivoli?	Existing IBM Tivoli can be used.
3	Can you pls share the existing licenses details of IPS?	License status : Signature update key Expiration date: 9/2/10 12:00 AM UTC. Serial Number. JMX 1013K07K
4	RHEL 4 licenses not required to be renewed on a regular basis? Is there is any plan to move from RHEL 4 to other versions of RHEL? Can you please confirm how many servers are running with RHEL 4?	Department has no plan to move from RHEL 4 to other versions of RHEL
5	For Win 2k3 also, license renewal is not required on a regular basis? Is there is any plan to move from Windows 2003 to Windows 2008 Operating System?	Department has no plan to move from Windows 2003 to Windows 2008
6	What will be terms & conditions including commercials for the additional hardware to be procured by the department from other vendors?	The vendor should support configuration of the equipment with existing environment.
7	What will be the monitoring mechanism for slow performance?	If the users experience any difficulty to perform data entry in KVATIS online software after login, or the intranet users couldn't perform the regular work; ITMC will check the issue and if the slowness of application is due to failure of proper turning of hardware maintained by the vendor, it will be put in the log book and communicate to him.
<b>Maintenance of Computers, Local Area Network and Accessories at the Commercial Tax offices across the state.</b>		
<b>HCL Infosystems LTD</b>		
1	In section 5.1 scope of work, it is mentioned that maintenance of printers including all consumables. Please let us know what are the items which comes under consumables criteria	Replacement of printer head, cartridges and all other consumables. Bills for consumables have to be given

		separately, based on the request. Unit rate has to be taken. Toners have to be refilled for a maximum of three times, before the replacement of Cartridges. Details of all the printers are given in Annexure C.
<b>KVATIS SOFTWARE</b>		
<b><i>Queries by M/s. MASTECK</i></b>		
1	What is the service window expected i.e. 24x7, 8x5?	24 X 7
2	Scope of work mentions database and application tuning and version control of existing and new modules. Will development of new modules part of scope of this RFP?	Development of new modules / change requests within the overall scope of the existing KVATIS application is part of the scope.
<b><i>Queries by M/s. CMC Limited</i></b>		
1	Sec 4.4: In the list of utilities specified, KCTD has mentioned VSS under Development Tool. KCTD is to confirm whether the licensed version of VSS is already available with KCTD? In case, if it is not available, can we assume that KCTD will procure a valid licensed version of VSS for version controlling?	The KVATIS application shall be ported to an open source tool for version control.
2	Sec 5.1.1: It is mentioned that Version Control of the existing and new modules as part of the scope.  How does KCTD propose to have a version control?	The KVATIS application shall be ported to a open source tool for version control.
3	Sec 5.1.2: It is mentioned that time allowed for implementation of change requests is maximum 7 days. Else it will attract LD.  How was this 7 days arrived at by KCTD? Is it for simple change at single form level or for a major change calling for design change or multiple form level changes also?  As the complexity of the requirement is not known at this stage and would vary on case to case basis, how KCTD is fixing	Depending upon the complexity of change request, Commissioner, in consultation with Technical committee will fix the time schedule for change request.

	<p>up a time frame of one week when the complexity is not known?</p> <p>Also it has to be noted that the number of requirements to be attended to at any given point of time, how KCTD expecting that all Change Requests to be done in one week's time?</p> <p>It is suggested to prioritize each requirements and then to frame up a mutually acceptable time schedule.</p>	
4	<p>Sec 5.1.3: What is the measuring scale to identify the slowness of KVATIS Application?</p> <p>What guidelines would be followed by KCTD to identify whether the slowness of the KVATIS Application is due to improper maintenance / tuning of the Application and solely attributable to Application Software?</p>	<p>Slowness means inability of internet or intranet users to access any module in KVATIS software after login. Based on the complaints received from users, ITMC will check, and found that, there is no issues with the bandwidth or Hardware at Data center, and ascertain that the issue is due to the fault of software vendor; it will be put in the log book and communicate to the vendor.</p>
<b><i>Queries by M/s. Liquid Hub India Pvt Ltd</i></b>		
1	<p>Liquid Hub India Pvt Ltd is an ISO 9001:2008 certified company. Are we eligible to Bid for this proposal?</p>	<p>If you qualify all the conditions specified in eligibility and technical criteria, you are eligible to participate.</p>
2	<p>Is the vendor expected to work at client's place?</p>	<p>Yes</p>
3	<p>What are the means of communication a. Is the vendor expected to have Video conference facility?</p>	<p>Written communication.</p>
4	<p>Is there any application server used for this software? If yes what is it?</p>	<p>Oracle 10 g Application servers used. Maintenance of Hardware is a separate tender.</p>
5	<p>What is the OS used to run this software?</p>	<p>Application Servers are installed with Red Hat Linux. Database in AIX platform. Application is running on Windows and Linux</p>
6	<p>The time to fix a bug depends on the build/deploy/test a. Are there any standard build/ deployment processes adhered to? b. Is there any automated testing tool already used in the</p>	<p>Oracle J Developer is the developing tool. No. The Technical Committee may evaluate.</p>

	development?	
7	How many bugs have been identified to be resolved by the vendor? How are the bugs classified (Major/Medium/Minor)	Bug found on the existing application as on 31.05.2010 would be attended by the present vendor. Bug reporting thereafter has to be attended by the new vendor. Bugs are not classified as minor or major.
8	How is the performance measured for the KVATIS application (what is the response time expected? what is it currently?)	KVATIS application is running 24x7x365. If any interruption in intranet or internet application it will be intimated to the vendor. Also refer Sec. 5.1.2 of the tender document. Before the deployment of any new module to the production server, it should first be deployed & tested in the test server.
<b>KVATIS DBA</b>		
<b><i>Queries by M/s. MASTECK</i></b>		
1	What is the service window expected i.e. 24x7, 8x5?	24 X 7
2	It is assumed maintenance of hardware is out of scope, please confirm? We understand that the vendor has to provide ATS for the products as per point 4.1, please confirm?	Maintenance of Hardware is a separate tender. (Tender-1). ATS is required during the period of AMC
<b><i>Queries by M/s. Accel Frontline</i></b>		
1	What will be the monitoring mechanism for slow performance?	Slowness means inability of internet or intranet users to access any module in KVATIS software after login. Based on the complaints received from users, ITMC will check, and found that, there is no issues with the bandwidth or Hardware at Data center, and ascertain that the issue is due to the fault of DBA vendor; it will be put in the log book and communicate to the vendor.

**ANNEXURE – A**  
**Details of Hardware Equipments co-located at state data center.**

<b>Sl. No.</b>	<b>Make</b>	<b>Model</b>	<b>Type</b>	<b>Serial No.</b>
1	IBM	P5	9117-570	65-5ABAC
2	IBM	P5	9117-570	65-5ABBC
3	IBM	P5	9110-51A	06-7C530
4	IBM	P5	9110-51A	06-7C540
5	IBM	X346	8840-15A	99AYYFB
6	IBM	X346	8840-15A	99AYYFR
7	IBM	X346	8840-15A	99AYYAT
8	IBM	X346	8840-15A	99AYYAR
9	IBM	X346	8840-15A	99AYYED
10	IBM	X346	8840-15A	99AYYFT
11	IBM	X346	8840-15A	99AYYKZ
12	IBM	X346	8840-15A	99AYYFC
13	IBM	X346	8840-15A	99AYYEC
14	IBM	X346	8840-15A	99BANVX
15	IBM	X346	8840-15A	99BBDGH
16	IBM	X346	8840-1RA	99BFMCB
17	IBM	X346	8840-1RA	99BFMCA
18	IBM	X346	8840-1RA	99BFMBZ
19	IBM	X336	7310-CR3	65-C796A
20	IBM	X3200	7042-C06	65-4BF6B
21	IBM	DS4800	1815-82A	13A1307
22	IBM	EXP710	1740-710	130899C
23	IBM	EXP710	1740-710	130898Z
24	IBM	EXP710	1740-710	130899A
25	IBM	EXP810	1812-81A	136353D
26	IBM	EXP810	1812-81A	136894L
27	IBM	TS3310	3576-L5B	1301771
28	IBM	DAT72	7206	10-P3735
29	IBM	DAT72	7206	10-P3737
30	IBM	SAN SWITCH	2005-B32	103117Z
31	IBM	SAN SWITCH	2005-B32	103118B
32	CISCO	IPS	IPS-4255	JMX1013K07K
33	CISCO	PIX	PIX-515E	810120040
34	CISCO	PIX	PIX-515E	809490023
35	CISCO	CSS-11500	CSS-11503	JMX1014K0E4
36	CISCO	CATALYST-4500	4507R	FOX100306H1
37	SYMANTEC	GATEWAY SECURITY	5620	JA05620006194749
38	AVOCENT	KVM SWITCH	AUTOVIEW 2000	
39	AVOCENT	KVM SWITCH	AUTOVIEW 2000	
40	CYBER VIEW	15" TFT MONITOR	RACK MOUNT SCREEN	A113046060112-13E
41	CYBER VIEW	15" TFT MONITOR	RACK MOUNT SCREEN	A120016060036-13E

**ANNEXURE – B**  
**Purchase Details of Hardware's co-located at state data center**

Item	Quantity	Delivery Date
IBM P5-570 Database Server populated with 8 CPU active, 16 GB ECC RAM, 4 x 146 GB HDD 4 x 1 GBPS Ethernet, 8 x DVD Drive, 2 x 2 GBPS FC HBA, RISC based UNIX operating system with clustering S/w	2	31/03/2006
IBM DS 4800 SAN Storage, FC Storage using 30 x 146 GB HDD, Dual channel ARRAY CONTROLLER X 2 GB CASH per controller	1	31/03/2006
IBM X Series Application Server 346 Intel 2 Nos XEON 3.0 GHz EM 64 T/2 MB Cache, 4 GB RAM 2 x 146 GB 10K RPM U320 HDD Redundant Power Supply, Red Hat Linux Enterprise.	3	07-04-2006
IBM X Series 346 Web Server Intel 2 Nos XEON 3.0 GHz EM 64 T/2 MB Cache, 4 GB RAM 2 x 146 GB 10K RPM U320 HDD Redundant Power Supply, Red Hat Linux Enterprise.	2	07-04-2006
IBM 2005 - R32 SAN - switch 16 port 2GBPS - Fibre channel switch fully loaded with SFPs	2	31/03/2006
IBM X Series 346 DNS, DHCP, NMS, FW, AV, Mail; Server Intel: 2 Nos XEON 3 GHz, EM 64 T/2 MB Cache, 4 GB RAM, 2 x 146 GB 10K RPM U320 HDD, Redundant Power Supply, Red Hat Linux Enterprise	2	07-04-2006
IBM X Series 346 Enterprises Backup server & DMS Server Intel; 2 Nos XEON 3 GHz,, EM 64 T/2 MB Cache, 4 GB RAM, 2 x 146 GB 10K RPM U320 HDD 2 GBPS Fibre channel HBA, Windows 2003 Server	2	07-04-2006
Tape Library with backup S/w T83310, 2 xLTO - 3 Drive, 25 Catridge slots, Automated Backup S/w.	1	31/03/2006
Core Switch - Manageable CISCO - C450 7R slot chasis with 100 GBPS switching capacity 75 MBPS through put redundant supervisor Engine 2 x 24 port 10/100/1000 Mbps cards, 1 x 6 port Giga bit card with wire speed redundant power supply.	1	04-05-2006
CISCO PIX 515E Internet Firewall with 4 Nos of F E Ports with load balancing S/w / Failover S/w	1	04-05-2006
CISCO IPS - 4255 Network IDS	1	04-05-2006
CISCO 11503 Application load balancer	1	04-05-2006
Avocent AV 2000 Austrin-Hughes RKP 115E Rack mountable KVM Switch with 15" TFT Monitor	2	24-04-2006
Internal Data Cabling using CAT-6 UTP Cable	1	
<b>Database Server</b> 64 Bit RISC CPU Additional 2 CPUs to be made permanently active to enhance the performance Additional 8GB RAM to be made permanently active to enhance the performance Additional 2 x FC HBA to provide higher I/O (Code - 1000 - SERV ER11)	2	15.5.2007

<b>SAN Storage</b> Additional storage using 10 x 146 GB HDD and 8 x 250 GB ATA HDD, Additional Enclosures to support the upgrade Snapshot license for 1 TB (Code - 1000 - STOR AGE1)	1	15.5.2007
<b>Application Server</b> Intel 2 Nos XEON 3.0 GHz EM 64 T/2 MB Cache 4 GB RAM 2 x 146 GB 10 K RPM U320 HDD Integrated RAID 1 Rack Mountable Redhat Linux Enterprise (Code - 1000 - SERV ER12)	3	15.5.2007
<b>Structured Cabling at Govt. data Centre</b>		18.10.2007
Category 6, Four pair Giga speed 24 AWG UTP Cable 305 meters/1000ft	1	18.10.2007
Category 6, Giga speed Patch Chord	48	18.10.2007
24 Port enhanced category 6, RJ 45 fully loaded jack panel	2	18.10.2007
Reinforced flexible pipe 50 mm(qty in mtrs)	10	18.10.2007
Reinforced flexible pipe 32 mm(qty in mtrs)	15	18.10.2007
IBM P 51 A ( Server 9110 Model 51 A) 2 CORE 2.1 GHz POWER5+Processor, 36 MB L3 Cache 2 x 146.8 GB 15,000 RPM Ultra 320 SCSI Disk Drive 4 GB 533 MHz DDR-2 SDRAM IBM 2-Port 10/100/1000 Base-TX Ethernet Card 4Gbps Single-Port Fibre Channel PCI-X 2.0 DDR Card Redundant AC Power Supply, 700 W AIX 5L V5.3 HMC 1:7042-C06 Deskside Hardware Management Console with TFT 17"	2	24.12.2007
TIVOLI Installation for database Servers on RAC Additional SAN Client setup (Per Client) - B025-006, TSM Setup for Database(ORACLE)-B025-006	1	6.12.2007
AIX installation for Server additional AIX Host setup for existing DS 4800	2	
Upgradation of Memory(4 x 2 GB RAM) for the Application Server Model X346(Part No:FRU O41Y2860)	4	07-04-2008 (2 GB - 16 Nos)
Upgradation of Memory(4GB RAM to 8 GB) for the Application Server Model X346(Part No:FRU 41Y2848)	6	Installation Date : 17/12/2008

**ANNEXURE – C**  
**Details of Printers**

<b>Printer</b>	Printer / Laser / HP	44
	Printer / Laser/ Samsung/ML 3560	4
	Printer / Laser / Lexmark E 260 DN	115
	Printer / Dot-matrix / Epson / LX 300 / 80 column	5
	Printer / Dot-matrix / TVS / MSP 355 / 136column	302
	Printer / Dot matrix / TVS MSP 245 / 80 Column	345
	Printer / Dot matrix/ TVS 335 / 124 Column	104
	Printer / Dot matrix / TVS MSP 450 / 430 80 Column	10

Yours faithfully

Joint Commissioner – I