

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	4	G. GENERAL CONDITIONS:	14. Indemnity	<p>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p>	<p>Request modifications suggested as under the Bidder shall keep and hold the bank indemnified and harmless from time to time and at all times against actual, direct and proven actions, proceedings, claims, suits, liabilities, (including statutory liability), penalties, demands, costs, (including legal costs) and expenses, damages, losses, and any other expenses which may be caused to or suffered by or made o taken against the bank arising out of;</p>	Bidder to comply with RFP terms.
2	4	G. GENERAL CONDITIONS:	14. Indemnity	<p>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p>	The breach or non performance of undertakings, warranties, by the bidder	Bidder to comply with RFP terms.
3	4	F. OWNERSHIP & AWARDING OF CONTRACT	11. Order Cancellation/Termination of Contract:	<p>11.4. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.</p>	Bank to elaborate on this requirement	Bidder to comply with RFP terms.



Pre Bid Queries and Replies for RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

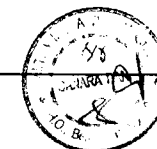
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4	5	<u>A. BID SCHEDULE & ABBREVIATIONS</u>	1. BID SCHEDULE	8. Earnest Money Deposit (Refundable): Rs. 5,00,000/-	Request Bank to change it to : The bidder shall furnish non-interest earning Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rupees Three Lakhs Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Bangaluru and should be kept along with the Part-A- Conformity to Eligibility Criteria.	Bidder to comply with RFP terms.
5	5	<u>A. BID SCHEDULE & ABBREVIATIONS</u>	1. BID SCHEDULE	9. Performance Bank Guarantee/Bid Security: 15% of Total Order Value	Please clarify and confirm the PBG value as 10%	Bidder to comply with RFP terms.
6	10	<u>B. INTRODUCTION</u>	6. Requirement Details:	6.1. b. Windows Server 2019 Standard OS as per Annexure-7. - 256 quantities of 2-Packs of Core licenses with 03 years of Software Assurance (SA).	Microsoft Software assurance is valid for 2 years only . There is no option for 3 years . Kindly modify support requirement from 3 years to 2 year or 4 years (This will cover 3 years warranty + 1 Year AMC Period). Fresh quotes for SA applicable for 5th and 6th year to be taken fresh during 5th year.	Bidder to comply with RFP terms. Microsoft provides three years SA in Select Plus.
7	10	<u>B. INTRODUCTION</u>	5. Participation Methodology:	5.4. In the event of Authorized Dealer being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution of this RFP at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-13.	What we mean by authorized dealer here?	Bidder to comply with RFP terms.
8	11	<u>B. INTRODUCTION</u>	6. Requirement Details:	6.3. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.		Bidder to comply with RFP terms.



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9	12	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 within 6 weeks 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.	Amendment Request as follows 1.1. Bank shall provide the address and contact details for delivery of required Hardware/software Et 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 within 8 weeks 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.	Bidder to comply with RFP terms.
10	12	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 within 2 weeks from the date of delivery of all the materials for each ordered locations.	Amendment Request 1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware Et Software and complete all the works specified in the Scope of Work at the bank branch/office within 3 weeks from the date of delivery of all the materials for each ordered locations.	Kinly refer Amendment-1 to this RFP.
11	12	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	2. Security:	2.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.	in Annexure 7 , Warranty support terms for all the severs requires Proactive storage monitoring from	Bidder to comply with RFP terms.
12	12	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 within 6 weeks 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.		Bidder to comply with RFP terms.



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15	12	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 within 6 weeks 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 to change the delivery time line from 6 weeks to 7 weeks	Bidder to comply with RFP terms.
16	12	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 within 2 weeks from the date of delivery of all the materials for each ordered locations.	Request to change the installation and commissioning time line from 2 weeks to 4 weeks	Kinly refer Amendment-1 to this RFP.



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17	12	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 within 6 weeks 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 amend the clause as below: Delivery of all hardware, Software and Other Items should be within 10 weeks from the date of acceptance of the Purchase Order for non-road permit locations.	Bidder to comply with RFP terms.
18	12	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	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 within 2 weeks from the date of delivery of all the materials for each ordered locations.	Request Bank to amend the clause as below:: Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware Et Software and complete all the works specified in the Scope of Work at the bank branch/office within 6 weeks from the date of delivery of all the materials for each ordered locations.	Kinly refer Amendment-1 to this RFP.
19	13	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	2. Security:	2.3. The Bank may conduct security audit in the proposed solution after complete implementation.	What is the scope of audit?	Bidder to comply with RFP terms.
20	13	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	5. Uptime:	5.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Annexure-8, during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.	In order to maintain 24X7X365 availability and 24X7 support, bidder suggest to go with RHEL premium subscriptions	Bidder to comply with RFP terms.
21	13	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	5. Uptime: 8. Support:	5.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Annexure-8, during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.	Request Bank to go with RHEL premium subscriptions to maintain 24X7X365 availability and 24X7 support	Bidder to comply with RFP terms.



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22	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.1.3. However, the total Penalty/LD to be recovered under above clause 6.1.1 and 6.1.2 shall be restricted to 10% of the total value of the order Plus GST (exclusive of Taxes).	Amendment Request 6.1.3. However, the total Penalty/LD to be recovered under above clause 6.1.1 and 6.1.2 shall be restricted to 5% of the total value of the order Plus GST (exclusive of Taxes).	Bidder to comply with RFP terms.
23	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.1.1. 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 RFP terms.
24	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.1.2. 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 RFP terms.
25	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.1.3. However, the total Penalty/LD to be recovered under above clause 6.1.1 and 6.1.2 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 6.1.1 and 6.1.2 shall be restricted to 5% of the total value of the order Plus GST (exclusive of Taxes).	Bidder to comply with RFP terms.



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26	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6.2. Penalties/Liquidated damages for not maintaining uptime:	<p>Level of availability calculated on monthly basis Penalty Amount 99.90% to 100% No Penalty would be deducted</p> <p>98.90% to < 99.90% 0.10% (Plus GST) on total order value for every hour or part thereof.</p> <p>97.90% to 98.90% 0.20% (Plus GST) on total order value for every hour or part thereof.</p> <p>96.90% to 97.90% 0.30% (Plus GST) on total order value for every hour or part thereof.</p> <p>95.00% to 96.90% 0.50% (Plus GST) on total order value for every hour or part thereof.</p> <p><95.00% 1.00% (Plus GST) on total order value for every hour or part thereof.</p>	Request Bank to change it to : the penalty for Uptime will be deducted as under: 9th the penalty for Uptime will be deducted as under: 99.90% to 100% - No penalty ; 98.90% to 99.90% - 0.10% on total order value for every hour or part thereof.; 97.90% to 98.90% - 0.15% on total order value for every hour or part thereof; 96.90% to 97.90% - 0.20% on total order value for every hour or part thereof; 95.00% to 96.90% - 0.40% 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.	Bidder to comply with RFP terms.
27	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	NA	Please confirm that, any penalty shall be levied only for reasons solely attributable to the Bidder. Penalty as mentioned under this RFP shall constitute the Bidder's sole and exclusive remedy against the Bank for such defect/delay. Only for clarity, we would like to state that that the aggregate of all penalties under this RFP shall not exceed 10% of the relevant order value.	Bidder to comply with RFP terms.
28	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.1.1. 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 amend the clause as below: Non-compliance of the Supply/delivery as per clause (1.1) will result in the Bank imposing penalty of 0.1% on delay in delivery per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes).	Bidder to comply with RFP terms.
29	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.1.3. However, the total Penalty/LD to be recovered under above clause 6.1.1 and 6.1.2 shall be restricted to 10% of the total value of the order Plus GST (exclusive of Taxes).	Request Bank to amend the clause as below: However, the total Penalty/LD to be recovered under above clause 6.1.1 and 6.1.2 shall be restricted to 5% of the total value of the order Plus GST (exclusive of Taxes).	Bidder to comply with RFP terms.



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31	15	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6.2. Penalties/Liquidated damages for not maintaining uptime:	6.2.2. 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 10% of AMC/ATS amount payable for one year (plus GST).	Bidder to comply with RFP terms.
32	15	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6.2. Penalties/Liquidated damages for not maintaining uptime:	6.2.3. 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 RFP terms.
33	15	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6.2. Penalties/Liquidated damages for not maintaining uptime:	6.2.3. 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).	Bidder understand termination shall only be for 'material' breach. Bidder will be paid for all services provided up to the effective date of termination.	Bidder to comply with RFP terms.
34	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:	<u>Sl. No. Payment Stages Percentage of Payment</u> 1. Supply and Delivery of Hardware, Software & other items 50% 2. Installation, configuration and implementation of Solution as per scope of work. 50%	Amendment Request Supply and Delivery of Hardware, Software a other items : 80%	Bidder to comply with RFP terms.



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36	16	NA	NA	additional clause	In case of site not ready from bank side, payment will be made 80% on delivery and warranty start date will be 2 weeks from the delivery date.	Bidder to comply with RFP terms.
37	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	8. Support:	8.4. Support has to cover to solve day to day issue while using the proposed solution in our environment like resolving the issues related to incident, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.	Please elaborate support requirement to resolve the day to day issues? Is bank expecting on site resident engineer support covering server administration for the operating system ,and management of server hardware ?	Bidder to comply with RFP terms.
38	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	8. Support:	<u>8.7. Response Time and Meantime to Restore [MTTR]</u> 8.7.1. Response Time shall be 2 hours and MTTR shall be 4 hours. 8.7.2. Time specified above is from lodging of complaint.	Amendment Request 8.7. Response Time and Meantime to Restore [MTTR] 8.7.1. Response Time shall be 2 hours and MTTR shall be 8 hours. 8.7.2. Time specified above is from lodging of complaint.	Bidder to comply with RFP terms.
39	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:	<u>Sl. No. Payment Stages Percentage of Payment</u> 1. Supply and Delivery of Hardware, Software & other items 50% 2. Installation, configuration and implementation of Solution as per scope of work. 50%	Request Bank to modify the point as mentioned here - Supply and Delivery of Hardware, Software & other items - 80% - After complete delivery of Hardware, Software and other items on production of relevant documents like delivery signoff and invoice with delivery signoff and invoice with product serial number of the items supplied.	Bidder to comply with RFP terms.



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40	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Supply and Delivery of Hardware, Software & other items</td> <td>50%</td> </tr> <tr> <td>2.</td> <td>Installation, configuration and implementation of Solution as per scope of work.</td> <td>50%</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	Percentage of Payment	1.	Supply and Delivery of Hardware, Software & other items	50%	2.	Installation, configuration and implementation of Solution as per scope of work.	50%	Request Bank to modify the point as mentioned here - Installation, configuration and implementation of Solution as per scope of work - 20% - After successful installation, configuration and implementation of Hardware, Software Et other items supplied as per Scope of Work and Technical requirements and after Acceptance of Project Et Sign off. The invoice and installation report should contain the product serial number of the items supplied.	Bidder to comply with RFP terms.
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41	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	8. Support:	<p>8.1. The Bidder has to provide complete support and support will be required for end-to-end installation, configuration, implementation and maintenance of the proposed solution during contract period.</p> <p>8.2. Bidder will be responsible for attending complaints during all hours 24*7 basis of Contract Period.</p>	In order to maintain 24X7X365 availability and 24X7 support, bidder suggest to go with RHEL premium subscriptions	Bidder to comply with RFP terms.									
42	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Supply and Delivery of Hardware, Software & other items</td> <td>50%</td> </tr> <tr> <td>2.</td> <td>Installation, configuration and implementation of Solution as per scope of work.</td> <td>50%</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	Percentage of Payment	1.	Supply and Delivery of Hardware, Software & other items	50%	2.	Installation, configuration and implementation of Solution as per scope of work.	50%	Please modify Payment Terms as follows: Supply of HW/SW and delivery signoff - 50% Implementation Signoff - 40% Furnishing of PBG - 10%	Bidder to comply with RFP terms.
Sl. No.	Payment Stages	Percentage of Payment													
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2.	Installation, configuration and implementation of Solution as per scope of work.	50%													
43	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Supply and Delivery of Hardware, Software & other items</td> <td>50%</td> </tr> <tr> <td>2.</td> <td>Installation, configuration and implementation of Solution as per scope of work.</td> <td>50%</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	Percentage of Payment	1.	Supply and Delivery of Hardware, Software & other items	50%	2.	Installation, configuration and implementation of Solution as per scope of work.	50%	Request bank to amend the clause as below: 80% on Supply and Delivery of Hardware, Software a other items 20% on Installation, configuration and implementation of Solution as per scope of work.	Bidder to comply with RFP terms.
Sl. No.	Payment Stages	Percentage of Payment													
1.	Supply and Delivery of Hardware, Software & other items	50%													
2.	Installation, configuration and implementation of Solution as per scope of work.	50%													



Pre Bid Queries and Replies for RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
44	17	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	8. Support:	8.7. Response Time and Meantime to Restore [MTTR] 8.7.1. Response Time shall be 2 hours and MTTR shall be 4 hours. 8.7.2. Time specified above is from lodging of complaint.	Will bank consider uptime of the server is valid , if server is working fine with the redundant components though there is a failure in 1 out of 2 or 3 redundant components configured in the server.	Bidder to comply with RFP terms.
45	17	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	9. Software, Drivers and Manuals:	9.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.	As bank as asked for operating system licenses packs , can this installation be taken up during the installation of the server hardware ? Or is it mandatory to supply the server hardware with pre loaded operating system from the OEM factory.	Bidder to comply with RFP terms.
46	17	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	10. Warranty:	10.3. The warranty will cover all supplied components includes Hardware & other items and will start after project acceptance & Signoff.	Bank to ensure and confirm the project acceptance and sign off to be completed within 2 days from the date of completion of server hardware installation and configuration	Bidder to comply with RFP terms.
47	17	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:			Bidder to comply with RFP terms.
48	17	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	10. Warranty:			Bidder to comply with RFP terms.
49	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	11. Scope Involved During Warranty and AMC/ATS Period (if contracted):	11.1. During the period of contract, up to completion of Warranty and also during Annual Maintenance Cost/Annual Technical Support [if contracted], the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD.	bidder will be responsible only for those products supplied under this RFP and as per the Annexure 7 . Information related to Releasee /version changes , patches, upgrades other than the products supplied under this RFP will be out of scope.	Bidder to comply with RFP terms.

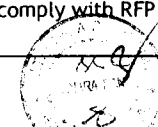


Pre Bid Queries and Replies for RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

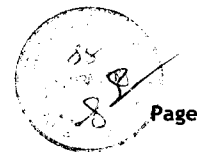
Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
50	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):	12.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Two (2) years after completion of three (3) year warranty period, in the commercial Bid separately for comprehensive maintenance contract.	Is bank expecting OEM back to back support for the hardware and operating system ? We request bank to amend the clause related to OEM back to back support for operating system as a separate line item and the ATS /SA prices should be considered as per the current prevailing rates. However the USD conversion prevailing rates during 4th and 5th year should be considered while releasing the AMC purchase order.	Bidder to comply with RFP terms.
51	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):	12.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) 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 bank to amend the payment AMC support to be made yearly in advance.	Bidder to comply with RFP terms.
52	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.5. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	There should be some cap on the overall penalty and it cant run open ended? Please suggest a cap here.	Bidder to comply with RFP terms.
53	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.8. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.	The damages are acceptable in the event such damage is caused due to the gross negligence or wilful misconduct of the Bidder.	Bidder to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply									
54	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages:	6.9. The liquidated damages/penalties shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	We request the Bank that set off rights should remain limited to respective purchase order for recovery of dues and should not be deducted from any other amount payable to the bidder from other purchase order.	Bidder to comply with RFP terms.									
55	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	11. Scope Involved During Warranty and AMC/ATS Period (if contracted):	11.6. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.		Bidder to comply with RFP terms.									
56	19	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	7. Payment Terms:	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Supply and Delivery of Hardware, Software & other items</td> <td>50%</td> </tr> <tr> <td>2.</td> <td>Installation, configuration and implementation of Solution as per scope of work.</td> <td>50%</td> </tr> </tbody> </table>	Sl. No.	Payment Stages	Percentage of Payment	1.	Supply and Delivery of Hardware, Software & other items	50%	2.	Installation, configuration and implementation of Solution as per scope of work.	50%		Bidder to comply with RFP terms.
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Sl. No.	Payment Stages	Percentage of Payment													
1.	Supply and Delivery of Hardware, Software & other items	50%													
2.	Installation, configuration and implementation of Solution as per scope of work.	50%													
58	30	Section-F	Ownership and award of contract			Bidder to comply with RFP terms.									
59	31	Section-G	General Conditions			Bidder to comply with RFP terms.									



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
60	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. c	Eligibility Criteria: 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). Documents to be submitted: 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.	Servers/Storage including IT Infrastructure should have been supplied to Scheduled Commercial Banks, Public or Private limited Companies in India in last five Years (i.e. from 01/04/2014 to 31/03/2019).	Kinly refer Amendment-1 to this RFP.
61	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. f	Eligibility Criteria: 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). Documents to be submitted: 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.	Bidder Should have supplied and successfully installed Servers/Storage including IT Infrastructure in Scheduled Commercial Banks, Public or Private limited Companies in India in last five Years (i.e. from 01/04/2014 to 31/03/2019).	Kinly refer Amendment-1 to this RFP.

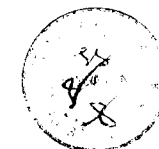


Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
62	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. d	<p>Eligibility Criteria: The Bidder should have minimum turnover of Rs. 10.00 Crores each year for the last three financial years (i.e. 2016-17, 2017-18 and 2018-19) from Indian Operations. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted: Bidder has to submit Balance Sheet for last 3 Years [i.e. 2016-17 (audited), 2017-18 (audited) and 2018-19 (audited/provisional)]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	<p>Amendment Request The Bidder should have minimum turnover of Rs. 10.00 Crores each year for the last three financial years (i.e. 2015-16, 2016-17 and 2017-18) from Indian Operations. This must be the individual company turnover and not of any group of companies.</p>	Bidder to comply with RFP terms.
63	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. d	<p>Eligibility Criteria: The Bidder should have minimum turnover of Rs. 10.00 Crores each year for the last three financial years (i.e. 2016-17, 2017-18 and 2018-19) from Indian Operations. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted: Bidder has to submit Balance Sheet for last 3 Years [i.e. 2016-17 (audited), 2017-18 (audited) and 2018-19 (audited/provisional)]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	<p>Amendment Request Bidder has to submit Balance Sheet for last 3 Years [i.e. 2015-16 (audited), 2016-17 (audited) and 2017-18 (audited)]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	Bidder to comply with RFP terms.



Pre Bid Queries and Replies for RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
64	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. e	<u>Eligibility Criteria:</u> The Bidder should have Positive Net Worth as on 31/03/2019. <u>Documents to be submitted:</u> The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	Amendment Request The Bidder should have Positive Net Worth as on 31/03/2018.	Bidder to comply with RFP terms.
65	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. f	<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.	Amendment Request Bidder Should have supplied and successfully installed 50 numbers of servers in Scheduled Commercial Banks, Public or Private limited Companies in India in last 3 Years (i.e. from 01/04/2017 to 31/03/2019).	Kinly refer Amendment-1 to this RFP.
66	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. c	<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.	Request you kindly include state or central government organisation also have been supplied 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).	Kinly refer Amendment-1 to this RFP.



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68	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. c	Eligibility Criteria: 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). Documents to be submitted: 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.	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) - 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 - Request bank to confirm whether single purchase order should contain minimum 50 servers sold and implemented or multiple PO's are accepted.	Kinly refer Amendment-1 to this RFP.

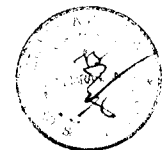


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70	33	<u>Annexure-2</u>	Eligibility Criteria Declaration Clause no. f	<u>Eligibility Criteria:</u> Bidder Should have supplied and successfully installed 50 numbers of servers in Scheduled Commercial Banks, Public or Private limited Companies in India 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.	1. Bidder Should have supplied and successfully installed less than 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) is acceptable 2. The Bidders has to provide order copy/reference Letter in their name from a single Scheduled Commercial Banks, Public or Private Limited Companies in India duly mentioning the hardware and software with make, model of the solution is acceptable	Kinly refer Amendment-1 to this RFP.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
71	33	Annexure-2	Eligibility Criteria Declaration Clause no. c	Eligibility Criteria: 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). Documents to be submitted: 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.	Request Bank to amend the clause as below: Minimum 50 Nos. of Servers of any OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Scheduled Commercial Banks, Public or Private limited Companies or Govt dept in India in last three Years (i.e. from 01/04/2017 to 31/03/2019).	Kinly refer Amendment-1 to this RFP.
72	34	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara 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):	3. Processors Minimum 2 Socket Processors of 2nd 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.	Technical Specifications for Application, Web and Database servers (8 Nos. at DC and 5 Nos. at DR): Processors - Please note in the 2nd Gen of Intel Xeon Scalable Processor family with minimum 12 cores per socket, the max clock speed is 3.3GHz and not 3.70 GHz. Request Bank to modify the specifications as mentioned above.	Bidder to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
73	34	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara 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):	<u>5. RAM:</u> Minimum 16GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB	Technical Specifications for Application, Web and Database servers (8 Nos. at DC and 5 Nos. at DR): - RAM - 24DIMM Slots to be added - this is to ensure all OEMs are quoting equivalent products. Request Bank to modify the specifications as mentioned above.	Kinly refer Amendment-1 to this RFP.
74	34	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	D. Technical Specifications of Software:	<u>2. RHEL 7.5:</u> 37 OS Licenses with 5 Years Standard Subscription	Bidder assumes that all the RHEL installations will be on bare metal servers with upto two CPU sockets	Bidder to comply with RFP terms. (The redhat provides single OS Subscription which covers upto two CPU sockets).



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
75	34	<u>Annexure-7</u> <u>Functional and Technical Specifications</u> <u>/Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</u>	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):	6. HDD Minimum usable 1TB SSD Disk in RAID 10 of higher capacity hot swappable disks	SSDs are available in 480 or 960GB Capacity. Achieving 1TB Capacity is in Raid10 is difficult. We can achieve upto 850GB. Is it acceptable? Also can we use RAID 1 for this calculation ?	Kinly refer Amendment-1 to this RFP.
76	34	<u>Annexure-7</u> <u>Functional and Technical Specifications</u> <u>/Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank</u>	D. Technical Specifications of Software:	2. RHEL 7.5: 37 OS Licenses with 5 Years Standard Subscription	We assume that all the RHEL installations will be on bare metal servers with upto two CPU sockets	Bidder to comply with RFP terms. (The redhat provides single OS Subscription which covers upto two CPU sockets).



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77	34	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	A (1), A(2), A(3) B C(1), C (2)	<u>7. HDD Bays</u> 2.5" backplane with minimum 8 drives	please clarify if it can be 2 Nos. x dual-port 16G FC HCA	Bidder to comply with RFP terms.
78	35	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara 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):	<u>10. FC HBA</u> Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity.	Technical Specifications for Application, Web and Database servers (8 Nos. at DC and 5 Nos. at DR): FC HBA - Please confirm if the number of 2 Nos of HBA Adapters providing 4 FC HBA ports is acceptable.	Kinly refer Amendment-1 to this RFP.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
79	35	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara 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):	<u>22. Warranty and Supporty:</u> 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	Technical Specifications for Application, Web and Database servers (8 Nos. at DC and 5 Nos. at DR): Warranty - Please note only a couple of OEMs can provide 4 hours CTR. Request is to please change this to a 6 Hour CTR for all OEMs to be on a level playing field.	Bidder to comply with RFP terms.
80	35	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara 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):	3. Processors: Minimum 2 Socket Processors of 2nd 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.	Request Bank to change: instead it can be 16C, 3.9 Turbo Frequency (CLX-SP 5218 16C/32T 2.3G 22M 10.4GT 2UPI)	Bidder to comply with RFP terms.



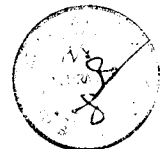
Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
81	35	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	A (1), A(2), A(3) B C(1), C (2)	<u>10. FC HBA</u> Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity.	backplane supports drive bays, whether it being 2.5" or 3.5". what is meant with 2.5" backplane?	Kinly refer Amendment-1 to this RFP.
82	36	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	A. Technical specifications for Application, Web and Database servers: 2. Technical Specifications for Application servers (2 Nos. at DC and 2 Nos. at DR):	<u>5. RAM:</u> Minimum 8GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB	Technical Specifications for Application servers (2 Nos. at DC and 2 Nos. at DR): - RAM - 24DIMM Slots to be added - this is to ensure all OEMs are quoting equivalent products. Request Bank to modify the specifications as mentioned above.	Kinly refer Amendment-1 to this RFP.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
83	37	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	A. Technical specifications for Application, Web and Database servers:	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	Clarification required on proactive storage monitoring support form OEM should be enabled. Proactive monitoring by OEM will require remote access to the server and storage component, will bank provide remote access to OEM ON 24 x 7 basis?	Bidder to comply with RFP terms.
84	37	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	A. Technical specifications for Application, Web and Database servers: 3. Technical Specifications for Web servers (2 Nos. at DC and 2 Nos. at DR):	<u>5. RAM:</u> Minimum 8GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB	Technical Specifications for Web servers (2 Nos. at DC and 2 Nos. at DR): - RAM - 24DIMM Slots to be added - this is to ensure all OEMs are quoting equivalent products. Request Bank to modify the specifications as mentioned above.	Kinly refer Amendment-1 to this RFP.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
85	38	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	B. Technical specifications for Application, Web and Database servers (8 Nos. at DC and 8 Nos. at DR):	<u>5. RAM:</u> Minimum 16GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB	Technical specifications for Application, Web and Database servers (8 Nos. at DC and 8 Nos. at DR): - RAM - 24DIMM Slots to be added - this is to ensure all OEMs are quoting equivalent products. Request Bank to modify the specifications as mentioned above.	Kinly refer Amendment-1 to this RFP.
86	38	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>	B. Technical specifications for Application, Web and Database servers (8 Nos. at DC and 8 Nos. at DR):	6. HDD Minimum usable 2TB SSD Disk in RAID 5 of higher capacity hot swappable disks	SSDs are available in 480 or 960GB Capacity. Achieving 2TB Capacity is in Raid5 is difficult. We can achieve upto 1.7TB. Is it acceptable?	Kinly refer Amendment-1 to this RFP.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
87	39	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	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):	<u>5. RAM:</u> Minimum 16 GB DDR4 RAM with 2666 MHz and upgradable up to at least 64 GB	Technical specifications for Application, Web, Entitlement and Database servers: Technical Specifications for Application, Entitlement and Web servers (6 Nos. at DC and 3 Nos. at DR): - RAM - 24DIMM Slots to be added - this is to ensure all OEMs are quoting equivalent products. Request Bank to modify the specifications as mentioned above.	Kinly refer Amendment-1 to this RFP.
88	41	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	C. Technical specifications for Application, Web, Entitlement and Database servers: 2. Technical Specifications for Database servers (2 Nos. at DC and 1 No. at DR):	<u>5. RAM:</u> Minimum 32 GB DDR4 RAM with 2666 MHz and upgradable up to at least 128 GB	Technical Specifications for Database servers (2 Nos. at DC and 1 No. at DR): - RAM - 24DIMM Slots to be added - this is to ensure all OEMs are quoting equivalent products. Request Bank to modify the specifications as mentioned above.	Kinly refer Amendment-1 to this RFP.

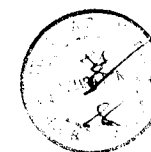


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89	42	Annexure-7 Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank	D. Technical Specifications of Software:	1. Windows 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)	Software Assurance comes with 2 years of validity	Bidder to comply with RFP terms. (Microsoft provides three years SA in Select Plus).
90	43	Annexure-8	Scope of Work	5. The Scope of the work is for Supply, Installation, Configuration, Implementation and Maintenance of proposed Solution.	As a bidder we will be responding to the technical specifications asked in the RFP related to server hardware and operating system. Scope of work will be limited to installation and configuration of the server hardware and operating system. Bank to clarify on the " Proposed Solution"	Bidder to comply with RFP terms. The Scope of the work is for Supply, Installation, Configuration, Implementation and Maintenance of proposed <u>hardware and software.</u>
91	43	Annexure-8	Scope of Work	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.	1)Bank to provide clarification on the coordination work with Bank System Integrator 2) what will be System Integrator role and what is expected from the bidder ? 3) Which solution is being implemented by the system integrator and what will be bidder role. 4) What is the duration of support required for coordination 5) Will the payment for installation of hardware and OS will be made after the solution implementation by the system integrator ?	Bidder to comply with RFP terms. Bidder has to coordinate with <u>Bank Teams</u> while implementing the solution and during any point of time when ever issue is raised by the Bank.



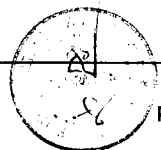
Pre Bid Queries and Replies for RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
92	43	Annexure-8	Scope of Work	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.	Bank to revise this clause / remove this clause as this cannot be achieved unless bank defines the virtualization requirements , virtual machine configurations , disc storage partitions, network & SAN configurations, security hardening details , etc. Along with the any specific requirements of bank's system integrators specific requirements to implement solution	Bidder to comply with RFP terms.
93	43	Annexure-8	Scope of Work	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.	Is this requirement additional to the cable type, length and quantities specified in the technical specifications?	Bidder to comply with RFP terms. (Please Refer Annexure-7 - Technical Specifications)
94	43	Annexure-8	Scope of Work	11. All patch update and patch management to be taken care and setup with confirmation as required.	Opening system related patch updates need to be performed by bank thru its day to day administration support vendor by using the patch deployment software tool provided by Bank.	The RFP Clause stands deleted
95	43	Annexure-8	Scope of Work	12. Bidder should follow a standard development process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank.	Bank to remove this clause as this RFP is structured or hardware and operating system supply. Standard development will be out of scope	The RFP Clause stands deleted
96	43	Annexure-8	Scope of Work	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.	Please mention the cable type(copper and fiber) with length	Bidder to comply with RFP terms. (Please Refer Annexure-7 - Technical Specifications)
97	44	Annexure-8	Scope of Work	15. Bidder must generate and provide a complete holistic report before handover to ensure 100% serviceability of delivered solution.	Bank to elaborate on this requirement	Bidder to comply with RFP terms.
98	44	Annexure-8	Scope of Work	16. Bidder is responsible for collection of logs and submission of the logs for further analysis and implementing the solution to resolve the incidents.	Bank to elaborate on this requirement	Bidder to comply with RFP terms.



Pre Bid Queries and Replies for RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
99	44	Annexure-8	Scope of Work	17. Bidder must engage Bidder professional team/services onsite to implement/install Hardware, Software & other items. Bidder must provide detail architecture of the provided solution along Installation and Administration guide, which must include High level Design (HLD) and Low Level Design (LLD).	Is bank expecting OEM professional services to carry out hardware and operating system installation ?	Bidder to comply with RFP terms. (Bidder may engage OEM Professional to comply with RFP terms).
100	44	Annexure-8	Scope of Work	18. Bidder must provide detail architecture of the provided solution along Installation and Administration guide, which must include High level Design (HLD) and Low Level Design (LLD).	Technical specifications and configurations are provided by the bank and in the RFP there is no details available for which solution this hardware is sized. Providing HLD and LLD will not be applicable. Bank to reconsider this clause	The RFP Clause stands deleted
101	44	Annexure-8	Scope of Work	21. If any more additional licenses are procured by the bank through the successful bidder or any other Bidder all such licenses are to be maintained by the bidder.	Bank to elaborate on this requirement	The RFP Clause stands deleted
102	44	Annexure-8	Scope of Work	23. Bidder is responsible to provide the periodic reports of the proposed solution as per the bank requirement.	Bank to define on report types and the periodicity of the report submission . However this are the day to day administration related activity to be performed by Bank	The RFP Clause stands deleted
103	44	Annexure-8	Scope of Work	28. All the connectivity for the solution i.e. LAN and SAN switches need to be ensured by the bidder.	Bank need to revise this clauses since controls to configure the LAN and SAN switches will be with the bank or with the vendor managing the LAN and SAN switches	Kinly refer Amendment-1 to this RFP.
104	44	Annexure-8	Scope of Work	30. The proposed solution should be free from any kind of vulnerabilities.	Operating system OEM will provide the updates/patches based on its internal security assessment of its products. However its bank responsibility to perform the vulnerability assessment as per the its security policies and bidder can provide support for updation of the same on the server hardware.	The RFP Clause stands deleted
105	44	Annexure-8	Scope of Work	21. If any more additional licenses are procured by the bank through the successful bidder or any other Bidder all such licenses are to be maintained by the bidder.	Please keep this scope on the new bidder	The RFP Clause stands deleted
106	44	Annexure-8	Scope of Work	28. All the connectivity for the solution i.e. LAN and SAN switches need to be ensured by the bidder.	Please share the model details and port availability of LAN and SAN switches with distance of those switches from the new supplied server	Kinly refer Amendment-1 to this RFP.




Pre Bid Queries and Replies for RFP 09/2019-20 dated 20/06/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
107	44	Annexure-8	Scope of Work	32. 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.	Please mention the cable length from individual category	Bidder to comply with RFP terms. (Please Refer Annexure-7 - Technical Specifications)
108	45	Annexure-8	Scope of Work	38. During installation if the bank requires any new Software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with the Bank.	Request bank to remove this clause as " any software/OS/Utility is generic statement and does not provide clarity on which software /OS/Utility bank is expecting bidder to provide installation support.	The RFP Clause stands deleted
109	45	Annexure-8	Scope of Work	40. Deployment of servers requires co-ordination with different project application vendors. The bidder should co-ordinate with the software vendors while installing and ensure installation and commissioning for running the applications for which these servers are procured.	Bank to define clear scope of work on coordination activity with the different project application vendors , software vendors	The RFP Clause stands deleted
110	45	Annexure-8	Scope of Work	45. The bidder should provide email, telephonic and onsite resident engineer support	Bank to provide detail on number of resident engineers required during warranty and AMC period. Whether resident engineer support to be provided for 24hrs x 7 Days or 9hrs x 6 days , working hours for resident engineers Location where resident engineers to be deployed	Kinly refer Amendment-1 to this RFP.
111	NA	NA	NA	additional clause	Additional Clause Termination Right for the bidder to be added as under; Bidder/Service Provider may terminate this Agreement and / or any SOW upon written notice to the tenderer if the tenderer commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Bidder/Service Provider.	Bidder to comply with RFP terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
112	NA	NA	NA	Additional clause	<p>Additional Clause Clause Limitation of liability to be added as under; Notwithstanding the other provisions of this Agreement, In no event shall the either party be liable to the other party or any third party for a monetary amount greater than the Annual value of Agreement pursuant to RFP. Neither party shall be liable to the other party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose.</p>	Bidder to comply with RFP terms.
113	NA	e and f	successful installation of X no. of servers	NA	The bidder can give self declaration to this affect, since the disclosure of any purchase order obtained by its customers in absence of approvals from such customers will result into breach of NDA terms.	Bidder to comply with RFP terms.

Place: Bengaluru
 Date: 10/07/2019


 Deputy General Manager

