



CANARA BANK SECURITIES LTD.
(A wholly owned subsidiary of CANARA BANK)

Pre-Bid queries and Reply for RFP No. CBSL/HCI/RFP/01/2018-19 dated 20.02.2019

SR No	Clause No	Page No	Clause details of RFP	Bidders query	CBSL reply
1	15 Tech specs	22 page	Each node should be configured with minimum 1 x 24 core @ 2.1 GHz Intel Skylake Platinum Processor or latest available at time of bidding for the entire cluster	Pls specify why only particular Plat. Pric is being asked for .. They should provide us the Ghz or number of cores as proc requirement with total cores requirement. Single proc can be node failure scenarios in case a single proc fails	RFP Clause modified as under :- Each node should be configured with minimum 2 x 24 core @ 2.4 GHz Intel Skylake Platinum Processor or latest available at time of bidding for the entire cluster
2	Point no19	22 page	The solution should provide enterprise data services such as de-duplication, encryption & compression without dependence on any proprietary hardware. This should be delivered in all flash solution. These functionalities should be part of the proposed solution and licensed.	The dedupe/compression should be left to the individual HCI vendor architecture ... the use of HW enables 100% feature availability and is useful in providing reduced latencies/response times etc and should be enabled at all times. Proprietary HW should be removed.	Since in case of change in hardware it should not affect the de-duplication, encryption & compression, Bidder has to comply with RFP
3	Point 11	21 page	Virtualization software should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, anti-malware solutions without the need for agents inside the virtual machines.	Pls specify the endpoint security / AV details. Vmware has to answer this. As long as the hypervisor / guest OS supports the said details ... we support the same	End point currently used is - Enterprise McAfee AV. HCI software should support all leading security solution available under security endpoint in standard industry. Bidder has to comply with RFP



4	Point 7	21 page	7. Virtualization software should provide enhanced visibility into storage throughput and latency of hosts and virtual machines that can help in troubleshooting storage performance issues.	We request the bank to change this clause to the following, "The solution should provide enhanced visibility into storage throughput and latency of hosts and virtual machines that can help in troubleshooting storage performance issues."	<u>RFP Clause modified as under :-</u> The HCI solution should provide enhanced visibility into storage throughput and latency of hosts and virtual machines that can help in troubleshooting storage performance issues
5	Point 24	22 page	23.The proposed HCI solution should be able to connect to the external SAN storage for: 1) Data migration during initial migration of existing VMs onto the HCI Solution. 2) using the external SAN storage for backup,archival, file stores, etc.	The basic idea behind the evolution of HCI is to remove the complexity brought in by SAN and SAN network. To expect the HCI system to connect with 3rd party SAN storage will defeat the basic design of the HCI system. This is vendor specific & proprietary specification and will keep out all OEM's except one. We request to reconsider and remove this inconsequential feature and allow wider participation.	As informed during pre-bid meeting, our core database will be hosted on SAN storage and application hosted on VM should able to communicate with DB hosted on SAN. Bidder has to comply with RFP.
6	Point 29	23 page	Proposed HCI Appliance must be listed in the leader's quadrant in latest Gartner's Magic Quadrant for Hyper converged Infrastructure 2019. Server Hardware used in the proposed HCI solution must be in the leader's space of Gartner's Magic Quadrant for x86 Modular Servers last available.	Just as the blade server Magic Quadrant was rendered obsolete by the growth of multinode servers, so hyperconverged systems now represent a new form of modular investment choice. We request the bank to remove the "gartner's magic quadrant for x86 modular server" clause and consider gartner's magic quadrant for Hyper conveerged Infrastructure. The last Gartner report for x86 modular servers was 2016.	Bidder has to comply with RFP



7	Point No 31	23 Page	<p>The proposed solution should be Hyper-Converged Appliance and each node should have minimum 24 Physical cores of Intel® Xeon® Intel Skylake Platinum Scalable Processors 3.6 GHZ, minimum 200GB of memory and minimum of 5 TB Usable storage space of flash disk (SSD) without any compression and de-duplication. Processor should be latest available at time of bidding for the entire cluster and Node. However, the bidder has to provision required computing and capacity required to cater the HCI software required i.e. software defined. The above required 42 Cores and 500 GB is only to host workload of company requirement. The bidder has to propose same infrastructure needs for DR Site.</p>	<p>The processor requirement contradicts with point 15 in General specifications "Each node should be configured with minimum 1 x 24 core @ 2.1 GHz Intel Skylake Platinum Processor or latest available at time of bidding for the entire cluster" Please clarify the CPU requirement</p>	<p><u>RFP Clause modified as under :-</u></p> <p>The proposed solution should be Hyper-Converged Appliance and each node should have minimum 2 *24 cores of Intel® Xeon® Intel Skylake Platinum Scalable Processors 2.4 GHZ, minimum 256 GB of memory and minimum of 5.5 TB Usable storage space of flash disk (SSD) without any compression and de-duplication. This configurations should be available completely to the application/VM after managing system resources. Processor should be latest available at time of bidding for the entire cluster and Node. However, the bidder has to provision required computing and capacity required to cater the HCI software required i.e. software defined. The above required 2*24 Cores and 5.5 TB storage and RAM is only to host workload of company requirement.</p>
8	Point B 1	25 page	<p>Hypervisor proposed in this HCI solution must be in the leader's space of Gartner's Magic Quadrant for x86 Virtualization Hypervisor latest whichever is available.</p>	<p>Requesting "Gartner's Magic Quadrant report for Virtualisation Hypervisor" to be deleted from the RFP clause, as no such report is currently qualified by Gartner. The last report was released in 2016 and is not valid anymore.</p>	<p>Bidder has to comply with RFP</p>



9	Point C 2	26 page	The solution must be proposed with Disk based backup Appliance with an option to Tape out. The Disk based backup appliance, Backup Software should be from the same OEM that is supplying the HCI Appliance.	This clause will limit specialized solution providers from participating. We request the bank to remove this clause for wider participation.	<u>RFP Clause modified as under :-</u> The solution must be proposed with Disk based backup Appliance with an option to Tape out. The Disk based backup appliance, Backup Software can be from different OEM and it should be among the best and standard in industry
10	Point C 4	26 page	Proposed Replication Solution should be able to Replicate to Traditional Infrastructure as well if required. All the licenses required should be included from Day 1	Since it is a HCI Infrastructure requirement, we request you to remove " replication to Traditional Infrastructure"	Bidder has to comply with RFP
11	Point 31.4	36 page	The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the CBSL within 3 weeks from the date of delivery of all the materials for each ordered location	The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the CBSL within 6 weeks	<u>RFP Clause modified as under :-</u> The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the CBSL within 5 weeks from the date of delivery of all the materials for each ordered location



12	Point 31.2	36 page	Delivery of all Servers and Other Items should be within 5 weeks from the date of receipt of the Purchase Order for non-road permit locations.	Request for the clause to revised as per below: Delivery of all Servers and Other Items should be within 8 weeks from the date of receipt of the Purchase Order for non-road permit locations.	RFP Clause modified as under :- Delivery of all Servers and Other Items should be within 6-8 weeks from the date of receipt of the Purchase Order for non-road permit locations.
13	Point15.1.10	21 page	The solution shall be a leader in the latest Gartner's Magic Quadrant for Integrated Systems.	remove	RFP Clause modified as under :- The solution shall be from among leaders in the latest Gartner's Magic Quadrant for Integrated Systems.
14	Point 14	22 page	Each Hyper Converged node should provide minimum 4 x 10Gbps SFP+/ BaseT and 2 x 1Gbps RJ45 networking ports. It should contain hot swappable non-shared redundant power supplies and cooling fans. This NW ports can be at higher side with latest available configuration. The HCI solution should provide High Availability from Day 1. The proposed solution must be able to sustain one node failure and it should in no way affect/degrade the production services & usable resources, to the end user application.	Each Hyper Converged node should provide minimum 4 x 10Gbps SFP+/ BaseT and 1 x 1Gbps RJ45 networking ports. It should contain hot swappable non-shared redundant power supplies and cooling fans. This NW ports can be at higher side with latest available configuration. The HCI solution should provide High Availability from Day 1. The proposed solution must be able to sustain one node failure and it should in no way affect/degrade the production services & usable resources, to the end user application.	Bidder has to comply with RFP
15	Point 18	22 page	The solution should support NFS, ISCSI & SMB protocol to enable various types of storage traffic.	The solution should support NFS, ISCSI protocol to enable various types of storage traffic.	Bidder has to comply with RFP



16	Point 23	22 page	The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new virtual disks for existing workloads on different tiers of storage for both Windows and Linux workloads	The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new guest virtual machine disks for existing workloads on different tiers of storage for both Windows and Linux workloads, subject to the Guest operating environment supporting expansion of the disks.	<p><u>RFP Clause modified as under :-</u></p> <p>The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new guest virtual machine disks for existing workloads on different tiers of storage for both Windows and Linux workloads, subject to the Guest operating environment supporting expansion of the disks.</p>
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17	Point 35	24 page	<p>Each node should have at least six number of 10Gbps ports (2x10Gbps BaseT ports for SDS traffic, 2X10Gbps BaseT for Data traffic and 2x10Gbps BaseT for backup traffic). SAN Storage is connected to Front end and Back end Database physical server via direct fiber cable. Database hosted on this physical server is accessed by front office and back office application server connected in Cisco switch. Relevant application hosted on nodes in cluster should able to access DB. Bidder should provide and configured connectivity/switching function for effective Uplink and Downlink traffic exchange with nest performance. Solution should be based on modular scalable architecture having the ability to add auto-discoverable Nodes, It must support automated cluster deployment, configuration and non-disruptive updates.</p>	<p>Each node should have at least Four number of 10Gbps ports (2x10Gbps BaseT ports for SDS traffic, 2X10Gbps BaseT for Data traffic & backup,traffic). SAN Storage is connected to Front end and Back end Database physical server via direct fiber cable (Separte from teh HCI Appliance). Database hosted on this physical server is accessed by front office and back office application server connected in Cisco switch. Relevant application hosted on nodes in HCI Appliance should able to access DB over 10Gbps Network. Bidder should provide and configured connectivity/switching function for effective Uplink and Downlink traffic exchange with nest performance. Solution should be based on modular scalable architecture having the ability to add auto-discoverable Nodes, It must support automated cluster deployment, configuration and non-disruptive updates.</p>	<p><u>RFP Clause modified as under :-</u></p> <p>Each node should have at least Four number of 10Gbps ports (2x10Gbps BaseT ports for SDS traffic, 2X10Gbps BaseT for Data traffic & backup traffic). HCI node ethernet port should support and compatible with 10G/1G. SAN Storage is connected to Front end and Back end Database physical server via direct fiber cable (Separte from teh HCI Appliance). Database hosted on this physical server is accessed by front office and back office application server connected in Cisco switch. Relevant application hosted on nodes in HCI Appliance should able to access DB over 1Gbps/ 10Gbps Network. Bidder should provide and configured connectivity/switching function for effective Uplink and Downlink traffic exchange with best performance. Solution should be based on modular scalable architecture having the ability to add auto-discoverable Nodes, It must support automated cluster deployment, configuration and non-disruptive updates.</p>
18	Point 13	19 page	<p>The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.4,50,000/- (Rupees Four Lakh Fifty Thousand Only) by way of Demand Draft drawn on any scheduled / nationalized bank in favor of Canara Bank Securities Limited, Mumbai, payable at Mumbai and should be kept along with the Part – A – Conformity to Eligibility Criteria</p>	<p>Request for EMD to be waived off and tender fee for MSME partners</p>	<p><u>RFP Clause modified as under :-</u></p> <p>MSEs are exempted from paying Tender Fee/cost & EMD, subject to furnishing of Valid certificate for claiming Exemption. other terms and conditions as per annexure . Any BG issued for the purpose of RFP should be from other than Canara Bank.</p>



19	Point 19	22 page	encryption & compression without dependence on any proprietary hardware.	Request Bank to specify the kind of Encryption they are expecting i.e., Data in Flight or Data at Rest (DARE)	RFP Clause modified as under :- encryption & compression without dependence on any proprietary hardware. Encryption type would be Data at Rest (DARE)
20	Point 7	18 page	Bidder should be having minimum accreditation of ISO: 9001:2005	Since the ISO 9001 is for manufacturer and as a Bidder we cannot produce the same. We have ISO 27001 certification. Hence requesting you to change it as : ISO : 9001 : 2005 OR ISO : 27001	<u>RFP Clause modified as under :-</u> Bidder should be having minimum accreditation of ISO: 9001:2005 OR ISO : 27001
21	Point 31	36 page	DELIVERY, INSTALLATION & COMMISSIONING Delivery of all Servers and Other Items should be within 5 weeks from the date of receipt of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks.	We request to consider Delivery of all Servers and Other Items should be within 6 weeks from the date of receipt of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 7 Weeks.	<u>RFP Clause modified as under :-</u> We request to consider Delivery of all Servers and Other Items should be within 6 -8 weeks from the date of receipt of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 8 Weeks.



22	Point 36.5	40 page	<p>It may be noted that the Company reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (below 4% of the cost). The Company has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/ AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material. This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.</p>	<p>This clause is applicable only when the AMC is less than 4%. Also clarify whether the AMC 4% is for one year or cumulative for 2 Yrs. Also whether bidders need to furnish an additional PBG @ 10% on the contract value (5yrs) or (3 + 2yrs)</p>	<p>If AMC is less than 4% pa for each year, additional PBG to be submitted by the bidder.</p>
23	8. SCOPE OF WORK Sub Clause 8.18	12 Page	<p>8.18. The successful Bidder has to configure Flash area and Flash/Snapshot backup of Database to be implemented on proposed servers with new or existing Database server as required.</p>	<p>We request CBSL to elaborate this point. For sizing purpose we will need parameters such as a) count of snapshot per day b) cumulative capacity to be reserved for all the snapshots</p>	<p>Will be provided to successful Bidder</p>
24	15.1.10. Technical Eligibility: Point 29	page 23	<p>29 Proposed HCI Appliance must be listed in the leader's quadrant in latest Gartner's Magic Quadrant for Hyper converged Infrastructure 2019. Server Hardware used in the proposed HCI solution must be in the leader's space of Gartner's Magic Quadrant for x86 Modular Servers last available.</p>	<p>Considering that this can be taken care of under scoring against point 5 on page 28 OR As Gartner had stopped this quadrant, request not to consider the same.</p>	<p>Bidder has to comply with RFP</p>



25	15.1.10. Technical Eligibility: Point 31	page 23	The proposed solution should be Hyper-Converged Appliance and each node should have minimum 24 Physical cores of Intel® Xeon® Intel Skylake Platinum Scalable Processors 3.6 GHZ, minimum 200GB of memory and minimum of 5 TB Usable storage space of flash disk (SSD) without any compression and de-duplication.	We understand that 3.6GHz mentioned here is a typo. Please confirm. Also please allow us to select node count and suitable processor based on sizing inputs (collected against point 1,2 and 3 above). Node count, however will be maintained at 4 or higher as required under the RFP.	<u>RFP Clause modified as under :-</u> The proposed solution should be Hyper-Converged Appliance and each node should have minimum 24 Physical cores of Intel® Xeon® Intel Skylake Platinum Scalable Processors 2.4 GHZ, minimum 256GB of memory and minimum of 5 TB Usable storage space of flash disk (SSD) without any compression and de-duplication.
26	15.1.10. Technical Eligibility: Point 34	page 23	Separate SSD/SAS apart from the capacity SSD requested needs to be considered (in redundancy) for Booting the Virtualization OS in case Separate SSD for booting cannot be configured, additional node has to be provided for better resiliency in each cluster	Can the booting devices be M.2 SSDs?	Bidder has to comply with RFP
27	8.31	page 14	The successful bidder is also required to support in installation of HCI technology for the near site/DC/DRC, if made set up at a later date with no extra cost.	Why and How is this being attributed as a responsibility at this stage. This is very very open ended. We suggest you consider man day charges - when there is a need, check for the man day efforts and pay appropriately to the vendor	Installation charges provided in billing would be consider for near site/DC/DRCsite installation during 5 years
28	15.1.10 (point A29)	page 23	Proposed HCI Appliance must be listed in the leader's quadrant in latest Gartner's Magic Quadrant for Hyper converged Infrastructure 2019. Server Hardware used in the proposed HCI solution must be in the leader's space of Gartner's Magic Quadrant for x86 Modular Servers last available.	There is a little contradiction in the ask. An appliance is a composite offering - why is CBSL then further breaking it up. Ideally limit it to only the "Gartner's Magic Quadrant for Hyper converged Infrastructure 2019". Point 30 only further reaffirms this - the need for it being a single point support	Bidder has to comply with RFP



29	19.1.3	page 32	10% of the total cost shall be released only after completion of warranty period of Three years. This amount will be retained as project security deposit.	We request this to be a BG - as against Cash Retention	<u>RFP Clause modified as under :-</u> 10% of total project cost will be released after completion of 1 year of GO LIVE if substituted by PBG .
30	Annexure 3.2	page 72	Windows Server OS Licensing	Is the bidder expected to supply Windows OS - if so, why not CSBL explicitly define the number of licenses required? HCI demands Data Center licenses	No of existing server count is provided under EXSTING INFRASTRUCTURE. Windoos server R2 Ent 2008 - 30 Windows server std 2012 - 8
31	Point 14	page 22	The HCI solution should provide High Availability from Day 1. The proposed solution must be able to sustain one node failure and it should in no way affect/degrade the production services & usable resources, to the end user application.	Clarifications: Please specify replication factor to be configured (RF2 / RF3) to enable meet 1 node failure	<u>RFP Clause modified as under :-</u> The HCI solution should provide High Availability from Day 1. The proposed solution must be able to sustain one node failure and it should in no way affect/degrade the production services & usable resources, to the end user application. Replication factor should be at least RF2
32	point 38	page 24	The HCI appliance must support simple 1 node scaling and must not be complex with different kinds of nodes, The solution shall provide scale-up (by adding SSD) and scale-out (by adding nodes) architecture.	<u>Clarifications :</u> Please clarify what different kinds of nodes means <u>Suggested Change:</u> The HCI appliance must support simple 1 node scaling. The solution shall provide scale-up (by adding SSD) and scale-out (by adding nodes) architecture. It should support scaling of the cluster with either Compute nodes (nodes with only processors and memory) or storage nodes(with compute and storage) independantly	Bidder has to comply with RFP



33	point 44	page 38	The HCI should be able to provide availability parameter of 99.999 % from the date of acceptance of the HCI to be calculated on an annual basis.	Suggested Change: The HCI solution should be able to provide availability parameter of 99.999 % from the date of acceptance of the HCI to be calculated on an annual basis.	<u>RFP Clause modified as under :-</u> The HCI solution should be able to provide availability parameter of 99.95 % from the date of acceptance of the HCI to be calculated on an annual basis.
34	Point 22	page 22	22. The solution shall provide built-in replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 15 minutes.	Are we looking for synchronous or asynchronous replication type.	<u>RFP Clause modified as under :-</u> The solution shall provide built-in replication capability which will enable efficient hardware-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 15 minutes. It should support both synchronous & asynchronous replication type
35	point 2	page no 27	Page 27 Experience in Virtualization The Bidder should have experience and expertise in setting up HCI-Virtualization activity for PSU / Banks / commercial / broking houses (Public / Private Limited Companies). Weightage will be given for those who have implemented HCI solutions in Public sector/Govt companies. Self-Declaration & certificate of installation from the client as valid proof.	Bidder's Domain expertise and implementations is significant to test credentials. Whether Private or Public Sector or Government is practically irrelevant. Requesting it to kindly request for Domain expertise and not be specific weightage or preference on Govt/PSU sector.	Bidder has to comply with RFP



36	Point 15.2 - C	Page 29 - C	c) For final award of the Contract, a combined evaluation shall be done by applying a weightage of 70 and 30 for the technical and commercial scores as explained in below example.	Requesting a pure Commercial L1 bid as final successful bidder post qualifying minimum Technical scoring of 75 marks. Typically, in a Techno-Commercial Bid, a reverse auction is ideally not proposed.	Bidder has to comply with RFP
37	point 5.5	10 page	5.5 The Commercial Bid (Indicative) of only those bidders who qualified in Part B-Technical Proposal will be reckoned for arriving at L1 if required by Reverse Auction process	Please confirm L1 will based on Sealed Bid or Reverse Auction	As per RFP (the bidders have to submit the best quote for the commercial bids. The Company shall have the right to go for reverse auction, if required at its discretion, as per RFP)
38	point 12.4	18 page	12. The Bidder should have experience and expertise in setting up HCI-Virtualization activity for scheduled /commercial / broking houses (Public / Private Limited Companies). Weightage will be given for those who have implemented HCI solutions in Public sector/Govt companies	Please add to the list: Government Departments as well.	<u>RFP Clause modified as under :-</u> 12. The Bidder should have experience and expertise in setting up HCI-Virtualization activity for scheduled /commercial / broking houses (Public / Private Limited Companies)/Government department/ Weightage will be given for those who have implemented HCI solutions in Public sector/Govt companies



39	point 12.5 /	18 page	5. The bidder should have already been awarded contract and performed such HCI solution setup and work for at least one Company in India or foreign Company/firm (for their offices in India) or broking house/bank (public / private limited companies)	Please add to the list: Government Departments as well.	RFP Clause modified as under :- 5. The bidder should have already been awarded contract and performed such HCI solution setup and work for at least one Company in India or foreign Company/firm (for their offices in India) or broking house/bank (public / private limited companies)/Government department
40	point 19.1 /	32 page	% of Payment : ☑ Delivery – 60% ☑ Installation, configuration & commissioning – 30% ☑ Warranty – 10 %	We request to amend : % of Payment : ☑ Delivery – 70% ☑ Installation, configuration & commissioning – 20%	Bidder has to comply with RFP
41	point 19	32 page	19. TERMS OF PAYMENT	Delivery -80%, commissioning - 10%, Warranty - 10%	Bidder has to comply with RFP
42	point 24	34 page	24. penalty - The Company may charge penalty for any delay in the execution of the project due to reasons attributable to the successful bidder at the rate 0.5% per week of the quoted / estimated fee for the project assigned subject to a maximum of 10% of the Contract amount.	Request for the clause to revised as per below: The Company may charge penalty for any delay in the execution of the project due to reasons attributable to the successful bidder at the rate 0.5% per week of the quoted / estimated fee for the project assigned subject to a maximum of 5% of the Contract amount.	Bidder has to comply with RFP
43	Point 36.5	40 page	The Company will pay AMC charges after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	Request for the clause to revised as per below: The Company will pay AMC charges after the end of warranty period. Such payment shall be released quarterly in advance after satisfactory completion of service during the period and submission of reports and invoices.	Bidder has to comply with RFP



44	point 13	22 page	To be provided with minimum 4 nodes and additional capacity to be factored for HA caching	To be provided with minimum 4 nodes (including HA node)	<u>RFP Clause modified as under :-</u> To be provided with minimum 4 nodes or N+1 nodes including HA caching
45			Leaders in Gartner Magic Quadrant for Server / Modular Server	It can either Leader in Gartner Magic Quadrant or IDC Top 3 Vendors for Server / Modular Servers	Bidder has to comply with RFP
46	point 6	618 page	The Bidder must be a profit-making organization for the last three financial years	the Bidder must have positive net worth for the last 3 financial years	<u>RFP Clause modified as under :-</u> the Bidder must have positive net worth for the last 3 financial years
47	point 6	11 page	Database workloads to be accessed by applications which would be hosted on HCI	Request Bank to confirm whether the applications needs access to external iscsi storage	Yes. Solution need to be accessed to SAN
48	point 8.4	page 13	Successful bidder has to carry out installation of backup device, software and configuring it.	Request bank to elaborate the details of backup device or confirm whether the bank is referring to the integrated backup solution in the proposed HCI solution.	Tape backup is required along with the inbuilt VM based back up. Bidder should configure tape base back of critical VM data as per CBSL backup policy, no of VM and size of data will be communicate to selected bidder.
49	point 8.14	page 13	The successful bidder has to install the new servers, configure parameters as and when required with help of CBSL IT team and application/software vendor.	Bank to clarify "New Servers" mean "Nodes" in the proposed HCI	Node as well as VM
50	point 19	32 page	10% of the total cost shall be released only after completion of warranty period of Three years. This amount will be retained as project security deposit.	Request Bank to amend the final 10% payment upon submission of Bank guarantee for the warranty period.	Bidder has to comply with RFP
51	point 5.5	10 page	The Commercial Bid (Indicative) of only those bidders who qualified in Part B-Technical Proposal will be reckoned for arriving at L1 if required by Reverse Auction process.	Please advise whether the successful bidder will be decided by RA or L1 Bid	The Company shall have the right to go for reverse auction, if required at its discretion, as per RFP)



52	point 6	page 11	Table showing existing physical server count and Virtual server count	We request CBSL to share parameters such as CPU details (model, count), Memory capacity and utilisation of these resources so as to size the new infrastructure	Bidder is requested to comply per node configuration provided in RFP
53	point 8.27	page 13	8.27. Bidder has to carryout Clustering/re-clustering (if required), without any extra cost to the CBSL.	We request CBSL to clarify if any of these workloads are in HA - more than one instances running in Active-Passive failover. Also in the new environment, does CBSL need any HA/Failover for any of the workloads.	Details will be communicate to selected bidder.
54	point 8.23	page 13	8.23. The successful Bidder should setup the partition as required by the CBSL. The details of the setup will be provided to the successful bidder.	We request CBSL to elaborate the point "Partition". Please specifically mention, does CBSL look forward to separate set of infrastructure for (for example) the front-office and the back-office.	Partition is related to the drive partition of a local VM in the node/cluster
55	point 8.31	page 14	8.31. The successful bidder is also required to support in installation of HCI technology for the near site/DC/DRC, if made set up at a later date with no extra cost.	We understand that the current scope includes only the DC. We request CBSL to confirm. If DR is also in scope, please specify a) if the capacity of infrastructure at DR will be 100% of DC? b) if backup software and appliance are needed at DR.	RFP Clause modified as under : - Installation charges provided in billing would be consider for near site/DC/DRCsite installation during 5 years.
56	Point 35	page 24	SAN Storage is connected to Front end and Back end Database physical server via direct fiber cable. Database hosted on this physical server is accessed by front office and back office application server connected in Cisco switch. Relevant application hosted on nodes in cluster should able to access DB. Bidder should provide and configured connectivity/switching function for effective Uplink and Downlink traffic exchange with best performance.	We request CBSL to confirm if supply of new switch(es) is in the scope of this RFP. If yes, please provide details (count, type) of the uplink ports available on the existing CISCO core switch.	TOR switch model - cisco catalyst 2960 (24 port-1G) -qty - 3 Core switch model - cisco catalyst 3650 - (48 port -1 G) qty - 2



57	point 5	page 26	5 The solution should be capable of intelligent placement for workloads, so that the load gets distributed dynamically without any manual intervention and get efficient performance. This should be integral part of the solution and should not insist on any specific hardware make or model. Existing OS license with CBSL should be re- used in HCI nodes – 2008R2 Enterprise edition SP1 and 2012 STD.	Since Windows 2008 is not supported by Microsoft anymore and CBSL applications are compatible with Windows 2012, 2016 - we request CBSL to drop Windows 2008 and variants from this clause	Count Windows 2008 - 26, Windows 2012 --> 7
58	point C-1	page 26	4 Proposed Replication Solution should be able to Replicate to Traditional Infrastructure as well if required. All the licenses required should be included from day-1.	We understand here that the term "Traditional Infrastructure" implies converged & virtual infrastructure running same hypervisor. Please confirm.	Traditional infrastructure refers to the normal Non-VM server environment.
59	8.8	page 12	Prior to configuration and Integration, the bidder needs to study the existing setup at our DC and corporate office, Mumbai or any other locations decided by CBSL at any stage of RFP and prepare detailed implementation plan. On approval of the same by CBSL implementation needs to be carried out.	When is this expected to be done. Have you carried out any AS IS utilisation analysis - a report of the same being shared will help	Will be provided to successful Bidder at the time of implementation.
60	8.9	page 12	Installation of Web/Application/Database Server, and cluster configuration in the newly procured solution and also with the Existing Servers available, if required with help of existing software/application vendor should be carried out by bidder.	Detailed insight on the VM's and the approach to deployment will help. Also the needful licensing we assume is being taken care by CBSL.	Application software license will be taken care by CBSL.
61	8.12	page 13	The successful bidder has to attend and support onsite as and when required for during the warranty and AMC period. The support also includes creation of virtual machines, compute and storage provisioning based on the requirement given by CBSL.	Points like VM creation/ compute and storage provisioning are routine operational activity - why would you want the Bidder to participate in these - unless and until you are opting for onsite resource deputation	As per RFP. However, CBSL will note to carry out normal routine activities.



62	8.16	page 13	The successful Bidder has to ensure installations/Migration with provision of high availability using cluster configurations for application/Database/Web services, switch failure etc.	A detailed schematic and workload and deployment information of AS IS will help immensely	The same will be shared with the successful bidder
63	8.17	page 13	The successful bidder has to migrate all /Data from existing rack servers to proposed HCI solution and ensure the existing server setup, clusters and replications are working flawlessly in new environment without any data loss.	Detailed information on AS IS will help	The same will be shared with the successful bidder
64	8.18	page 13	The successful Bidder has to configure Flash area and Flash/Snapshot backup of Database to be implemented on proposed servers with new or existing Database server as required.	Which is the Database. Is the feature supported? Who is currently maintaining it? Is the licensing friendly to HCI infrastructure?	Data base is MS SQL-2012 and Oracle 11G. Bidder has to ensure that the snapshot is supported on VM in HCI.
65	8.20	page 13	During installation, if required any new Software/OS/Utility, vendor has to install without any extra cost where the licenses of the software are with the CBSL.	This is a very open ended statement. CBSL to share more information	Details will be shared with the successful bidder
66	8.22	page 13	Deployment of servers requires co-ordination with different project application vendors, like M/s Thomson Reuters (NEST/IOB), M/s Apex Soft cell (Lidha Didha), M/s Dion Global (Front office) etc. The bidder should co-ordinate CBSL IT team and with the software vendors while installing and to ensure successful installation and commissioning for running the applications for which these servers are procured.	CBSL to confirm all of these applications are Virtualisation and HCI ready	We confirm that all the applications are supporting virtualisation and HCI
67	8.24	page 13	All patch update, firmware update and patch management have to be taken care and setup with confirmation as required.	Confirm this is limited to HCI infra and not the OS on the VMs	Yes. patch update, firmware update and patch management is related to HCI



68	8.26	page 13	The successful Bidder has to install /re-install the operating system (if required), other software/s in the servers and support the same during warranty and AMC period without any extra cost to the CBSL.	You mean softwares outside of HCI (i.e. Server OS, Database, Applications, etc.) - this is very open ended and also it should not be on the HCI vendor bidder	The bidder has to install the required software and patches, utilities related to HCI solution only.
69	8.28	page 13	Storages should be installed in dedicated Servers by loading the related drivers with complete testing.	Can this be elaborated/ explained for better understanding	Storage refers to the pool of complete storage capacity among the cluster in HCI
70	8.3	page 12	The successful Bidder should have to provide onsite resource to manage and maintenance the complete proposed solution end to end after successful project signoff (Go Live) for minimum 3-month Period with no extra cost which can be extended as per the request of CBSL.	Should this be single shift or 24*7	RFP Clause modified as under :- The successful Bidder should have to provide onsite resource to manage and maintenance the complete proposed solution end to end after successful project signoff (Go Live) for minimum 12 month 24*7 Period with no extra cost which can be extended as per the request of CBSL.
71	8.32	page 13	Any changes in the statutory guidelines (like, GoI/SEBI/RBI etc), relating to HCI technology, should be carried out by the successful bidder at no extra cost.	This again is very open ended. We suggest you consider man day charges - when there is a need, check for the man day efforts and pay appropriately to the vendor	Bidder has to comply with RFP
72	Point 18	page 22	The solution should support NFS, ISCSI & SMB protocol to enable various types of storage traffic.	Is this referred from an external storage access standpoint	Yes. External SAN
73	point 21	page 22	The solution must support back up of critical Virtual machines, so that the same can be recovered in case of data loss, all licences to enable the same must be part of overall solution	Is the reference to Backup or Replica?	Reference to the backup



74	point 22	page 22	The solution shall provide built-in replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 15 minutes.	If WAN - CBSL to ensure appropriate bandwidth required	Required bandwidth is available
75	Point 23	page 22	The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new virtual disks for existing workloads on different tiers of storage for both Windows and Linux workloads	Unable to comprehend on this. There is a reference to storage tiers - but there is also a clear defined point that storage should be internal to HCI and it should be All Flash	Bidder has to comply with RFP
76	point 24	page 22	The proposed HCI solution should be able to connect to the external SAN storage for: 1) Data migration during initial migration of existing VMs onto the HCI Solution. 2) using the external SAN storage for backup, archival, file stores, etc.	As we understand, the storage would not play any role in migration - it is more of the host participation. Also when it is stated that external SAN storage to be used for backup, archival, file stores, etc. - can you confirm the exact approach for deployment + more insight on which is the storage in reference. There surely will be dependencies in this regard	During the prebid meeting dt 26.02.2019, it was clarified that all the applications hosted in HCI should be able to access the SAN storage as main database is mounted on the SAN only.
77	point 28	page 23	The HCI Appliance should allow delivery of enterprise-class storage services and Networking using latest x86 server infrastructures. This should have no dependence on a separate Storage Area Network, DC networking & associated components such as SAN Switches, LAN Switches, LUNs and HBAs.	Information of Network Core Switches to which the HCI will connect is important	TOR switch model - cisco catalyst 2960 (24 port-1G) - qty - 3 Core switch model - cisco catalyst 3650 - (48 port -1 G) qty - 2



78	point 46	page 25	The bidder has to baseline of all software supplied and required for proposed RFP. The Proposed solution should be able to integrate the end points which are not in AD and not having DNS. The Top of the rack switch (TOR) should be able to integrate with existing Core Switch on Open Standard protocol.	Are TOR switches to be supplied as part of this proposition by the bidder. Also what is the relevance of the point "The Proposed solution should be able to integrate the end points which are not in AD and not having DNS"	RFP Clause modified as under :- Deleted from the RFP
79	point 32.5	page 30	Then combined score is arrived at by adding Technical Score and Commercial Score. The Successful bidder will be the one who has the highest Combined Score (H-1). Weightage for Technical Evaluation is 70% and Commercial Evaluation is 30%	Had a query in regard to a situation wherein commercial bid is not the lowest - but the technical score is way higher (example being - what if M/s Pqr in the example has 95 in Technical Evaluation"	Bidder has to comply with RFP
80			Server Hardware Quantity	Would it not be appropriate for CBSL to state the minimum quantity of servers/ nodes and define the additional one node redundancy - as against leaving it to the bidder/ OEM	As per RFP, minimum 4 node architecture with HA
81			Backup	Is Backup solution to be considered only for the HCI infra - would it not be prudent to consider other infra/ applications outside of HCI. No organisation prefers multiple backup automation solutions within the DC, hence the query	Yes, Backup solution is related to VM hosted in HCI infra only. Bidder should configure daily tape based backup of critical VM data full/incremental basis as per requirement.
82	point 3	page 21	The storage solution with the HCI should have in-built software defined storage capability integrated within the Hypervisor kernel itself or should be using virtual storage controller architecture	Clarifications: Suggested Change: The storage solution with the HCI should have in-built software defined storage capability integrated within the Hypervisor kernel itself or outside using Controller VM(CVM) running over Hypervisor	RFP Clause modified as under :- The storage solution with the HCI should have in-built software defined storage capability integrated within the Hypervisor kernel itself or outside using Controller VM(CVM) running over Hypervisor



83	point 5	page 21	The solution should deliver zero data loss capability in case of disk, host, network or Rack power failure.	<p>Clarifications: <i>In order to provide zero data, please specify node level redundancy needed such as (n+1 or n+2)</i></p> <p>Suggested Change: The solution should deliver zero data loss capability in case of disk, host, network or Rack power failure with nodes redundancy at (n+1) OR to refer to clause 41, Page 25 of the same RFP section</p>	<p>RFP Clause modified as under :- The solution should deliver zero data loss capability in case of disk, host(per node failure,disk failure) network or Rack power failure within minimum 4 nodes or N+1 redundancy.</p>
84	Point 7	page 21	Virtualization software should provide enhanced visibility into storage throughput and latency of hosts and virtual machines that can help in troubleshooting storage performance issues.	<p>Suggested Change: Please remove this clause from this section</p>	<p>HCI solution should provide enhanced visibility into storage throughput and latency of hosts and virtual machines that can help in troubleshooting storage performance issues.</p>
85	15.1.1.10	Page 22	The solution must support back up of critical Virtual machines, so that the same can be recovered in case of data loss, all licences to enable the same must be part of overall solution	<p>Clarifications: Please specify if backup licenses need to be provided. Backups can be either done locally by HCI appliance or through 3rd party backup vendors.</p>	<p>Yes. We confirm backup license are need to be provided. We are already using Veritas EXEC agent based backup software with HP LTO 5 Ultrium 3000 tape drive -The Disk based backup appliance, Backup Software can be from different OEM and it should be among the best and standard in industry. Tape backup is required along with the inbuilt VM based back up as backup software should be licensed for 15 VM. Bidder should configure tape based back up of critical VM data.</p>



86	point 8.30	page 13	The successful Bidder should have to provide onsite resource to manage and maintenance the complete proposed solution end to end after successful project signoff (Go Live) for minimum 3-month Period with no extra cost which can be extended as per the request of CBSL.	Please confirm on the no. of resources	<u>RFP Clause modified as under :-</u> The successful Bidder should have to provide onsite resource to manage and maintenance the complete proposed solution end to end after successful project signoff (Go Live) for minimum 12-month Period 24*7 with no extra cost which can be extended as per the request of CBSL.
87	point 8.17	page 13	The successful bidder has to migrate all /Data from existing rack servers to proposed HCI solution and ensure the existing server setup, clusters and replications are working flawlessly in new environment without any data loss.	Migration will cover application hosted on VM's as well ? Please confirm.	Yes. Application will cover hosted on hyperv also
88	19.1. Payment schedule will be as under:	page 32	2) 30% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work	Requested to modify the clauses as " 20% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work"	Bidder has to comply with RFP
89	Point 23	page 22	The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new virtual disks for existing workloads on different tiers of storage for both Windows and Linux workloads	The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new guest virtual machine disks for existing workloads on different tiers of storage for both Windows and Linux workloads, subject to the Guest operating environment supporting expansion of the disks.	<u>RFP Clause modified as under :-</u> The solution shall provide the ability to expand virtual disks (boot and non-boot disks) without downtime and provide options for locating new guest virtual machine disks for existing workloads on different tiers of storage for both Windows and Linux workloads, subject to the Guest operating environment supporting expansion of the disks.



90	point 39	25 page	<p>Licenses for De-duplication, compression & encryption needs to be considered and provided for the entire capacity. If any additional Hardware is needed to be considered for the same as part of the node, it should be provided in redundancy per node. In case the additional hardware component can't be provided in redundancy per node, then additional node needs to be considered in addition to the required configuration to take care of single point of failure in every cluster. The capacities created via de-dupe and compression should not be considered as part of the usable capacity mentioned sizing above. The capacity created via De-dupe and compression will be used by N/A for any expansions in the future. OEM/Bidder are expected to give a detailed breakup of the storage sizing and usable sizing without De-dupe and Compression.</p>	Request bank ot change the customer name.	<p>RFP Clause modified as under :- Licenses for De-duplication, compression & encryption needs to be considered and provided for the entire capacity. If any additional Hardware is needed to be considered for the same as part of the node, it should be provided in redundancy per node. In case the additional hardware component can't be provided in redundancy per node, then additional node needs to be considered in addition to the required configuration to take care of single point of failure in every cluster. The capacities created via de-dupe and compression should not be considered as part of the usable capacity mentioned sizing above. The capacity created via De-dupe and compression will be used by CBSL for any expansions in the future. OEM/Bidder are expected to give a detailed breakup of the storage sizing and usable sizing without De-dupe and Compression.</p>
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