

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	15	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in CANARA BANK	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the order. Delivery of all hardware, Software and Other Items should be <u>within 5 weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request Bank to change the clause : Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the order. Delivery of all hardware, Software and Other Items should be <u>within 8 weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	RFP Clause modified as under: "1. Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in CANARA BANK 1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the order. Delivery of all hardware, Software and Other Items should be <u>within 6 weeks</u> from the date of acceptance of the Purchase Order for non-road permit locations. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post."
2	15	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in CANARA BANK	1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office <u>within 16 weeks</u> from the date of delivery of all the materials for each ordered locations.	Request Bank to change the clause :Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware a Software and complete all the works specified in the Scope of Work at the bank branch/office <u>within 20 weeks</u> from the date of delivery of all the materials for each ordered locations.	RFP Clause is modified as under: "1. Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in CANARA BANK 1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office <u>within 10 weeks</u> from the date of delivery of all the materials for each ordered locations."
3	17	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/Liquidated Damages: 5.1. Penalties/Liquidated damages for delay in Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items would be as under:	5.1.1. Non-compliance of the Supply/delivery as per clause (1.1) will result in the Bank imposing penalty of 0.50% on delay in delivery per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes).	Request Bank to change it to : Non-compliance of the Supply/delivery as per clause (1.1) will result in the Bank imposing penalty of 0.20% on delay in delivery per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes).	Bidder to comply with given RFP Clause.
4	17	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/Liquidated Damages: 5.1. Penalties/Liquidated damages for delay in Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items would be as under:	5.1.2. Non-Compliance of the Installation, configuration, implementation as per clause (1.2) will result in the Bank imposing penalty of 0.50% on delay on installation per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes).	Request Bank to change it to : Non-Compliance of the Installation, configuration, implementation as per clause (1.2) will result in the Bank imposing penalty of 0.20% on delay on installation per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes)	Bidder to comply with given RFP Clause.
5	17	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/Liquidated Damages: 5.1. Penalties/Liquidated damages for delay in Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items would be as under:	5.1.3. However, the total Penalty/LD to be recovered under above clause 5.1.1 and 5.1.2 shall be restricted to 10% of the total value of the order Plus GST (exclusive of Taxes).	Request Bank to change it to : However, the total Penalty/LD to be recovered under above clause 5.1.1 and 5.1.2 shall be restricted to 5% of the total value of the order Plus GST (exclusive of Taxes).	Bidder to comply with given RFP Clause.



6	17	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/Liquidated Damages: 5.2. Penalties/Liquidated damages for not maintaining uptime:	5.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and AMC/ATS period (if contracted), the penalty for Uptime will be deducted as under: 99.00% to 100% - No penalty 98.50% to 98.99% - 0.10% on total order value for every hour or part thereof. 98.00% to 98.49% - 0.20% on total order value for every hour or part thereof. 97.50% to 97.99% - 0.30% on total order value for every hour or part thereof. 97.00% to 97.49% - 0.40% on total order value for every hour or part thereof. 96.50% to 96.99% - 0.50% on total order value for every hour or part thereof. 96.00% to 96.49% - 0.60% on total order value for every hour or part thereof. 95.00% to 95.99% - 0.70% on total order value for every hour or part thereof. Less than 95.00% - 1.00% on total order value for every hour or part thereof.	Request Bank to change it to : the penalty for Uptime will be deducted as under: 99.00% to 100% - No penalty ; 98.50% to 98.99% - 0.05% on total order value for every hour or part thereof.; 98.00% to 98.49% - 0.10% on total order value for every hour or part thereof; 97.50% to 97.99% - 0.15% on total order value for every hour or part thereof; 97.00% to 97.49% - 0.20% on total order value for every hour or part thereof; 96.50% to 96.99% - 0.25% on total order value for every hour or part thereof; 96.00% to 96.49% - 0.30% on total order value for every hour or part thereof; 95.00% to 95.99% - 0.40% on total order value for every hour or part thereof; Less than 95.00% - 0.50% on total order value for every hour or part thereof.	Bidder to comply with given RFP Clause.
7	18	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/Liquidated Damages: 5.2. Penalties/Liquidated damages for not maintaining uptime:	5.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount payable for one year (plus GST).	Request Bank to change it to : The maximum penalty levied shall not be more than the 5% of AMC/ATS amount payable for one year (plus GST).	Bidder to comply with given RFP Clause.
8	19	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	6. Payment Terms:	1. Supply and Delivery of Hardware, Software & other items - 50% After complete delivery of Hardware, Software and other items on production of relevant documents like delivery signoff and invoice with product serial number of the items supplied. 2. Installation, configuration and implementation of Solution as per scope of work - 30% After successful installation, configuration and implementation of Hardware, Software & other items supplied as per Scope of Work and Technical requirements. The invoice and installation report should contain the product serial number of the items supplied. 3. Acceptance of Project & Sign off - 10% After Project acceptance and Sign off by the Bank on production of relevant documents. 4. Warranty 10% After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Request Bank to change it to : i) 80% After complete delivery of Hardware, Software and other items on production of relevant documents like delivery signoff and invoice with product serial number of the items supplied. ii) 20% After successful installation, configuration and implementation of Hardware, Software & other items supplied as per Scope of Work and Technical requirements. The invoice and installation report should contain the product serial number of the items supplied.	Bidder to comply with given RFP Clause.



9	24	Section-C DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/Liquidated Damages: 5.2. Penalties/Liquidated damages for not maintaining uptime:	5.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	Request Bank to change it to : Since Bank will levy penalty for any such delay hence request bank not to terminate the contract.	Bidder to comply with given RFP Clause
10	28	Section-D BID PROCESS	7. Earnest Money Deposit (EMD)/Bank Guarantee in Lieu of EMD	7.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A-Conformity to Eligibility Criteria.	Request Bank to change it to : The bidder shall furnish non-interest earning Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lakhs Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A- Conformity to Eligibility Criteria.	Bidder to comply with given RFP Clause
11	39	Section-F OWNERSHIP & AWARDING OF CONTRACT	8. Security Deposit / Performance Bank Guarantee:	8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the Order or within 21 days from the date of issue of Purchase Order whichever is earlier.	Request Bank to change it to : The successful bidder should submit a security deposit/ Performance Guarantee for 5% of total value of the contract within 15 days from the date of acceptance of the order or within 21days from the date of receipt of order whichever is earlier.	Bidder to comply with given RFP Clause
12	39	Section-F OWNERSHIP & AWARDING OF CONTRACT	8. Security Deposit / Performance Bank Guarantee:	8.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value (Exclusive of Taxes).	Request Bank to change the clause : If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.20% (Plus GST) for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 2% (Plus GST) of the total order value (Exclusive of Tax).	Bidder to comply with given RFP Clause
13	45	Annexure-2 Eligibility Criteria Declaration	<u>f. Eligibility Criteria:</u> Bidder Should have supplied installed and maintained NVMe based Storage of 50TB usable capacity in single array in at least two schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India in last two Years (i.e. from 01/04/2017 to 31/03/2019). <u>Documents to be submitted for Eligibility Criteria Compliance:</u> The Bidders has to provide order copy/reference Letter in their name from any two Schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India duly mentioning the hardware and software with make, model and capacity of the solution.	<u>f. Eligibility Criteria:</u> Bidder Should have supplied installed and maintained SSD based Storage of 50TB usable capacity in single array in at least two schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India in last two Years (i.e. from 01/04/2017 to 31/03/2019).	Request Bank to change it to : Bidder Should have supplied installed and maintained SSD based Storage of 50TB usable capacity in single array in at least two schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India in last two Years (i.e. from 01/04/2017 to 31/03/2019).	<u>RFP Clause modified as under:</u> <u>"f. Eligibility Criteria:</u> Bidder Should have supplied installed and maintained SSD based all flash array (AFA) storage of 50TB usable capacity in single array in at least two schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India in last two Years (i.e. from 01/04/2017 to 31/03/2019). Documents to be submitted for Eligibility Criteria Compliance: The Bidders has to provide order copy/reference Letter in their name from any two Schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India duly mentioning the hardware and software with make, model and capacity of the solution."



14	54	<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>1. Make</u></p> <p>Bidders to specify</p>		<p>Bidder to comply with given RFP Clause</p>
15		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>2. Model</u></p> <p>Bidders to specify</p>		<p>Bidder to comply with given RFP Clause</p>
16		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>3. Type</u></p> <p>NVMe based flash storage</p>	<p>Please clarify Canara Bank wants NVMe SSD inside the storage</p>	<p>RFP Clause modified as under:</p> <p>"Annexure-7</p> <p><u>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</u></p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p> <p>3. Type:</p> <p>SSD based all flash array (AFA) storage"</p>



17			<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>4. Replication</u></p> <p>3way replication with zero data loss</p>	<p>Please clarify</p>	<p><u>RFP Clause modified as under:</u></p> <p><u>Annexure-7</u></p> <p><u>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other Items in Canara Bank</u></p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p> <p>4. Replication: 2way native replication with zero data loss (Synchronous replication mode)"</p>
18			<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>5. Controller</u></p> <p>Storage should have minimum dual active-active redundant, hot swappable controllers for high availability, load balancing and redundant modes.</p>	<p>Please clarify</p>	<p>Bidder to comply with given RFP Clause.</p>
19			<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>6. Cache</u></p> <p>Minimum 64 GB Cache per controller</p>	<p>Please clarify</p>	<p>Bidder to comply with given RFP Clause.</p>



20		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>7. Multipathing</u></p> <p>Multipathing across two controllers. Data path should work consistently on active-active and not in hot standby. All LUNs should have visibility through all controllers and data flow should happen through them.</p>	Please clarify	Bidder to comply with given RFP Clause.
21		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>8. Capacity</u></p> <p>Minimum usable storage 30TB after RAID6 with 2 Nos of disk hot spare or DRAID6 Configuration.</p>	Please clarify	Bidder to comply with given RFP Clause.
22		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>9. Form Factor</u></p> <p>2U</p>	Please clarify	<p>RFP Clause modified as under:</p> <p><u>"Annexure-7</u></p> <p><u>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</u></p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p> <p>9. Form Factor: Upto 3U "</p>

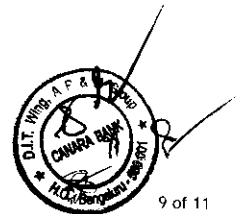


23		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>10. Scalability</p> <p>Minimum 100TB (should be 2 Nos of disk hot spare in each disk enclosure)</p>	<p>Please clarify</p>	<p>Bidder to comply with given RFP Clause.</p>
24		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>11. Performance</p> <p>Capable of delivering sustained minimum 2GB/s throughput and 300,000 (OPS in (70:30) ratio with Microsecond response time in fully populated capacity.</p>	<p>Please clarify</p>	<p><u>RFP Clause modified as under:</u></p> <p><u>"Annexure-7</u></p> <p><u>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</u></p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p> <p>11. Performance:</p> <p>Capable of delivering sustained minimum 2GB/s throughput and 300,000 (OPS in (70:30) ratio with Microsecond response time in fully populated capacity in single hardware array."</p>
25		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>12. RAID Support</p> <p>RAID array supporting 0, 1, 5, 6, 10 or better levels. It should support a mix and match of RAID levels behind a pair of controllers. The storage array should allow online expansion of existing RAID Groups / Storage Disk Pools.</p>	<p>Please clarify</p>	<p>Bidder to comply with given RFP Clause.</p>

26		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>13. Encryption should have native encryption capabilities as per PCI DSS standards and encryption should not add any performance overheads</p>	Please clarify	<p>RFP Clause modified as under:</p> <p><u>"Annexure-7</u></p> <p><u>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</u></p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p> <p>13. Encryption: Should have native encryption capabilities as per PCI DSS standards and encryption should not add any performance overheads and key management should be part of offered solution."</p>
27		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>14. Backup During power failure, Data in the cache should be safely written to the disks prior to performing a graceful shutdown. Data loss in storage should be zero due to any issues noticed in the Datacenter or any natural calamities.</p>	Please clarify	Bidder to comply with given RFP Clause.
28		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>15. Services Proposed storage array should include storage based Thin Provisioning, compression, inline Deduplication Synchronous- Asynchronous Replication, Snapshot, and Volume cloning features for the entire supported capacity of the storage array from day one. All the required or necessary licenses must be perpetual and provided for the Full capacity of the storage from Day one. This should include licenses for Management and monitoring module and all he storage features such as Snapshot, Cloning, Sync and Async Replication etc. Upgrade in capacity should not incur any additional license cost</p>	Please clarify	Bidder to comply with given RFP Clause.



29			<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>16. Protocol Support</u> FC & iSCSI</p>	Please clarify	Bidder to comply with given RFP Clause.
30			<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>17. Operating System Support</u> Support for multiple Operating Systems connecting to it, including but not restricted to Windows 2012 or later, UNIX (AIX Et Solaris), Linux (Redhat 6 Et 7 (all versions), SUSE & OEL), Hypervisor (vSphere, Hyper V & Nutanix)</p>	Please clarify	Bidder to comply with given RFP Clause.
31			<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p><u>18. Ports</u> Minimum 8 number of FC Ports of 16 Gbps each, Minimum 2 Number of Gigabit for IP Traffic and 2 Number of 10 Gbps for Replication. Minimum 8 number of Suitable FC Cable of minimum 35 Meters length each.</p>	Please clarify	Bidder to comply with given RFP Clause.

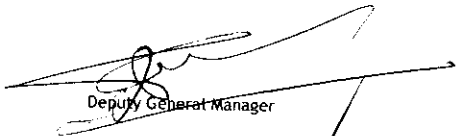


32		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>19. Software</p> <p>Management software must include both GUI and CLI tools. Management of the storage system should be through single management tool. The GUI must be able to configure all features, monitor the status and health of the storage system. If licensed, separately, the vendor needs to provide necessary licenses for full capacity. Vendor should provide storage array management software for configuration, administration and monitoring. Vendor shall offer the enterprise version of the software if there are multiple versions of the software. Software shall be able to manage all arrays of the same family. The performance monitoring should be real-time and historical providing IOPS response time and utilization of individual components within the storage array. Log Maintenance facility should be available. Storage should be compatible to integrate with Bank monitoring tool</p>	Please clarify	Bidder to comply with given RFP Clause.
33		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>20. Maintenance</p> <p>Should Support online non-disruptive upgrade of firmware and other components without a need for downtime. All the components in the storage should have the capability to be replaced without disruption of services and should be Hot swappable</p>	Please clarify	Bidder to comply with given RFP Clause.
34		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>21. Other Features</p> <p>The proposed storage system should support SNMP, Address resolution protocol, Network Time Protocol, LDAP, Network Lock Manager. The Storage array should be licensed with Software to manage Primary and DR sites from a single console. Performance monitoring tools should be offered with the storage array. The proposed storage system shall support a browser based GUI built in management. The proposed storage should able to virtualize under VMware environment. The proposed storage should able to create multiple array pools so that same storage can be used for server virtualization and for database pools.</p>	Please clarify	Bidder to comply with given RFP Clause.



35		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>22. Uptime</p> <p>The storage should be able to provide availability parameter of 99.95 % from the date of acceptance of the Storage by Bank</p>	Please clarify	Bidder to comply with given RFP Clause.
36		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>23. Power Supply</p> <p>Storage should be provided with Redundant hot swappable Power supplies of maximum 750W. The Power supplies should be FCC class A certified and power cables to be IEC C13-14.</p>	Please clarify	<p>RFP Clause modified as under:</p> <p>"Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p> <p>23. Power Supply:</p> <p>Storage should be provided with Redundant hot swappable Power supplies of maximum 900W. The Power supplies should be FCC class A certified and power cables to be IEC C13-14."</p>
37		<p>Annexure-7</p> <p>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</p> <p>C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):</p>	<p>24. Warranty and Support</p> <p>03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure, the faulty disk will be maintained/destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS.</p>	Please clarify	Bidder to comply with given RFP Clause.

Date : 22/05/2019
Place : Bangalore


Deputy General Manager

