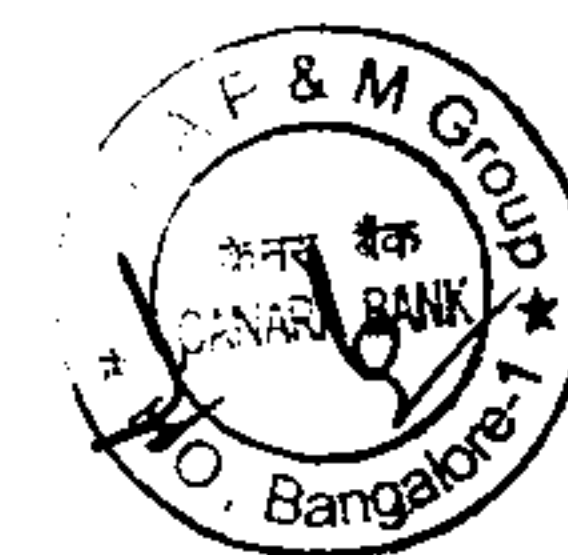


Replies to Pre Bid Queries raised by Bidders for RFP 22/11-12 dated 13.01.2012 for Supply, Installation and Commissioning of Servers and other items

Sl. No.	Page No. of RFP	RFP Clause No.	Bank's Requirements as per RFP	Query raised by the Bidder	Bank's reply
1	8	B 2. Delivery Installation & Commissioning	<p>2.1. Delivery should be within Six Weeks from the date of receipt of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be Seven weeks.</p> <p>2.2. The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware &amp; software and complete all the works specified in the Scope of Work at the bank branch/office within One Week from the date of delivery of the hardware.</p>	<p>Since the scope of work includes Oracle installation, request that the delivery time of servers be restricted to 6 weeks and post this, 2-3 weeks will be required for Oracle configuration. Request bank to give 6 weeks for delivery and 3 weeks for balance implementation.</p>	<p>Bidder to comply with RFP terms with regard to clause B- 2.1 of terms &amp; conditions. Clause B - 2.2 of terms and conditions is modified as under:</p> <p>" The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware &amp; software and complete all the works specified in the Scope of Work at the bank branch/office within Two Week from the date of delivery of the hardware. "</p>
2	8	B 2. Delivery Installation & Commissioning	<p>2.1. Delivery should be within Six Weeks from the date of receipt of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be Seven weeks.</p> <p>2.2. The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware &amp; software and complete all the works specified in the Scope of Work at the bank branch/office within One Week from the date of delivery of the hardware.</p>	<p>1) The minimum delivery period required by the OEMs is six weeks. As we have to place orders back to back and supply to you, we request you for an additional one week for delivery.</p> <p>2) As the scope of work is complicated and has multiple components, we request you for additional two weeks for installation.</p>	<p>Bidder to comply with RFP terms with regard to clause 2.1 of terms &amp; conditions. Clause 2.2 of terms and conditions is modified as under:</p> <p>" The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware &amp; software and complete all the works specified in the Scope of Work at the bank branch/office within Two Week from the date of delivery of the hardware. "</p>
3	8	B 2. Delivery Installation & Commissioning	<p>2.1.1. Non-compliance of the above delivery clause (B.2.1) will result in imposing penalty at 0.50% for each completed calendar week of delay or part thereof, on the invoice value.</p> <p>2.2.1. Non-compliance of the above installation clause (B.2.2) will result in imposing penalty at 0.50% for each completed calendar week of delay or part thereof, on the invoice value.</p>	<p>LD: As we have brought it to your notice multiple times, uncapped LD is not acceptable to any legal entity. Hence request you to provide LD cap of maximum 5% of the undelivered component value.</p>	<p>Bidder to comply with RFP terms. However, the penalty to be recovered under clauses B 2.1.1 &amp; B 2.2.1 put together shall be restricted to 5% of the total value of the order.</p>

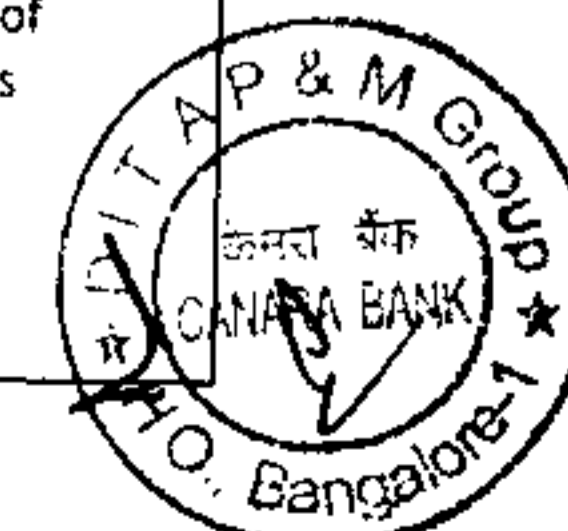


Sl. No.	Page No. of RFP	RFP Clause No.	Bank's Requirements as per RFP	Query raised by the Bidder	Bank's reply
4	9	B 4. Payment Terms	<p>4.1. Payment terms will be 50% on delivery of Hardware and Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.</p> <p>4.2. 40 % of the payment will be released after successful installation, configuration &amp; commissioning of Servers &amp; other items supplied as per Scope of Work and on conducting Post Delivery Inspection by the Bank / its nominated officials. The vendor has to submit original invoices &amp; installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.</p> <p>4.3. 10% of the payment shall be paid only after completion of warranty period of 3 years or on submission of a Bank guarantee for equivalent amount by the vendor after releasing 40% payment as mentioned in 4.2.</p>	<p>Wipro will not be able to accept this payment term of 50% on delivery, 40% on installation and 10% on BG. Request bank to change this to 90% on delivery and 10% on Installation and BG as earlier in the RFP.</p>	<p>Clause B .4 - Payment Terms is modified as under:</p> <p>4.1. Payment terms will be 70% on delivery of Hardware and Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.</p> <p>4.2. 30 % of the payment will be released after successful installation, configuration &amp; commissioning of Servers &amp; other items supplied as per Scope of Work and on conducting Post Delivery Inspection by the Bank / its nominated officials. The vendor has to submit original invoices &amp; installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.</p> <p>4.2.1. The invoice and installation report should contain the product serial number of the items supplied.</p>
5	9	B 4. Payment Terms	<p>4.1. Payment terms will be 50% on delivery of Hardware and Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.</p> <p>4.2. 40 % of the payment will be released after successful installation, configuration &amp; commissioning of Servers &amp; other items supplied as per Scope of Work and on conducting Post Delivery Inspection by the Bank / its nominated officials. The vendor has to submit original invoices &amp; installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.</p> <p>4.3. 10% of the payment shall be paid only after completion of warranty period of 3 years or on submission of a Bank guarantee for equivalent amount by the vendor after releasing 40% payment as mentioned in 4.2.</p>	<p>With the offered payment options, we will not be able to participate as most of the products are of third party and where we pay them 100% on delivery. Request you to amend the payment terms to standard Canara Bank payment terms i.e., 90% on delivery and 10% on installation.</p>	<p>Clause B .4 - Payment Terms is modified as under:</p> <p>4.1. Payment terms will be 70% on delivery of Hardware and Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.</p> <p>4.2. 30 % of the payment will be released after successful installation, configuration &amp; commissioning of Servers &amp; other items supplied as per Scope of Work and on conducting Post Delivery Inspection by the Bank / its nominated officials. The vendor has to submit original invoices &amp; installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.</p> <p>4.2.1. The invoice and installation report should contain the product serial number of the items supplied.</p>

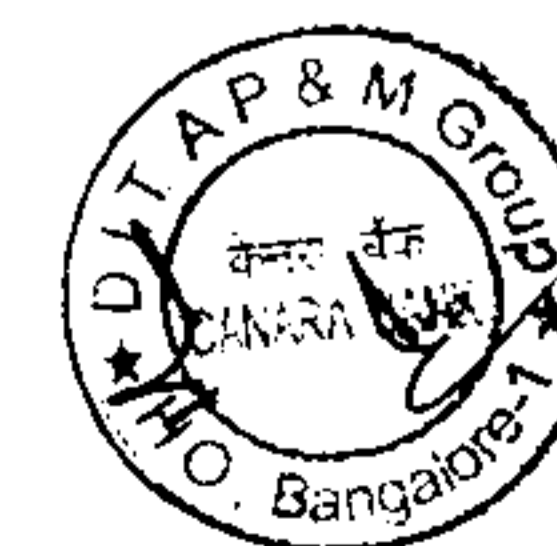


Replies to Pre Bid Queries raised by Bidders for RFP 22/11-12 dated 13.01.2012 for Supply, Installation and Commissioning of Servers and other items.

Sl. No.	Page No. of RFP	RFP Clause No.	Bank's Requirements as per RFP	Query raised by the Bidder	Bank's reply
6	18	Annexure E (a) Technical Specifications of Web Servers - 4 Servers	1) Hard Disk - 2 x 73 GB HDD SAS 15K RPM (or minimum available greater than specified)  2) Operating System - Windows 2008 64 Bit Enterprise Edition R2 with IIS 7.0+ or latest to be preloaded	1) 15K RPM HDDs are No longer available, request you to change it to 10K RPM HDDs  2) For Enterprise edition it is recommended to go with 4 way server or at least 2 way server. Single Processor servers may not be apt for this OS	1) Annexure E (a) Technical Specifications of Web Servers - 4 Servers, Sl. No. 4 is modified as under: "Hard Disk - 2 x 73 GB HDD SAS or minimum available greater than specified with 10K RPM or above"  2) Annexure E (a) Technical Specifications of Web Servers - 4 Servers, Sl. No.8 - Bidder to comply with RFP terms
7	18	Annexure E (a) Technical Specifications of Web Servers - 4 Servers	1) CPU - Quad-Core Intel® Xeon™ Processor X3450 2.67GHz with vertical scalability  2) Memory - 8 GB RAM expandable up to 64 GB  3) Ports - 7 USB 2 Ethernet, 1 Serial 4) Operating System - Windows 2008 64 Bit Enterprise Edition R2 with IIS 7.0+ or latest to be preloaded 5) Power -351 W 1/1	1) Vertical scalability - Kindly Explain.  2) Request you to amend memory scalability to "maximum expandable to 32 GB". Kindly refer ( <a href="http://ark.intel.com/products/42929/">http://ark.intel.com/products/42929/</a> ). 3) Kindly amend to "4 or more USB ports" 4) Can the OS be loaded at site?  5) How many power supplies required?	1) Annexure E (a) Technical Specifications of Web Servers - 4 Servers, Sl. No.1 is modified as under: "CPU - Quad-Core Intel® Xeon™ Processor X3450 2.66GHz" 2) Annexure E (a) Technical Specifications of Web Servers - 4 Servers, Sl. No. 3 is modified as under: "Memory - 8 GB RAM expandable up to 32 GB" 3) Annexure E (a) Technical Specifications of Web Servers - 4 Servers, Sl. No. 7 is modified as under: "Ports - 4 or more USB ports, 2 Ethernet, 1 Serial" 4) Annexure E (a) Technical Specifications of Web Servers - 4 Servers, Sl. No. 8 is clarified as under: Operating System - Windows 2008 64 Bit Enterprise Edition R2 with IIS 7.0+ or latest to be preloaded or the OS can be loaded at site also. 5) Annexure E (a) Technical Specifications of Web Servers - 4 Servers, Sl. No. 11 is modified as under: "Power - Redundant Power Supply"
8	19	Annexure E (b) Technical Specifications of Application Servers - 4 Servers	1) CPU 2 x Intel® Xeon™ Processor X5660 6C / 2.80GHz with vertical scalability 2) Ports 7 USB 2 Ethernet, 1 Serial 3) Power 460 W 1/2	1) Vertical scalability - Kindly Explain.  2) Kindly amend to "4 or more USB ports". 3) How many power supplies required?	1) Annexure E (b) Technical Specifications of Application Servers - 4 Servers, Sl. No.1 is modified as under: "CPU - 2 x Intel® Xeon™ Processor X5660 6C / 2.80GHz " 2) Annexure E (b) Technical Specifications of Application Servers - 4 Servers, Sl. No.7 is modified as under: "Ports - 4 or more USB ports, 2 Ethernet, 1 Serial" 3) Annexure E(b) Technical Specifications of Application Servers - 4 Servers, Sl. No.11 is modified as under: "Power - Redundant Power Supply"



Sl. No.	Page No. of RFP	RFP Clause No.	Bank's Requirements as per RFP	Query raised by the Bidder	Bank's reply
9	19	Annexure E (b) Technical Specifications of Application Servers - 4 Servers	1) Hard Disk - 2 x 73 GB HDD SAS 15K RPM (or minimum available greater than specified)  2) Power - 460 W 1/2	1) 15K RPM HDDs are No longer available, request you to change it to 10K RPM HDDs  2) Request you to specify the range. Since it is 2U Rack mount with Performance series 5600 CPU will require more than 700 watts PSU	1) Annexure E (b) Technical Specifications of Application Servers - 4 Servers, Sl. No.4 is modified as under: "Hard Disk - 2 x 73 GB HDD SAS or minimum available greater than specified with 10K RPM or above"  2) Annexure E(b) Technical Specifications of Application Servers - 4 Servers, Sl. No.11 is modified as under: "Power - Redundant Power Supply"
10	20	Annexure E (c) Technical Specifications of Database Servers - 4 Servers	CPU Risc Based Processor with 4 Core , 3.0 GHz with vertical scalability	Vertical scalability - Kindly Explain.	Annexure E (c) Technical Specifications of Database Servers - 4 Servers, SL. No. 1 is modified as under:  "CPU - Risc Based Processor with 4 Cores, 2.8 GHz or above with vertical scalability upto 8 Cores "
11	20	Annexure E (c) Technical Specifications of Database Servers - 4 Servers	1 & 2) CPU - Risc Based Processor with 4 Core , 3.0 GHz with vertical scalability.  3 ) Hard Disk - 4 x 300 GB 15K SAS HDD RAID10 for OS & Data (or minimum available greater than specified)  4) Ethernet - Dual Gigabit Ethernet  5) Ports 4 or more USB, 2 Ethernet, 1 Serial  6) Power - 720 W Redundant Power supply	1) CPU - Vertical scalability is open to interpretation. Kindly define the maximum number of cores the server should scale to 2) CPU - Clock speed is not the only parameter which defines the CPU performance. This is even more relevant for RISC CPUs where different manufacturers have different designs and different implementations. This is even observed in public benchmarks (from SPEC or other such public benchmarks) - where CPUs with lower clock speed perform better than CPUs with higher clock speed. We request you to remove the clock speed requirement. 3) Hard Disk - The internal disks are only used for OS and further they connect directly to the motherboard - without any SAN/SAN switches. Hence we request 10K RPM disks be included - otherwise the tender spec is restrictive in nature 4) Ethernet - Considering active-passive cluster on the database tier - 2 ethernet ports will be used for heartbeat connectivity. Hence atleast 4 ethernet ports should be provided per server - 2 for heartbeat and 2 for LAN connectivity 5)Ports - Request for removal of serial port requirement as this clause is restrictive in nature. All functionality today including management/connectivity etc. is provided via Ethernet or USB ports 6) Power - 720W power supply unit clause is restrictive in nature. Request removal of this clause (although redundant power supplies are required)	1 & 2) Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No.1 is modified as under: "CPU - Risc Based Processor with 4 Cores, 2.8 GHz or above with vertical scalability upto 8 Cores " 3) Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No.3 is modified as under: "Hard Disk - 4 x 300 GB 10K RPM or above SAS HDD RAID10 for OS & Data" 4)Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No.5 is modified as under: "Ethernet- 4 Gigabit Ethernet Ports" 5) Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No.6 : Bidder to comply with RFP terms. 6) Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No.9 is modified as under: "Power - Redundant Power Supply"



Sl. No.	Page No. of RFP	RFP Clause No.	Bank's Requirements as per RFP	Query raised by the Bidder	Bank's reply
12	20	Annexure E (c) Technical Specifications of Database Servers - 4 Servers	1) CPU - Risc Based Processor with 4 Core , 3.0 GHz with vertical scalability 2) Memory - 16 GB latest RAM or higher expandable up to 64 GB 3) Hard Disk - 4 x 300 GB 15K SAS HDD RAID10 for OS & Data (or minimum available greater than specified) 4) Operating System - RISC based Unix (IBM AIX 6.1 or Solaris 11)	1) Request you to clarify No. of CPUs & expandability required. Currently X 86 based Intel Architecture is also scaleable to 8 Procs & above. Can specs be made Open 2) More memory suggested. X 86 Architecture will be able to support 1TB memory, which can be helpful for future scalability 3) 15K RPM HDDs are No longer available, request you to change it to 10K RPM HDDs 4) If RHEL or SUSE Linux can be included for X 86 based Architecture	1) Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No.1 is modified as under: "CPU - Risc Based Processor with 4 Cores, 2.8 GHz or above with vertical scalability upto 8 Cores " 2) Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No. 2: Bidder to comply with RFP terms 3) Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No.3 is modified as under: "Hard Disk - 4 x 300 GB 10K RPM or above SAS HDD RAID10 for OS & Data " 4) Annexure E (c) Technical Specifications of Database Servers - 4 Servers , Sl. No. 8: Bidder to comply with RFP terms.
13	21	Annexure E (d) Technical Specifications of UAT Server (Web+ Application Server) - 1 Server	1) CPU - Quad-Core Intel® Xeon™ Processor X3450 2.67GHz with vertical scalability 2) Memory - 8 GB latest RAM or higher expandable up to 64 GB 3) Ports - 4 or more USB, 2 Ethernet, 1 Serial 4) Power - 460 W Redundant Power supply	1) Vertical scalability - Kindly Explain. 2) Request you to amend memory scalability to "maximum expandable to 32 GB". Kindly refer ( <a href="http://ark.intel.com/products/42929/">http://ark.intel.com/products/42929/</a> ). 3) Kindly amend to "4 or more USB ports" 4) Redundant power supply not supported.	1) Annexure E (d) Technical Specifications of UAT Server (Web+ Application Server) - 1 Server, Sl. No.1 is modified as under: "CPU - Quad-Core Intel® Xeon™ Processor X3450 2.66GHz " 2) Annexure E (d) Technical Specifications of UAT Server (Web+ Application Server) - 1 Server, Sl. No. 2 is modified as under: "Memory - 8 GB latest RAM or higher expandable up to 32 GB" 3) Annexure E (d) Technical Specifications of UAT Server (Web+ Application Server) - 1 Server, Sl. No. 5 - Bidder to comply with RFP terms. 4) Annexure E (d) Technical Specifications of UAT Server (Web+ Application Server) - 1 Server, Sl. No.8 is modified as under: "Power - Redundant Power Supply"
14	22	Annexure E (e) Technical Specifications of UAT Server (Database Server)- 1 Server	CPU Risc Based Processor with 4 Core , 3.0 GHz with vertical scalability	Vertical scalability - Kindly Explain	Annexure E (e) Technical Specifications of UAT Server (Database Server)- 1 Server, Sl. No.1 is modified as under: "CPU - Risc Based Processor with 4 Cores, 2.8 GHz or above with vertical scalability upto 8 Cores "



Sl. No.	Page No. of RFP	RFP Clause No.	Bank's Requirements as per RFP	Query raised by the Bidder	Bank's reply
15	22	Annexure E e) Technical Specifications of UAT Server (Database Server)- 1 Server	1) CPU - Risc Based Processor with 4 Core , 3.0 GHz with vertical scalability 2) Memory - 8 GB latest RAM or higher expandable up to 64 GB 3) Hard Disk - 1 x 73 GB HDD for OS and Data (or minimum available greater than specified) 4) Power - 720 W Redundant Power supply	1) Request you to clarify No. of CPUs & expandability required. Currently X 86 based Architecture is also scaleable to 8 Procs & above. Can specs be made Open 2) More memory suggested.X 86 Architecture will be able to support 1TB memory, which can be helpful for future scalability 3) 15K RPM HDDs are No longer available, request you to change it to 10K RPM HDDs	1) Annexure E (e) Technical Specifications of UAT Server (Database Server)- 1 Server, Sl. No.1 is modified as under: "CPU - Risc Based Processor with 4 Cores, 2.8 GHz or above with vertical scalability upto 8 Cores " 2) Annexure E (e) Technical Specifications of UAT Server (Database Server)- 1 Server, Sl. No.2 : Bidder to comply with RFP terms 3) Annexure E (e) Technical Specifications of UAT Server (Database Server)- 1 Server, Sl. No.3: Bidder to comply with RFP terms 4) Annexure E (e) Technical Specifications of UAT Server (Database Server)- 1 Server, Sl. No.8 is modified as under: "Power - Redundant Power supply"
16	23	Annexure E (g) Other Hardware & Software items required	Storage Capacity - 500 GB and above Data Rate (Burst Transfer Rate) - 200 Mbps or above Read Write Compatibility Interface - LTO 4 or LTO 5 Compression Support - Yes Encryption Support - Yes	1) Is the requirement for a standalone tape drive or a tape library? 2) If tape library, kindly specify the number of drives required? 3) Is FC or SAS Interface required for Tape Library? 4) Is a backup software required? 5) Is a backup server required? 6) What type of data needs to be backed up? 7) Is an external SAN Storage required? Storage is required for cluster configuration. Kindly share the specifications for the same mentioning controllers, hard disks, ports for host connectivity, etc. 8) If external SAN Storage is based on FC, then FC HBA is required for servers connected to storage.	Annexure E (g) Other Hardware & Software items required, Sl.No. is clarified that: Standalone Tape Drive with Read Write Compatibility Interface - LTO 5. The vendor has to provide all the hardware components required for connecting the Tape Drives to Database Servers successfully.



Sl. No.	Page No. of RFP	RFP Clause No.	Bank's Requirements as per RFP	Query raised by the Bidder	Bank's reply
17	23	Annexure E (g) Other Hardware & Software items required	Storage Capacity - 500 GB and above Data Rate (Burst Transfer Rate) - 200 Mbps or above Read Write Compatibility Interface - LTO 4 or LTO 5 Compression Support - Yes Encryption Support - Yes	1) Drive Details required. 2) Connectivity (SAS/FC) Details to backup server required.	Annexure E (g) Other Hardware & Software items required, Sl.No. is clarified that: Standalone Tape Drive with Read Write Compatibility Interface - LTO 5. The vendor has to provide all the hardware components required for connecting the Tape Drives to Database Servers successfully.
18	31	Annexure I Scope of Work	1. Supply and Installation of Servers (rack mounting) at respective location. 2. Selected Bidder has to deliver and install all the hardware items and Operating system as per the configuration given by the Bank. 3. Oracle 11g Installation and Active / Passive configuration. 4. Installation of Middleware Software offered by the Bidder. 5. Installation of Web / Application Server and cluster configuration and any other application in consultation with the Bank and application Vendors. 6. Installation of Backup device and configuring it. 7. During installation if the bank requires any new software /OS, vendor has to install without any cost where the Licence of the software are with the Bank. 8. Hardware and software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only. 9. Vendor to train the Users with regard to the above activities. 10. All necessary cables and other accessories required for successful installation of the hardware and software items as per the Scope of Work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware / Software items.	1) Kindly specify the detailed scope for Training to users. 2) Kindly provide the specify the detailed scope for "Vendor to install any new software provided by bank during installation". 3) Kindly provide the details of all the new softwares that bank would provide during installation. 4) What is the type of clustering required? Kindly specify for all the servers. 5) Kindly share the Bank's Application details. 6) Is Oracle RAC cluster configuration required? 7) Is OS clustering required for servers? 8) Is Active-Passive configuration required for Database servers? 9) What is the type of Replication between DC-DR? 10) What type of data is replicated? 11) Is the replication volume based or file based? 12) Is implementation of Oracle Dataguard replication required?	1) Annexure I, Sl. No.9 "Vendor to train the Users with regard to the above activities" is hereby removed from the Scope of Work. 2 & 3) Anti Virus Software 4) Active - Passive 5) Supply Chain Management Solution 6) No 7) Yes, Active- Passive 8) Yes 9, 10 & 11 ) Online Dataguard Replication 12) Yes

Place: Bangalore  
Date: 20.01.12

*[Signature]*  
Divisional Manager

