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No. SunPetro/Bhaskar/IT-INFRA/2025-26/232/Bulletin-3

Date: 14.11.2025

BULLETIN #3

Sub: Supply & Installation of IT Infrastructure facility upgradation at Bhaskar-I Field in Gujarat.

Ref: Tender No.: SunPetro/Bhaskar/IT-INFRA/2025-26/232

Sun Petrochemicals Private Limited (SunPetro), hereby authorized following amendment / clarification in the above referred Tender:

Sr. No.	RFP Section / Clause No.	Page No.	RFP Clause Description	Bidder's Query / Clarification Required	Proposed Suggestion / Deviation (if any)	SunPetro's Response
1	Section-IV, Clause 4.1 – Site Preparation & Installation	28	Structured cabling (CAT6A / Fiber)	Kindly confirm this is limited to new racks (2Qty) which bidder will provide as per the BOQ mention in this RFP. We are assuming that any connectivity from existing rack to new rack will be taken care by customer		Please note that DC cabling is under the bidder's scope of work. This includes, but is not limited to: Within the rack: All DC cabling required inside individual racks. Among the racks: Inter-rack DC cabling to ensure proper connectivity and integration. The bidder shall be responsible for supply, installation, testing, and commissioning of all DC cabling as per project requirements and industry standards.
2	Section-IV, Clause 4.1 – Site Preparation & Installation	28	Environmental monitoring sensors.	As per BOQ, environmental monitoring sensors are not mentioned.	Require more details on same	DC temperature monitoring mechanism to be established.
3	Section-IV, Clause 4.6 – Documentation & Training	28	Provide operational and technical training for SunPetro IT Personnel (5 Days for 10 Person)	The bidder will do knowledge transfer and basic administration for the components which are implemented.	For 5 Days training will request to go for OEM training for all the deployed components which will be paid one. Where trained candidate will also get proper training completion certificate from OEM.	Bidder's scope, Bidder to arrange & organise.
4	Section-IV, Clause 6.0 Project Deliverables	29	O&M Phase -- Monthly & Quarterly performance reports, SLA compliance reports	Does the bidder need to deploy onsite resource or can be done remotely for extracting required reports	Kindly help with existing Monthly & Quarterly performance reports, SLA compliance reports templates	Bidder to deploy resource once in a month.
5	Section-IV, Clause 9.0, Acceptance Criteria	29	Achievement of performance benchmarks.	Kindly help with the performance parameters that needs to be achieved or tested		System Readiness, Functional testing, various system integration, performance, Project delivery process.

6	Section-IV, Clause 12.1 Service Timelines and Penalties	30	If work remains incomplete beyond Four (4) months, penalties will apply.	Liquidated Damage (LD) rates are not mentioned.	Kindly give more clarity on same	Bidder to Supply, Deploy, Installation, Configuration, integration, execution & project handover to be finish within 4 months only, failing which LD will be applicable
7	Section-IV, Clause 12.1 Service Timelines and Penalties	30	Final Acceptance Test (FAT)	Liquidated Damage (LD) rates are not mentioned.	Kindly give more clarity on same also specify test benchmarks for FAT/UAT	System Readiness, Functional testing, various system integration, performance, Project delivery process
8	Section-IV, Clause 14.1 Network Infrastructure	31	Deployment of bandwidth optimization, traffic shaping, and load balancing tools.	Load Balancers are not included in the RFP BOQ,	Require more details on same	To be considered & configured using mentioned Firewall.
9	Section-IV, Clause 14.2 Server and Storage Infrastructure	31	Environmental monitoring for temperature, humidity, and smoke with automated alerts.	Highlighted in Point 2 (in this sheet)		DC temperature monitoring mechanism to be established.
10	Section-IV, Clause 14.3 Workstations and Peripherals	31	Deployment and configuration of workstations, laptops, and peripheral devices.	Require more clarification on this point		Bidder to support for Workstation & Mobile Workstation configuration, installation & integration with server environment.
11	Section-IV, Clause 14.4 Security Architecture	31	Deployment of Next-Generation Firewalls (NGFW) such as FortiGate or Checkpoint, configured in High-Availability (HA) mode	Require more clarification on this whole section. As there are no Firewall and security components there in the BOQ mentioned in RFP		Deployment to be considered in bidder's scope. FortiGate 400 F in HA Mode.
12	Section -VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 8 -- Primary SAN Storage	Kindly help with number of FC Ports and Network Ports (for NAS) per controller with speed. Also, any performance requirement like IOPS, throughput (with Block size, Read: Write ratio for random and sequential workload respectively)		There is no NAS, 25G, FC Port For 12 Server.

13	Section -VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 11 -- Veeam Backup & Replication License	As per RFP 31 instances (VMs) licensing needs to be given. So we are assuming that total 31VMs needs to be protected using Veeam Backup & Replication solution	Also, Veeam comes with 3 Platform edition (Foundation, Advanced and Premium) with define set of features and functionality. Please help with the edition that needs to be considered for licensing.	Please consider Veeam Advanced.
14	Section -VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 13 -- Microsoft Server 2025 Core Licenses (2- core pack) (Lifetime)	Kindly help with license edition Standard or Datacentre and support duration. Also share the calculation for 2-Core 168 Qty licenses as we can optimize and share OEM SKU	Support Lifecycle: Windows Server 2025 will follow Microsoft's standard support lifecycle— typically 5 years mainstream support + 5 years extended support, not lifetime.	OK, Datacentre/Core based License to be consider
15	Section -VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 14 -- RHEL Server Guest Subscription (Lifetime)	For Red Hat Enterprise Linux subscriptions please help with support subscription type standard or Premium.	Please specific 1-2 socket Standard Guest OS, also share the years of warranty needed.	Please consider 5 Yearly
16	Section -VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 15 -- Core Switch	For Core switch, kindly share the number of ports and type of throughput (10Gbps/25Gbps) required. Do we need to consider licenses, SFPs and cables for all the ports	Also please share the existing switch details with available ports for uplink connection	48 Port fully loaded with 25Gbps throughput, License, SFP & Cable in Bidders scope.
17	Section -VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 16 -- SAN Switch	For SAN switch, kindly share the number of ports and and type of throughput (32Gbps/64 Gbps) required. Do we need to consider licenses, SFPs and cables for all the ports	Also please share the existing SAN switch details with available ports for ISL connection (if required)	48 Port fully loaded with 25Gbps throughput, License, SFP & Cable in Bidders scope.
18	Section -VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 17 -- TOR Switch	For TOR switch, kindly share the number of ports and type of throughput (10Gbps/25Gbps) required required. Do we need to consider licenses, SFPs and cables for all the ports		48 Port fully loaded with 25Gbps throughput, License, SFP & Cable in Bidders scope.

19	Section -VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 20 -- Configuration, Installation & Commissioning, Migration & Testing other than VM	Kindly share the existing Infrastructure details for Virtual and Physical virtual Servers (with DB & App details) for Compatibility check and migration	Request for current environment inventory or architecture diagram.	The is completely new setup.
20	Section -VIII, RESPONSIBILITY MATRIX	47	Point 2G -- Endpoint Security (Antivirus, DLP, EDR)	Kindly help us with clear scope on this as Endpoint Security components are not mentioned in RFP BOQ	Suggest clear definition of bidder and client scope to avoid overlaps.	This is in SunPetro Scope.
21	Section -VIII, RESPONSIBILITY MATRIX	47	Point 4I -- Deploy Backup Active Directory server	Kindly help us with clear scope on this	Suggest clear definition of bidder and client scope to avoid overlaps.	Bidder to deploy, configure & migrate existing DC & Backup server.
22	Section -VIII, RESPONSIBILITY MATRIX	47	Point 4J -- Deploy Veeam Backup Server (Policy: Daily, Weekly (M, W, F), Monthly, (Retention: 2 Months Days) & License activation	More details will be required on Backup Policy, Schedule and Retention period on Backup Appliance / Tape Library		As per scope defined.
23	Section -VIII, RESPONSIBILITY MATRIX	47	Point 5A -- Existing VMware ESXi 6 (VMs) migration to new VMware ESXi 7 including Primary Active Directory and other physical servers	Kindly share the existing Infrastructure details for Virtual and Physical virtual Servers (with DB & App details) for Compatibility check and migration	Please help with number of VMs and Physical servers to be migrated with data size Note: - The latest major versions of VMware ESXi are 9.0 and 8.0 Update 3g	16 VM & 4 Physical server instance to be considered for migration server data size approx. 90 TB.
24	Section -VIII, RESPONSIBILITY MATRIX	47	Point 5B -- File server data migration	Please help with existing File Server details with Data size to be migrated		16 VM & 4 Physical server instance to be considered for migration server data size approx. 90 TB.
25	Section - VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 1 & 2 -- Servers	The requested server have OEM specific component like IDRAC. Request this to be open for other OEM by using term like "Provide OEM specific management software"		Acceptable
26	Section - VI, BILL OF QUANTITY (BOQ) /	36	Point 3 -- ProSupport Plus / Mission Critical	The Support team "Pro support Plus" is OEM specific. Kindly allow other OEM to		Acceptable

	PRICE SCHEDULE		Support, 60 months	provide equivalent support SKU		
27	Section - VI, BILL OF QUANTITY (BOQ) / PRICE SCHEDULE	36	Point 8 -- Primary SAN Storage	As per specs, the requested storage is SAN but the protocol requested is FC + NFS. We would request to make the storage as unified storage as SAN storage can only support FC, NFS will require NAS or Unified storage.		As per scope defined
28	Section V - Technical Specification	34	Technical Specs of Well Monitoring SCADA System	Request to pls clarify the scope of work for SCADA system for the bidder.		Deleted from Tender (Ref.Bulletin#1)
29				We need to know the exact count of LTO 6 cartridges which will be migrated to LTO 9		Bidder to quote as per Gb, payment will be as per actual
30				We would like to Know which Backup Software was used to take Backup on LTO6?		Veeam Backup
31				Service migration of cartridges is not mentioned in RFP.		Bidder to consider
32				Fortinet Firewall FG400F is not in BILL OF QUANTITY (BOQ). Do we have to quote in HA.		Yes, Bidder to Consider
33				We would like to know the total Port required on Core Switch & uplink detail.		48 Port fully loaded with 8 Uplink
34				Bidder requested for the bid due date extension of 1 week.		Tender Closing / Bid Submission Date & Time has been extended up to 24th November 2025 15:00 Hrs IST.

All other terms and conditions of the Tender remain unchanged.

Regards,

Sun Petrochemicals Pvt. Ltd