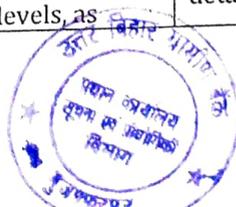




Pre-Bid Meeting

Summary of pre-bid queries of various vendors along with response are as under:

S. No	Page No.	Point/ Sections	Query	Bank's Response	Corrigendum/ Addendum
1	74	10.1	Missing - Appendix 1: Commercial Bill of Material, Kindly provide the same	Refer to Site "https://eauction.auctiontiger.net/EPROC/view tender/44657" for Appendix 1 Commercial Bill of Material	Addendum
2	75	10.2	Missing - Appendix 2: Technical Specifications, Kindly provide the same	Refer to corrigendum of "https://eauction.auctiontiger.net/EPROC/view tender/44657" for Appendix 2 Technical Specifications	Addendum
3	67	Payment Terms: Invoices will be raised separately to both the RRBs in the ratio mentioned above.	How will the Hardware be segregated for the Pos. Also need payment terms for Hardware and software implementation	There is no need to segregate the Hardware; however Invoices should be raised separately to both the RRBs in the ratio UBGB=90% and UBKGB=10%	Addendum
4	71	Service Level Default : - Availability : Minimum Service Availability of Critical Infrastructure 99.99% & Availability of Key infrastructure 99.96%	Assumption is that the service levels and defaults if any would apply to the Solution	Yes the Service levels & defaults stated here are applicable for solution	Addendum
5	71 - 72	The impact threshold will be as per the framework provided below. ...	Please elaborate impact threshold Framework and its KPIs 1) Incident Management Matrix? How do you define "Escalation" (Table no missing)	Escalation matrix will be shared with the successful Bidder	Addendum
6	73	Penalty Computation : Penalty shall be levied for every percentage or part thereof drop in service levels, as	Need clarity on SLA slab - to compute Penalty - Section 2.5 is missing the penalty details.	The revised line item should be read as "Penalty Computation : Penalty shall be levied for every percentage or part thereof drop in service levels, as	Addendum



		defined in section 2.5 of this RFP.		defined in section 9.1 of this RFP."	
7	67	Payment Terms: New clause to be introduced	In case of site not ready scenario or delay attributed from bank side would not be considered for penalty	Penalty shall be levied to the bidder, only if the delay is attributed to the successful bidder.	Addendum
8	19	OEM Scope	We assume our scope to be till setting up Oracle RAC. Data migration is not part of our scope	Yes, Oracle RAC is part of Bidder scope of work. Data migration is not part of the of scope of Bidder; However bidder is required to support during migration activity	Addendum
9	69	Service Levels	Request bank to consider response time of 1 hr instead of 5 mins	There is no change in the requirement; hence the requirement stand as it is	Addendum
10	14	· Certificate from the company's auditors specifying the net worth for the last three financial years	Please confirm if the Certificate can be obtained from a Practicing Chartered Accountant will be accepted?	There is no change in the requirement; hence the requirement stand as it is	Addendum
11	14	The bidder should be a net-profit-making company in two out of last three financial years (i.e. 2017-18, 2018-19 and 2019-20). (Profits of only individual entity would be considered for evaluation)	Clarification required if the consolidated financials will be acceptable for Evaluation.	There is no change in the requirement; hence the requirement stand as it is	Addendum
12	29	5.15 - Prices : The prices shall be quoted in Indian Rupees (INR) only (without decimal places) and shall not have any effect from variations / fluctuations of any other currency.	Please confirm if the Price defined in RFP is net of taxes ?	For Tax details, refer to Section 5.67 of the tender Reference: HO/IT/14/2021-21/119	Addendum
13	33	5.22 Execution of Contract, SLA and NDA : The bidder should execute the contract, SLA and NDA within 21 (twenty-one) days from the date of acceptance of the Purchase Order.	Please confirm if the contract needed registration. Who will be bearing the registration and stamp duty cost in case of contract registration required	The Stamp Duty and any other fees should be borne by the successful bidder, as per state Law	Addendum
14	49	4. Termination for Convenience	Termination for Convenience rights should also be available to Service Provider	There is no change in the requirement; hence the requirement stand as it is	Addendum



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15	67	Procedure for claiming payments: Annual maintenance Support (AMC) Quarterly in arrears AMC shall commence on completion of warranty period and will be paid quarterly in advance	Clarification required on the AMC Payment term. (Is it in Qtrly advance or in arrears)	AMC shall commence on completion of warranty period and will be paid quarterly in arrears	Addendum
16	37	5.3.1 Indemnity	indemnification should be for IPR infringement and confidentiality breach. This is OEM dependent project, so it should be on pass through basis.	There is no change in the requirement; hence the requirement stand as it is	Addendum
17	36	5.28 Insurance	Insurance coverage to the extent of 100% value of the invoice value.	There is no change in the requirement; hence the requirement stand as it is	Addendum
18	24	3.11 Benchmarking	Please share the success parameters and completion criteria for benchmarking. How will share the benchmarking data and size of same?	Refer to section 3.11. of the Tender Reference: HO/IT/14/2021-21/119 for Benchmarking scope of work in detail. The benchmarking data and size will be shared with the successful bidder	Addendum
19	26	Project timelines: Oracle Installation	Please share the Oracle DB version? Who will manage the updates and patch implementation of Oracle DB.	Oracle DB ver will be 12c or later. Till the implementation timelines whatever patches and updates are available, has to be implemented by the successful Bidder; Post that the CBS SI will manage the updates and patch management.	Addendum
20	26	Project timelines: Hardware implementation	Who will be responsible for hardware platform migration? We need the support from Bank. This is the responsibility of Bank.	Hardware platform migration, is required to done by Successful Bidder.	Addendum

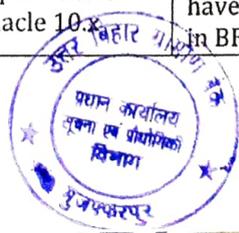


21	15	<p>Criteria: The bidder should have supplied, implemented and provided/providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with minimum order of INR 10 cr of product & services.Supporting documents:• Relevant credential letter for the stipulated criteria from the Bank Or • Purchase Order(s)/ Contract copy along with completion certificate from the Enterprise.</p>	<p>We request to kindly update the clause as mentioned below"Criteria:The bidder should have supplied, implemented and provided/providing maintenance services for servers in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with minimum order of INR 10 cr of product & services.Supporting documents:• Relevant credential letter for the stipulated criteria from the Bank Or• Purchase Order(s)/ Contract copy along with completion certificate from the Enterprise."ORThe bidder should have supplied, implemented and provided/providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with minimum order of INR 5 cr of product & services.Supporting documents:• Relevant credential letter for the stipulated criteria from the Bank Or• Purchase Order(s)/ Contract copy along with completion certificate from the Enterprise."</p>	There is no change in the requirement; hence the requirement stand as it is	Addendum
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22	17	<p>The Bidder is required to install & configure separate environment for the Production Environment (DC & DRC) and for the other stated environments, the bidder may consider deploying a virtualized/physically separate solution.</p> <ul style="list-style-type: none"> o Production (DC and DRC) o UAT & Development (DC Only) o Training (DC Only) o MIS and Reporting server (DC and DR only) 	<p>Does the PROD, UAT , DEV , MIS and reporting server deployment is same for NDR as mentioned for DC and DR , require clarity</p>	<p>Refer to the revised Bill of Material; as now NDR-setup is out of Bidder's scope of work</p>	<p>Addendum</p>
23	19	<p>During warranty period, Bank May, shift the equipment to other location(s) within the Country. The bidder needs to ensure that the OEMs and bidders' warranty and support is valid across India. Further, bidder should undertake to continue to provide warranty and support for the supplied inventory at the new location at no additional cost to Bank. Bidder will be informed about old and new location details as and when Bank decides to shift the hardware due to operational requirements. Bidder will deploy resource(s) for decommissioning of respective equipment at old location and Commissioning of equipment at new location at no additional cost</p>	<p>Hope data backup will be taken by bank during decommissioning & recommissioning? Customer need to provide location details as well.</p>	<p>Backup of data will be bank's responsibility</p>	<p>Addendum</p>
24	Page 16, section 17	<p>OEM's Server Load balancer should have been implemented with Finacle 10.</p>	<p>Request to change the clause to OEM's Server Load balancer should have been implemented in BFSI sector</p>	<p>There is no change in the requirement; hence the requirement stand as it is</p>	<p>Addendum</p>



25	Page 20, section 3.3	For its existing and future business needs, Bank envisages procurement of structured (passive) cabling for both LAN and SAN. Refer to Appendix 2 – Minimum Technical Specification for Structured Cabling requirements for both LAN and SAN. Bidder is required to supply, install, implement, integrate and provide AMC/ATS for proposed structured cabling for the contract period. For installation and implementation of structured cabling, bidder has to liaison with Bank's existing System Integrator. Also, bidder is required to provide 15 years' certifications for both SAN and LAN cabling	Understand that the structured cabling to be done within the racks, require clarity on whether cabling to be done to upto customer's switch room as well	The structured cabling components is covered in Bill of Material. However the cabling is limited to the Cage area; i.e. within Rack and between Racks.	Addendum
26	Page 25, section 3.5	Bidder is required to supply, install, implement, integration of tape library with existing backup solution and provide onsite Comprehensive warranty and AMC/ATS for proposed tape library for the period of contract	Require details on existing backup solution being used in bank	Bank uses the backup software of Quest OEM	Addendum
27	Page 67, section 8	CBS Hardware Benchmarking	It is mentioned that Benchmark amount payable would be paid 1. On the submission of the Draft report - 50% 2. On the submission of the Final report - 50% Is the above terms only for Hardware Cost & Structured Cabling cost which is 5% of total value of Hardware Cost & Structured Cabling cost, require clarity	Payment terms for Benchmarking (One time cost) 1. On the submission of the Draft report - 50% of the Benchmarking Cost 2. On the submission of the Final report - 50% of the Benchmarking Cost Refer to the Benchmarking cost in Bill of material	Addendum



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28	Page 17, section 3.1	5. Benchmarking of CBS Hardware	What is the criteria and performance measures for bench marking, require clarityWhether customer will provide the necessary tools for Benchmarking of CBS Hardware, require clarityCustomer has to provide required workoad for bench mark testing	Refer to section 3.11 for benchmarking details The required workload for benchmarking shall be shared with the successful Bidder. The end to end responsibility for carrying out the benchmarking will be of Successful bidder, including tool required (software and hardware for tool) for benchmarking.(till the benchmarking is completed)	Addendum
29	73	Bank expects the Bidder to complete scope of the project within the timeframe specified in this RFP. Inability of the Bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause. The proposed rate of penalty would be 1 % of the value of the affected service or product per week of delay or non-compliance subject to an upper limit of 10% of value of affected service or product.	1) Penalty for Implementation Time Frame is Not clear - Need to define the effected service or Product Value scope and its implementation time Frame to calculate the Penalty very clearly. 2) From Systems Hadware Installation prespective - It is deemed completed once LPAR and AIX Instances are made available (subject to site readiness).	refer to section 4 for Implementation timelines, it is very clearly mentioned in the Section 4. project timelines. Yes It is deemed completed once LPAR and AIX Instances are made available, as per the Bank's requirement	Addendum
30	14		Your Tender says 'Bidder should have an annual turnover of at-least INR 100 crores in the last three financial years (i.e. 2017-18,2018-19 and 2019-20)' We request you to change the same to: 'Bidder should have combined turnover for FY-2018-19, FY-2019-20 and FY-2020-21 atleast NR 50 Crore	There is no change in the requirement; hence the requirement stand as it is	Addendum



31		Eligibility Criteria : Your Tender Says 'The bidder should have supplied, implemented and provided/providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with minimum order of INR 10 cr of product & services.'	We request you to change the same to: 'The bidder should have supplied, implemented and provided/providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with minimum order of INR 5 cr of product & services.'	There is no change in the requirement; hence the requirement stand as it is	Addendum
32	70	2. The Successful Bidder shall provide, as part of monthly evaluation process, reports to verify the Successful Bidder's performance and compliance with the SLAs. Data capturing and reporting mechanism will be used for SLA reporting. The bidder has to leverage existing EMS tools to monitor and manage the Solution.	Need details of exiting EMS Tool to verify the compatible with the proposed Solution and to check supported feature for Monitor and Manage the solution. (Solution Assurance to be taken care by Solution Architecture).	EMS tool details will be shared with the successful Bidder	Addendum
33	73	Bank expects the Bidder to complete scope of the project within the timeframe specified in this	1) Penalty for Implementation Time Frame is Not clear - Need to define the effected service or Product Value scope and its implementation time Frame to calculate the Penalty very clearly.	Refer to Section 5.72 of the Tender Reference: HO/IT/14/2021-21/119 for penalty for the delay in delivery of hardware/software and installation of Hardware & implementation of Software (i.e. deviation in the Project Timelines as given in section 4 of the Tender)	Addendum
34	Pg no18 2. Eligibility Criteria Point No 14	The bidder should have supplied, implemented and provided/providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with	Seeking bank to ammend the clause as "Oem/ bidder should have supplied, implemented and provided/providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise	There is no change in the requirement; hence the requirement stand as it is	Addendum



		minimum order of INR 10 cr of product & services.	with minimum order of INR 10 cr of product & services".		
35	Pg no 12	EMD INR 70,00,000 (INR Seventy Lakh only)	Requesting bank to reduce the EMD as 30,00,000/- (INR Thirty lakh only)	There is no change in the requirement; hence the requirement stand as it is	Addendum
36	15	<p>Clause 14:- The bidder should have supplied, implemented and provided/ providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with minimum order of INR 10 cr of product & services.</p> <ul style="list-style-type: none"> · Relevant credential letter for the stipulated criteria from the Bank Or · Purchase Order(s)/ Contract copy along with completion certificate from the Enterprise. 	Proposed series of IBM servers or its previous series should have supplied, implemented and provided / under maintenance services for at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with minimum order of INR 10 cr of product & services. Purchase order / contract copy to be provided by OEM in the name of OEM or any authorize partner of OEM.	There is no change in the requirement; hence the requirement stand as it is	Addendum
37	17	Caluse 1 Physical delivery of Power Series Serverhardware (along with OS), HMC,Management server with OS, TapeLibrary, Cisco Ethernet Switch SFPModules including Structured Cablingcomponents, IBM WAS Software and itsrelated software licenses at DC, NDR andDRC, as per Appendix 1- Commercial Billof Material	Kindly Mentione OS version which is required for HMC server	Refer to part no. of the HMC given in "Appendix 1_Bill of Material-v2.xlsx"; OS will be part of the same.	Addendum



38	21	3.5 Tape Library at DC and DR	Please Provide information about existing Backup Software	Bank is using the Quest backup Software	Addendum
39	21	3.7 DC Requirement SFP Modules for existing Cisco Ethernet Switches, as per BOQ given in Bill of Material	Please Provide information about existing Existing Switch	Refer to part no. of the Modules given in "Appendix 1_Bill of Material-v2.xlsx"	Addendum
40	21	3.8 DR Requirement SFP Modules for existing Cisco Ethernet Switches, as per BOQ given in Bill of Material	Please Provide information about existing Existing Switch	Refer to part no. of the Modules given in "Appendix 1_Bill of Material-v2.xlsx"	Addendum
41	26	4. Project Timelines Installation, implementation and commissioning of Power Series Server hardware and related software; end to end structured cabling at DC, DRC and NDR, etc., as per the Appendix 1_Bill of Material	Kindly change it from 4 Week to 8 Week	There is no change in the requirement; hence the requirement stand as it is	Addendum
42	26	Installation of Oracle Database	kindly change Timeline from 2 week to 4 week	There is no change in the requirement; hence the requirement stand as it is	Addendum
43	26	CBS Hardware Benchmarking	Kindly change timeline from 2 month to 3 Month	There is no change in the requirement; hence the requirement stand as it is	Addendum
44	12	The term of the Contract shall be for a period of 5 years from the date of signing of Contract.	Recommended that the term of the Contract shall be for a period of 5 years from the date of purchase order.	There is no change in the requirement; hence the requirement stand as it is	Addendum
45	19	All in-scope hardware should be provided with 3 years of comprehensive on-site warranty which will start from the date of installation, commissioning and acceptance by Bank; post Warranty, 2 years of AMC thereafter.	Recommended hardware on-site comprehensive warranty for 3 years will stat from the date of delivery of hardware.	There is no change in the requirement; hence the requirement stand as it is	Addendum
46	19	All in-scope software should be provided with 1 years of comprehensive on-site warranty which will start from the date of installation, commissioning and acceptance by Bank.	Recommended software on-site comprehensive warranty for 1 year will stat from the date of delivery of licenses to the bank.	There is no change in the requirement; hence the requirement stand as it is	Addendum



47	34	Details of Sub-contracts, as applicable - If required by Bank, Bidder should provide complete details of any subcontractor/s used for the purpose of this engagement.	Our understanding is, for this contract Sub-contracting is allowed. Please confirm.	Bidders should not Subcontract to other vendors, as subcontracting is not allowed	Addendum
48	37	if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract.	Recommended additional expenditure / step in cost shall be capped at 110% of the value of undelivered goods, works or services.	There is no change in the requirement; hence the requirement stand as it is	Addendum
49	40	The Bank shall be entitled to, either by itself or its authorized representative, visit any of the Vendor's premises without prior notice	Recommended that Bank to provide 30 days written notice to successful bidder before visit any of the vendor's premises.	There is no change in the requirement; hence the requirement stand as it is	Addendum
50	44	The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of Liquidated damages as per the terms of the contract	Recommended in such case Bank to providing written notice of 30 days as a cure period and thereafter providing a 60 days' notice period before cancellation of contract. Also, it is proposed removal of the clause "recover expenditure incurred by the Bank", and bank has to make payment to the supplier for the deliverables and services made till the date of cancellation.	There is no change in the requirement; hence the requirement stand as it is	Addendum
51	49	The Bank, by written notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience.	Recommended that Bank to provide 90 days written notice before termination for convenience.	There is no change in the requirement; hence the requirement stand as it is	Addendum



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52	53	Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1(one) percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% of the total purchase order value.	Recommended Liquidated Damage shall be an amount equivalent to 0.5% of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 5% of the total purchase order value.	There is no change in the requirement; hence the requirement stand as it is	Addendum
53	53	Bank reserves its right to blacklist to concern Bidder to participate in future tender process , in the event of delay in project beyond the specified period or non-compliance of the RFP terms or non-fulfilment of RFP functional requirements or severe bugs in the application or proposed system performance is not satisfactory.	It is proposed to remove this Backlisting clause. For any delay or failure in completing the obligation, remedial action to be taken by bank shall apply either Liquidated Damages or Penalty only.	There is no change in the requirement; hence the requirement stand as it is	Addendum
54	54	Delay in hardware and related system software Penalty will be charged 1% of hardware cost per week or part thereof for delay in delivery and installation of hardware beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 10% of the project cost	Recommended Liquidated Damage shall be an amount equivalent to 0.5% of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 5% of the project cost.	There is no change in the requirement; hence the requirement stand as it is	Addendum
55	67	Software Cost:70% : Delivery of license and submission of invoice with Proof of Delivery30% : Installation of License	Recommended payment terms for Software cost as 90% : Delivery of license and submission of invoice with Proof of Delivery 10% :Installation of License	There is no change in the requirement; hence the requirement stand as it is	Addendum
56	67	Hardware Cost & Structured Cabling 70% : Delivery of Hardware 25% : Installation, Commissioning & Acceptance of Hardware	Recommended payment terms for Hardware Cost & Structured Cabling as 90% : Delivery of Hardware 5% : Installation, Commissioning & Acceptance of Hardware	There is no change in the requirement; hence the requirement stand as it is	Addendum



		5% : On successful Sign-off of Benchmark	5% : On successful Sign-off of Benchmark		
57	67	Annual maintenance Support (AMC) : Quarterly in arrears	Recommended Annual maintenance support (AMC) shall be paid yearly in advance.	There is no change in the requirement; hence the requirement stand as it is	Addendum
58	73	The proposed rate of penalty would be 1 % of the value of the affected service or product per week of delay or non-compliance subject to an upper limit of 10% of value of affected service or product	Recommended penalty would be 0.5% of the value of the affected service or product per week of delay or non-compliance with upper limit cumulative penalty to be capped to maximum of 5% of value of affected service or product	There is no change in the requirement; hence the requirement stand as it is	Addendum
59	15	14. The bidder should have supplied, implemented and provided/providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/ scheduled commercial bank/ Public Sector Enterprise with minimum order of INR 10 cr of product & services.	Please consider 1) minimum order value of INR 8 Cr OR 2) 2 PO's with cumulative total order value of INR 10Cr plus.	There is no change in the requirement; hence the requirement stand as it is	Addendum
60	21	o SFP Modules for existing Cisco Ethernet Switches, as per BOQ given in Bill of Material	Please provide existing Cisco switch part no & Serial no. to quote appropriate SFP modules. Also, if existing switches are under valid warranty contract with respective OEM then the SFP modules warranty will co-term with the same.	Refer to Bill of Material for part nos. The Switch is under AMC till Dec 2025	Addendum



61	24	<p>23. OEM's involvement for onsite implementation effort being proposed by the bidder during the implementation should be 10% of the overall effort of respective components. During implementation OEM involvement should be spanning across all phases of implementation including Project Preparation, Solution Design Phase (Including Review/design of all the Documents, HLDs/LLDs/Blueprints and other Solution documents), Migration (if applicable, Configuration and Customization, Integration, Acceptance and Training).</p>	Please clarify this point.	There is no change in the requirement; hence the requirement stand as it is	Addendum
62	15	<p>The bidder should have supplied, implemented and provided/providing maintenance services for proposed series of IBM servers or its previous series in at-least one public sector bank/scheduled commercial bank/Public Sector Enterprise with minimum order of INR 10 cr of product & services</p>	Requesting you to please consider relevant Enterprise class experience as an Eligibility criteria instead of specific OEM credentials.	There is no change in the requirement; hence the requirement stand as it is	Addendum
63	16	<p>Proposed Tape library series (or its previous version) should be implemented in at-least one public sector bank/scheduled commercial bank/Public Sector Enterprise in India</p>	Requesting you to please consider relevant Enterprise class experience as an Eligibility criteria instead of specific OEM credentials.	There is no change in the requirement; hence the requirement stand as it is	Addendum

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64	16	OEM's Server Load balancer should have been implemented with Finacle 10.x	Please consider OEM credential against the clause.	There is no change in the requirement; hence the requirement stand as it is	Addendum
65	20	For its existing and future business needs, Bank envisages procurement of structured (passive) cabling for both LAN and SAN. Refer to Appendix 2 - Minimum Technical Specification for Structured Cabling requirements for both LAN and SAN. Bidder is required to supply, install, implement, integrate and provide AMC/ATS for proposed structured cabling for the contract period. For installation and implementation of structured cabling, bidder has to liaison with Bank's existing System Integrator. Also, bidder is required to provide 15 years' certifications for both SAN and LAN cabling.	Requesting Bank to put some more clarity on the same.	There is no change in the requirement; hence the requirement stand as it is	Addendum
66		Sizing of Hardware & Software	No way bidder should not be responsible for any performance related issue for CBS or any Other application performance running at Bank premises. Need clarity.	Bidder will not be responsible for the sizing of the Hardware	Addendum



67	24	OEM's involvement for onsite implementation effort being proposed by the bidder during the implementation should be 10% of the overall effort of respective components. During implementation OEM involvement should be spanning across all phases of implementation including Project Preparation, Solution Design Phase (Including Review/design of all the Documents, HLDs/LLDs/ Blueprints and other Solution documents), Migration (if applicable, Configuration and Customization, Integration, Acceptance and Training).	Please consider 30% OEM effort of the overall effort of respective components.	There is no change in the requirement; hence the requirement stand as it is	Addendum
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Corrigendum

S. No	Page No.	Point/ Sections	Query	Bank's Response	Corrigendum/ Addendum
1	19	3.1 -All in-scope hardware should be provided with 3 years of comprehensive on-site warranty which will start from the date of installation, commissioning and acceptance by Bank;	Timelines specified for installation, commissioning in the RFP is 4 weeks after delivery. Considering acceptance by bank (Verification of all bill of materials for hardware and software) takes 2 weeks. Warranty will start 6 weeks post delivery	Bank wants staggered delivery; However, Bidder can supply complete (UAT, T&D and Training including production environment) delivery while, the Warranty of all the equipment (post installation / implementation and acceptance by the Bank),supplied under this tender "Reference: No. HO/IT/14/2021-21/119" should start four months from the date of delivery of UAT, T&D and Training Servers at DC / DRC". In "Acceptance of hardware / Software" Bill of Material verification post installation/Implementation, will be done by Bank, along with successful bidder and Bank's appointed consultant	Corrigendum



2	70	Level Classification - Critical & Key	Need clarity - In clarification of Critical and Key components	Critical Category - All IBM Power Series Server at DC including Hardware Management Control, IBM WAS Software, Structured Cabling Key - All IBM Power Series Server at DRC including Hardware Management Control, IBM Web Application Services (WAS) Passive Cabling and other components that are not part of Critical Category	Corrigendum
3	14	Eligibility criteria: Letter from the hardware OEM's clearly specifying that the bidder has a support agreement and that the support agreement includes post-sales support, technical assistance support, spares support.	IBM does not follow a Partner support model. All Warranty & support services for IBM products are provided directly by IBM personnel. Accordingly request Bank to kindly remove this clause as this is not applicable to IBM and IBM Business Partners	In Case of IBM components, IBM should provide letter to Bank, that IBM will be providing support for the period of contract for the said Bill of material, part of the Tender, Reference: No. HO/IT/14/2021-21/119; In format Annexure 7A - Letter from IBM (for IBM Components, part of the Tender) For non-IBM components, bidder should submit 11.7 "Annexure 7 - Letter from OEM" (on page 83 of Tender) part of the tender	Corrigendum
4	74	Bill of Material	Racks missing from the Bill of Materials - 2 racks at each site is required	Added in bill of material. Refer to the revised Bill of Material "Appendix 1_Bill of Material-v2.xlsx"	Corrigendum
5	17	All necessary Racks, Power strips (PDUs), Power cables, Network cables, Fiber cables and any other components required for successful implementation of the solution are to be supplied and commissioned by the successful Bidder	Bank to provide the dates for Site visit as site verification is required to come up with BOQ.	All is clearly defined in Scope or Work and in Bill of Material. Refer to Bill of material and technical Specification document, for the components to be deployed at DC and DRC of the Bank	Corrigendum



6	Page 26, Section 4	<p>UAT, Test & Development and Training Environment to be delivered within 6-8 weeks of date of acceptance of the Purchase Order (PO) by the successful Bidder</p> <p>And Production environment to be delivered in the month of Jan 2022</p>	<p>Please change the delivery timelines to 10-12 weeks from the date of acceptance of purchase order. Installation of hardware and installation of software timelines to changed to 6-8 weeks from the date of delivery</p> <p>Production environment: Since we need deliver in Jan 2022 , do we get the part payment of UAT, TEST and DEV environment hardware and software.</p> <p>CBS hardware Benchmarking - Within 2 months of the installation of production Hardware at DRC Do we need to do the benchmarking after delivering production environment , require clarity</p>	<p>The revised line item should be read as "UAT, Test & Development and Training Environment to be delivered within 8-10 weeks of date of acceptance of the Purchase Order (PO) by the successful Bidder</p> <p>And Production environment to be delivered in the month of Last week of Jan 2022"</p> <p>Yes; CBS hardware Benchmarking to be carried out, Within 2 months of the installation of production Hardware at DRC</p>	Corrigendum
7	26	<p>Project Timelines: Production servers to be delivered during Jan 2022</p>	<p>Staggered delivery will create various complications related to logistics and also impact supply chain. This will have huge impact on delivery timelines as well as cost of material as most of the material gets imported. Accordingly, we suggest bank to accept complete delivery in one go, in such case Warranty for production servers can be factored 6 weeks from end of Jan.</p>	<p>Bank wants staggered delivery; However, Bidder can supply complete (UAT, T&D and Training including production environment) delivery while, the Warranty of all the equipment (post installation / implementation and acceptance by the Bank),supplied under this tender "Reference: No. HO/IT/14/2021-21/119" should start four months from the date of delivery of UAT, T&D and Training Servers at DC / DRC".</p> <p>in "Acceptance of hardware / Software" Bill of Material verification will be done by Bank, along with successful bidder and Bank's appointed consultant</p>	Corrigendum



8	16	<p>Clause 16:- Proposed Tape library series (or its previous version) should be implemented in at-least one public sector bank/scheduled commercial bank/Public Sector Enterprise in India</p> <ul style="list-style-type: none"> · Relevant credential letter for the stipulated criteria from the Bank Or · Purchase Order(s)/ Contract copy along with completion certificate from the Enterprise. 	<p>As per our understanding Purchase order / contract copy to be provided by OEM in the name of OEM or any authorize partner of OEM. Please clarity</p>	<p>The revised line item should be read as</p> <ul style="list-style-type: none"> · Relevant credential letter (from OEM or Authorised Partner of OEM) for the stipulated criteria from the Bank <p>Or</p> <ul style="list-style-type: none"> · Purchase Order(s)/ Contract copy along with completion certificate from the Enterprise (Public Sector Enterprise). 	Corrigendum
9	16	<p>Clause 17:- OEM's Server Load balancer should have been implemented with Finacle 10.x</p> <ul style="list-style-type: none"> · Relevant credential letter for the stipulated criteria from the Bank Or · Purchase Order(s)/ contract copy along with completion certificate from the Enterprise. 	<p>As per our understanding Purchase order / contract copy to be provided by OEM in the name of OEM or any authorize partner of OEM. Please clarity</p>	<p>The revised line item should be read as</p> <ul style="list-style-type: none"> · Relevant credential letter (from OEM or Authorised Partner of OEM) for the stipulated criteria from the Bank <p>Or</p> <ul style="list-style-type: none"> · Purchase Order(s)/ Contract copy along with completion certificate from the Enterprise (Public Sector Enterprise). 	Corrigendum



10	Page 76 of 114 11. Annexures 11.1 Annexure 1: Technical Proposal Format (Added)	Point 11 Details of the similar assignments executed by the bidder during the last two years in India (Name of the Bank, time taken for execution of the assignment and documentary proofs from the Bank are to be furnished)		The revised line item should be read as "Details of the similar assignments executed by the bidder during the last four years in India (Name of the Bank / Public Sector Enterprise, time taken for execution of the assignment and documentary proofs from the Entity are to be furnished)"	Corrigendum
11	Added	Near Site (/Near DR) Scope of Work		Near Site (/Near DR) Setup, is out of Bidders scope of Work. Also, refer to revised bill of Material "Appendix 1_Bill of Material-v2.xlsx"	Corrigendum


 [Praseon Verma]
 Chief Manager-IT

