

Amendment-1 to RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

It is decided to amend the following in respect of the above RFP:

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	12	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in CANARA BANK:</u>	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 within 2 weeks from the date of delivery of all the materials for each ordered locations.	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 within <u>4 weeks</u> from the date of delivery of all the materials for each ordered locations.
b.	33	Annexure-2	<u>Eligibility Criteria Declaration</u> <u>Clause no. c</u>	<u>Eligibility Criteria:</u> Minimum 50 Nos. of Servers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Scheduled Commercial Banks, Public or Private Limited Companies in India in last two Years (i.e. from 01/04/2017 to 31/03/2019). <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter in their name from any two Scheduled Commercial Banks, Public or Private Limited Companies in India duly mentioning the hardware and software with make, model of the solution.	<u>Eligibility Criteria:</u> Minimum 50 Nos. of Servers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to <u>Scheduled Commercial Banks, Public or Private Limited Companies, Government Organizations in India in last three Years (i.e. from 01/04/2016 to 31/03/2019).</u> <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter in their name from Scheduled Commercial Banks, Public or Private Limited Companies, Government Organizations in India duly mentioning the hardware and software with make, model of the solution.





c.	33	Annexure-2	<u>Eligibility Criteria Declaration</u> <u>Clause no. f</u>	<u>Eligibility Criteria:</u> Bidder Should have supplied and successfully installed 50 numbers of servers in Scheduled Commercial Banks, Public or Private Limited Companies in India in last two Years (i.e. from 01/04/2017 to 31/03/2019). <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter in their name from any two Scheduled Commercial Banks, Public or Private Limited Companies in India duly mentioning the hardware and software with make, model of the solution.	<u>Eligibility Criteria:</u> Bidder Should have supplied and successfully installed 50 numbers of servers in <u>Scheduled Commercial Banks, Public or Private Limited Companies, Government Organizations in India in last three Years (i.e. from 01/04/2016 to 31/03/2019).</u> <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter in their name from Scheduled Commercial Banks, Public or Private Limited Companies, Government Organizations in India duly mentioning the hardware and software with make, model of the solution.
d.	34-42	Annexure-7	<u>Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</u>	Annexure-7 (Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank)	<u>Amended Annexure-7 (Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank)</u> is attached as Annexure.
e.	43-45	Annexure-8	<u>Scope of Work</u>	Annexure-8 (Scope of Work)	<u>Amended Annexure-8 (Scope of Work)</u> is attached as Annexure.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.
 Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 10/07/2019

Place: Bengaluru


 Deputy General Manager



Annexure-7 (Amended)

Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 09/2019-20 dated 20/06/2019

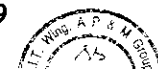
Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

A. Technical specifications for Application, Web and Database servers:

1. Technical Specifications for Application, Web and Database servers (8 Nos. at DC and 5 Nos. at DR):

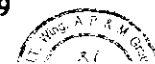
Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	Minimum 2 Socket Processors of 2 nd Gen of Intel Xeon Scalable Processor family with minimum 12 cores per socket, with minimum 24MB Cache and minimum 3.70 GHz Turbo frequency) and should be VT enabled.	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	16GB Per Core DDR4 with 2666 Mhz or higher and upgradable up to least 1TB.	
6.	HDD	Minimum SSD Size of 800GB in RAID 10 Configuration along with one extra disk for fault tolerance. All Disk should be configured in Hot Swappable Configuration	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	



9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity. However all four FC ports should not be part of one quad port PCI Adapter.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	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	

2. Technical Specifications for Application servers (2 Nos. at DC and 2 Nos. at DR):

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	



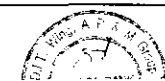
3.	Processors	Minimum 2 Socket Processors of 2 nd Gen of Intel Xeon Scalable Processor family with minimum 8 cores per socket, with minimum 24MB Cache and minimum 3.70 GHz Turbo frequency) and should be VT enabled.	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	8GB Per Core DDR4 with 2666 Mhz or higher and upgradable up to least 512GB	
6.	HDD	Minimum SSD Size of 800GB in RAID 10 Configuration along with one extra disk for fault tolerance. All Disk should be configured in Hot Swappable Configuration	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity. However all four FC ports should not be part of one quad port PCI Adapter.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	



22.	Warranty and Support	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	
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3. Technical Specifications for Web servers (2 Nos. at DC and 2 Nos. at DR):

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	1 no. Processors of 2 nd Gen of Intel Xeon Scalable Processor family with minimum 8 cores, with minimum 24MB Cache and minimum 3.70 GHz Turbo frequency) and should be VT enabled.	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	8GB Per Core DDR4 with 2666 Mhz or higher and upgradable up to least 512GB	
6.	HDD	Minimum SSD Size of 800GB in RAID 10 Configuration along with one extra disk for fault tolerance. All Disk should be configured in Hot Swappable Configuration	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity. However all four FC ports should not be part of one quad port PCI Adapter.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	



18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	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	

B. Technical specifications for Application, Web and Database servers (8 Nos. at DC and 8 Nos. at DR):

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	2 X Intel Xeon Gold 6130 Processor (16 Core, 2.10GHz Base Frequency, 22 MB L3 Cache) or higher	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	16GB Per Core DDR4 with 2666 Mhz or higher and upgradable up to least 1TB.	
6.	HDD	Minimum usable capacity of 2TB in RAID 5 Configuration along with one extra disk for hot spare. All Disks should be SSD only and also configured in Hot Swappable Configuration	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity. However all four FC ports	

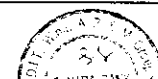


		should not be part of one quad port PCI Adapter.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	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	

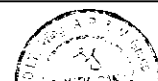
C. Technical specifications for Application, Web, Entitlement and Database servers:

1. Technical Specifications for Application, Entitlement and Web servers (6 Nos. at DC and 3 Nos. at DR):

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	



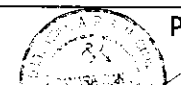
3.	Processors	1xIntel® Xeon® Silver 6126 Processor (4 Core, 3 GHz Base Frequency, 19.25 MB L3 Cache, VT enabled) or higher Should be scalable to 2 CPUs socket	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	16GB Per Core DDR4 with 2666 Mhz or higher and upgradable up to least 1TB	
6.	HDD	Minimum usable capacity of 2TB in RAID 5 Configuration along with one extra disk for hot spare. All Disks should be SSD only and also configured in Hot Swappable Configuration	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity. However all four FC ports should not be part of one quad port PCI Adapter.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	
16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	



22.	Warranty and Support	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	
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2. Technical Specifications for Database servers (2 Nos. at DC and 1 No. at DR):

Sl. No.	Particulars	Detailed Configuration	Bidder's Compliance (Yes/No)
1.	Make of the Server	Bidder to Specify	
2.	Model of the Server	Bidder to Specify	
3.	Processors	1xIntel® Xeon® Silver 4215 Processor (8 Core, 2.50 GHz Base Frequency, 11 MB L3 Cache, VT enabled) or higher	
4.	Chipset	Suitable Certified Intel Chipset Compatible With CPU	
5.	RAM	32GB Per Core DDR4 with 2666 Mhz or higher and upgradable up to least 1TB.	
6.	HDD	Minimum usable capacity of 2TB in RAID 5 Configuration along with one extra disk for hot spare. All Disks should be SSD only and also configured in Hot Swappable Configuration	
7.	HDD Bays	2.5" backplane with minimum 8 drives	
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache	
9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity	
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity. However all four FC ports should not be part of one quad port PCI Adapter.	
11.	Slots	Minimum 3 PCIe Gen3 Slots	
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails	
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher	
14.	OS & Hypervisor Support	Server should support All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V)	
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 1200W.	



16.	FAN	Server should have redundant fully populated Hot swap fans	
17.	Security	TPM 1.2/2.0 optional, Hardware root of trust, Secure Boot, System Lockdown, System Erase	
18.	Drivers & Accessories	Required drivers and accessories to be provided	
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.	
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.	
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic, Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic, Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)	
22.	Warranty and Support	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	

D. Technical Specifications of Software:

Sl. No.	Software/Operating System	Particulars	Bidder's Compliance (Yes/No)
1.	Windows Server 2019 Standard edition OS	256 quantities of 2-Packs of Core licenses with 03 years of Software Assurance (SA). (Total number of Cores are 512)	
2.	RHEL 7.5	37 OS Licenses with 5 Years Standard Subscription	
3.	RHEL OS Cluster Subscription	4 Nos. with 5 Years Standard Subscription	

Note: Bidders must fully comply with all requirements. Non-Compliance to any one of the requirements leads to disqualification of the Bidder in Part B - Technical Proposal.

Date

Signature with seal

Name :

Designation :



Annexure-8

Scope of Work

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 09/2019-20 dated 20/06/2019

Sl. No.	Scope of Work	Bidder Compliance (Yes/No)
1.	The scope of the Services and Maintenance is to be provided for a period of Five years from the date of acceptance by the bank (i.e. 3 years warranty and 2 years ATS/AMC).	
2.	During the warranty period and AMC period, the Bidder is bound to do all hardware spares replacement and upgrade/update of proposed solution to next or required version without extra cost to the Bank covering all parts & labour from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. The Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise or from a single centralized location.	
3.	Bidder has to supply all hardware with redundant power supply only.	
4.	The warranty of proposed solution will be applicable from the date of Solution acceptance given by Bank.	
5.	The Scope of the work is for Supply, Installation, Configuration, Implementation and Maintenance of proposed Solution.	
6.	Bidder has to coordinate with Bank System Integrator while implementing the solution and during any point of time when ever issue is raised by the Bank.	
7.	Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty & AMC period.	
8.	The Bidder should note that servers and other items being procured shall be delivered at locations as per requirements of the Bank.	
9.	The Configuration as per the technical and other specifications offered of all equipment & other items must be functional and installed from the day one.	
10.	All necessary cables and other accessories required for successful installation of the hardware 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 items while quoting.	
11.	Bidder should comply as per the IT related policies of the bank.	
12.	Bidder is responsible in installing the Hardware, Software and other items as per Technical Specifications and Scope of work in the bank environment.	
13.	Bidder must generate and provide a complete holistic report before handover to ensure 100% serviceability of delivered solution.	
14.	Bidder is responsible for collection of logs and submission of the logs for further analysis and implementing the solution to resolve the incidents.	



15.	Bidder must engage Bidder professional team/services onsite to implement/install Hardware, Software & other items.	
16.	Bidder is responsible to inform if any new version/update/Service pack/firmware/code upgrade/upgrade of proposed solution is available by OEM, to the bank within seven days (7 days) of the release and provide the upgrade solution (software) within one month of such releases without any cost to the bank during the period of contract.	
17.	Bidder is responsible for health monitoring of the supplied Hardware & Software and other items.	
18.	Bidder has to provide the escalation matrix to escalate any incident.	
19.	All installed OS software/firmware must be of stable version and all recommended patches should be installed by the bidder and the same to be submitted to the bank on monthly basis.	
20.	Bidder has to enable/configure event source so that the proposed solution can be integrated to Canara Bank Mail System.	
21.	Bidder has to install / re-install the operating system (if required), other software in the serves and support the same during warranty and AMC period without any extra cost to the Bank.	
22.	Bidder shall conduct preventive maintenance as may be necessary from time to time to ensure that equipment is in efficient running condition so as to ensure trouble free functioning.	
23.	All the connectivity for the solution i.e. LAN and SAN switches will be provided by Bank.	
24.	All proposed equipment's are required to connect existing SAN infrastructure i.e. SAN768B-2 in the coordination with IBM Team etc.	
25.	Bidder should keep the bank explicitly informed the end of support dates on the related products/Hardware and should ensure a support during the warranty and AMC period.	
26.	Bidder must also provide the necessary power cables, Lan cables, FC cables from source to their provided rack as per the guideline of the Bank.	
27.	The Selected Bidder has to work with existing vendor for the SAN cable lay, connectivity and Zoning of the SAN ports as required connecting the Proposed Hardware and Software.	
28.	Bidder should support should include to advice and help the bank in implementing controls for the risk advised by regulators/Govt. of India.	
29.	For delivery location, the Bidder has to provide items with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.	
30.	The Bidder should note that Servers & Other Items being procured shall be delivered at locations as per requirements of bank and the Bidder will be required to support all such installations. The Bank reserves the right to change location by giving prior notice.	
31.	The Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only.	
32.	All necessary cables and other accessories required for successful installation of the hardware 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 items while quoting.	



33.	The Bidder should setup the partition as required by the Bank. The details of the setup will be provided during the setup to the successful bidder.	
34.	All patch update and patch management to be taken care and setup with confirmation as required.	
35.	The Bidder shall conform the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc.	
36.	Bank will not provide any remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure.	
37.	The bidder should provide email, telephonic and onsite support.	

Date

Signature with seal

Name :

Designation :

