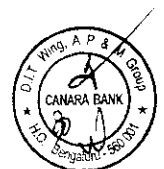


Pre Bid Queries and Replies for RFP 22/2017-18 dated 17/11/2017 for Supply, Installation, Integration and Maintenance of Servers and Other Items

Sl. No	Page No.	Clause No	RFP Clause	Bidder's Query	Bank's Reply
1	20	32. Bid Validity Period:	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of Reverse Auction. Bid valid for any shorter period shall be rejected by the Bank.	Request bank to amend the validity period from 180 Days to 90 days	Bidder has to comply with RFP Terms.
2	21	34. Project Ownership:	34.3. The Bidder also has to submit a certificate/Letter from OEM that the proposed Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles.	Request bank to remove this clause , as the requirement involves integration of multiple things , OEM will not provide certificate/letter and guarantee that solution will work without any hassles unless entire supply and solution are from one OEM .	Bidder has to comply with RFP Terms.
3	24	42. Delivery, Installation, Integration and Commissioning:	42.2. Delivery of all Servers and Other Items should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request amendments for delivery time period from 5 weeks to 8 weeks from the date of acceptance of PO	Bidder has to comply with RFP Terms.



4	24	42. Delivery, Installation, Integration and Commissioning:	42.3. The successful bidder should ensure installation, configuration, Integration 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 dilute the clause as:---42.3. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware ft Software and complete all the works specified in the Scope of Work at the bank branch/office within 4 weeks from the date of delivery of all the materials for each ordered locations. [Need to ensure the site preparedness by the canara bank]	Bidder has to comply with RFP Terms.
5	25	45	Security	security compliance are limited to the features provided by the OEM's bidder should not be held responsible for non availablity of configuration , change requests asked by the bank or security audit team. We request bank to confirm on this	Bidder has to comply with RFP Terms.



6	26	<p>47. Penalties/Liquidated Damages:</p>	<p>47.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under. 47.1.1. Non-compliance of the Supply/delivery clause (42.2) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value location/office address wise. 47.1.2. Non-compliance of the Installation, configuration and implementation as per clause (42.3) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation per week or part thereof, on the invoice value location/office address wise. <u>47.1.3. However, the total Penalty/LD to be recovered under above clauses 47.1.1, and 47.1.2 shall be restricted to 10% (Plus GST) of the total value of the order.</u></p>	<p>We request bank to amend this clause and apply maximum penalty capped to 5% of the total order value under warranty period . This request is made as bank will not place the entire order on one got for both warranty and AMC</p>	<p>Bidder has to comply with RFP Terms.</p>
7	26	<p>46. Uptime:</p>	<p>46.1. The bidder shall guarantee a 24x7 availability with monthly uptime of 99.90% for the solution as specified in Annexure-10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.</p>	<p>can bank accept If solution is configured with redundant components and solution provides an uptime even after failure of redundant component ?</p>	<p>Bidder has to comply with RFP Terms.</p>



8	Page 26	46. Uptime:	46.1. The bidder shall guarantee a 24x7 availability with monthly uptime of 99.90% for the solution as specified in Annexure-10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.	Request to dilute the clause as:---- 46. 1. The bidder shall guarantee a 24x7 availability with quartely uptime of 99.90% for the solution as specified in Annexure-10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.	Bidder has to comply with RFP Terms.
9	27	47. Penalties/Liquidated Damages:	47.2. Penalties/Liquidated damages for not maintaining uptime : 47.2.2. The maximum penalty levied shall not be more than the 50% (Plus GST) of AMC amount payable for one Year.	Request bank to amend the maximum penalty during AMC period to be capped to 10% of the AMC amount payable on the amc contract year .	Bidder has to comply with RFP Terms.
10	27	47. Penalties/Liquidated Damages:	47.2. Penalties/Liquidated damages for not maintaining uptime : 47.2.2. The maximum penalty levied shall not be more than the 50% (Plus GST) of AMC amount payable for one Year.	Request bank to clarify on the penalty terms during 3 year warranty period and what is the SLA followed	Bidder has to comply with RFP Terms.
11	27	48. Pricing & Payments:	48.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Exclusive of GST (CGST/SGST). The Vendor has to quote the applicable taxes separately in the Bill of Material.	Taxes applicable will be quoted during the bid period . We request bank to accepted the changes in tax structure if any for the orders placed during the project tenure of 6 years and make payment accordingly as per the taxes prevailing at the time of order placement.	Bidder has to comply with RFP Terms.



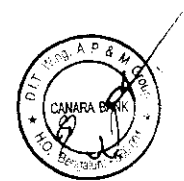
12	28	49. Payment Terms:	49.1. Payment schedule will be as under: a. Delivery-70%-On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	We request amendment to be made as below a) Delivery : 80% b) installation and configuration: 10% c) warranty : 10%	Bidder has to comply with RFP Terms.
13	30	51. Local Support:	51.7. Response Time and Meantime to Restore [MTTR] 51.7.1. Response Time and Meantime to Restore [MTTR] 51.7.2. Response Time shall be 1 hours and MTTR shall be 2 hours. Time specified above is from lodging of complaint.	We request bank to amend this clause from 2 hours to 4 hours . As this practically impossible to provide MTTR of 2 hours	<u>RFP Clause is modified as under:</u> "51.7. Response Time and Meantime to Restore [MTTR] 51.7.1. Response Time and Meantime to Restore [MTTR] 51.7.2. Response Time shall be 2 hours and MTTR shall be 4 hours. Time specified above is from lodging of complaint."
14	30	51. Local Support:	51.7. Response Time and Meantime to Restore [MTTR] 51.7.1. Response Time and Meantime to Restore [MTTR] 51.7.2. Response Time shall be 1 hours and MTTR shall be 2 hours. Time specified above is from lodging of complaint.	RT shall be 4 hrs and MTTR shall be 6 hrs.	<u>RFP Clause is modified as under:</u> "51.7. Response Time and Meantime to Restore [MTTR] 51.7.1. Response Time and Meantime to Restore [MTTR] 51.7.2. Response Time shall be 2 hours and MTTR shall be 4 hours. Time specified above is from lodging of complaint."



15	31	55. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS):	55.1. At the time of submission of bids, the Bidder has quote AMC/ATS for Hardware (including OS) & software Items for 3 years after completion of 3 years warranty periods, in the Commercial Bid separately for Comprehensive maintenance contract.	We request bank to remove this clause related to operating system and software . AMC /ATS for software quotes provided by OEM is maximum of 2 to 3 years only. 4th to 6th year AMC/ATS support prices for software are not provided by OEM . Bank can demand the CLARIFICATIONS on this from OEM	Bidder has to comply with RFP Terms.
16	31	55. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS):	55.5. During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include: 55.5.1. Rectification of Bugs/defects if any. 55.5.2. Ensuring uptime of 99.90%. <u>55.5.3. Preventive Maintenance quarterly.</u> 55.5.4. Maintenance of Servers and Other Items including Software.	Request bank to make amendment for preventive maintenance to yearly 2 instead of quarterly PM	Bidder has to comply with RFP Terms.



17	31	55. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS):	<p>55.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, <u>if AMC/ATS charges quoted by the bidder are abnormally low (below 5% of the cost)</u>. The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-18). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 41. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.</p>	<p>Request bank to amend this clause and limit the lowest amc value to be 12% . This request is made considering the assets are of server and desktop pc and uptime ask by bank is 99.90%</p>	<p>Bidder has to comply with RFP Terms.</p>
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18	34	63. Indemnity:	<p>63.1. 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><u>63.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</u></p> <p>63.1.2. Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p>	<p>Request bank to remove this clause as it states breach of obligations, warranties etc., and keeps the cap unlimited for the liability of the Bidder.</p>	<p>Bidder has to comply with RFP Terms.</p>
19	34	63. Indemnity:	<p>63.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.</p>	<p>Additional clause to be added 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”.</p>	<p>Bidder has to comply with RFP Terms.</p>



20	38	81. Human Resource Requirement:	81.1. The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.	Is bank expecting onsite resident engineer support thru this clause ? If onsite resident engineers are to be provided , then bank need to define following clauses and details 1) Resource placed at bank has to be on rolls of bidder and bidder HR to issue certificate/letter for each resource deputed 2) bank to define minimum educational qualifications and experience of the resource and primary and secondary skills required by the bank along with sow for onsite resident engineers 3) Bank to define minimum quantity of resource required at onsite 4) bank to define the working hours and service window for onsite resident engineer support	Bidder has to comply with RFP Terms.
21	42	Annexure-3 Eligibility Criteria Declaration Sl. No. d	<u>Eligibility Criteria:</u> The Bidder should have positive Net Worth as on 31/03/2017. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	Request bank to amend this clause as below The Bidder should be a profit making company and should have earned Net profit in at least one out of three preceding Financial Years and Operating profit during remaining Financial years as per the audited Financial Statements and should have a positive Net Worth of at least ₹ 5 Crores.	Bidder has to comply with RFP Terms.



22	42	<p>Annexure-3 Eligibility Criteria Declaration</p>	<p>Eligibility Criteria f. 100 nos. of the make of the proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in Government Department/Financial Institution/ Public Sector Units/Scheduled Commercial Bank in India. Documents to be submitted with Part A-Confirmity to Eligibility Criteria Bidder has to submit purchase order copies/reference letter duly mentioning the make of the Server from Government Department/ Financial Institution/ Public Sector Units/Scheduled Commercial Bank in India.</p>	<p>We request you to please increase the Qty to 200 No's for Financial Institute,/ Public sector and Scheduled Commercial Bank in India, and overall 500 servers, in last 3 financial year including Govt.</p>	<p>Bidder has to comply with RFP Terms.</p>
23	43	<p>Annexure-3 Eligibility Criteria Declaration</p> <p>Sl. No. g</p>	<p>Eligibility Criteria: The Bidder should have supplied 30 Servers to Government Department/Financial Institution/Public Sector Units/Scheduled Commercial Bank in India in last two years (i.e. from 01/10/2015 to 30/09/2017) Documents to be submitted with Part A-Confirmity to Eligibility Criteria: The Bidders has to provide order copy/reference Letter from in their name from Government Department/Financial Institution/ Public Sector Units/Scheduled Commercial Bank in India.</p>	<p>We request amendment to this clause as below Bidder should have supplied 30 servers to government departments/financial institution/public sector units/scheduled commercials bank in India in last 3 years</p>	<p>Bidder has to comply with RFP Terms.</p>



24	43	<p><u>Annexure-3</u> <u>Eligibility Criteria</u> <u>Declaration</u></p>	<p><u>Eligibility Criteria</u> The Bidder should have supplied 30 Servers to Government Department/Financial Institution/Public Sector Units/Scheduled Commercial Bank in India in last two years (i.e. from 01/10/2015 to 30/09/2017) <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</u> The Bidders has to provide order copy/reference Letter from in their name from Government Department/Financial Institution/ Public Sector Units/Scheduled Commercial Bank in India.</p>	<p>We request you to please increase the Qty to 70 to 100 No's for Financial Institute,/ Public sector and Scheduled Commercial Bank in India, and overall 200 servers, in last 3 financial year including Govt and Corporates</p>	<p>Bidder has to comply with RFP Terms.</p>
25	43	<p><u>Annexure-3</u> <u>Eligibility Criteria</u> <u>Declaration</u></p>	<p><u>Eligibility Criteria</u> Bidder should be having minimum accreditations of ISO:9001:2005 <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</u> Bidder should provide valid ISO Certificate.</p>	<p>We request you to please help with ISO:9001:2005 or ISO 27001:</p>	<p><u>Eligibility Criteria is modified as under:</u> "Bidder should be ISO Certified company." <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria</u> Bidder should provide valid ISO Certificate."</p>
26	51	<p><u>Annexure-10</u> <u>Technical Specification</u> <u>of Servers and Other</u> <u>Items</u></p>	<p><u>A. Technical Specifications of Application Server (2 Nos. at DC and 2 Nos. at DR)</u> <u>2. Processor</u> Intel® Xeon® Processor E5-2623 v4 (4 Core, 2.60 GHz Base Frequency, 8.0 GT/s, 10M Smart Cache) or higher Should be scalable to 2 CPUs socket</p>	<p>Intel® Xeon® Silver processor 4112 (4C, 2.60 GHz, TLC: 8.25 MB, Turbo: 2.90 GHz, 9.6 GT/s, Mem bus: 2,400 MHz, 85 W</p>	<p>Bidder has to comply with RFP Terms.</p>



27	51	Annexure-10 <u>Technical Specification of Servers and Other Items</u>	<u>A. Technical Specifications of Application Server (2 Nos. at DC and 2 Nos. at DR)</u> <u>14. OS Support & Hypervisor Support</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)	Windows 2012R2 and above supported	<u>Technical Specification of Servers is modified as under:</u> "A. Technical Specifications of Application Server (2 Nos. at DC and 2 Nos. at DR) 14. OS Support & Hypervisor Support: All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"
28	51	Annexure-10 <u>Technical Specification of Servers and Other Items</u>	<u>A. Technical Specifications of Application Server (2 Nos. at DC and 2 Nos. at DR)</u> <u>15. Certification</u> a) Certified for Windows Server 2012 or later b) IPv6	Windows 2012R2 and above supported	<u>Technical Specification of Servers is modified as under:</u> "A. Technical Specifications of Application Server (2 Nos. at DC and 2 Nos. at DR) 15. Certification: a) Certified for Windows Server 2012 R2 or later b) IPv6"
29	52	Annexure-10 <u>Technical Specification of Servers and Other Items</u>	<u>B. Technical Specifications of Database Servers (2 Nos. at DC and 2 Nos. at DR)</u> <u>2. Processor</u> Intel® Xeon® Processor E5-2643 v4 (6 Core, 3.40 GHz Base Frequency, 9.6 GT/s, 20M Smart Cache) or higher Should be scalable to 2 CPUs socket	Intel® Xeon® Gold processor 6128 (6C, 3.40 GHz, TLC: 19.25 MB, Turbo: 3.70 GHz, 10.4 GT/s	Bidder has to comply with RFP Terms.



30	52	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>B. Technical Specifications of Database Servers (2 Nos. at DC and 2 Nos. at DR)</u></p> <p><u>14. OS Support & Hypervisor Support:</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard edition or later, RHEL 7.0 or later etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)</p>	<p>Windows 2012R2 and above supported</p>	<p><u>Technical Specification of Servers is modified as under:</u> "B. Technical Specifications of Database Servers (2 Nos. at DC and 2 Nos. at DR) <u>14. OS Support & Hypervisor Support:</u> All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"</p>
31	52	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>C. Technical Specifications of UAT Server (1 No. at DR)</u></p> <p><u>2. Processor</u> Intel® Xeon® Processor E5-2623 v4 (4 Core, 2.60 GHz Base Frequency, 8.0 GT/s, 10M Smart Cache) or higher Should be scalable to 2 CPUs socket</p>	<p>Intel® Xeon® Silver processor 4112 (4C, 2.60 GHz, TLC: 8.25 MB, Turbo: 2.90 GHz, 9.6 GT/s, Mem bus: 2,400 MHz, 85 W</p>	<p>Bidder has to comply with RFP Terms.</p>



32	53	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>C. Technical Specifications of UAT Server (1 No. at DR)</u></p> <p><u>14. OS Support & Hypervisor Support</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u></p> <p>"C. Technical Specifications of UAT Server (1 No. at DR) 14. OS Support & Hypervisor Support: All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"</p>
33	53	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>C. Technical Specifications of UAT Server (1 No. at DR)</u></p> <p><u>15. Certification</u> a) Certified for Windows Server 2012 or later b) IPv6</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u></p> <p>"C. Technical Specifications of UAT Server (1 No. at DR) 15. Certification: a) Certified for Windows Server 2012 R2 or later b) IPv6"</p>
34	53	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>D. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR)</u></p> <p><u>2. Processor</u> Intel® Xeon® Processor E5-2620 v4 (8 Core, 2.10 GHz Base Frequency, 8.0 GT/s, 20M Smart Cache) or higher Should be scalable to 2 CPUs socket</p>	Intel® Xeon® Silver 4110 processor (8C, 2.10 GHz, TLC: 11 MB, Turbo: 2.40 GHz, 9.6 GT/s, Mem bus: 2,400 MHz)	Bidder has to comply with RFP Terms.



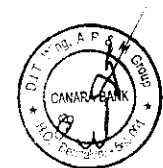
35	53	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>D. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR)</u></p> <p><u>14. OS Support & Hypervisor Support</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "D. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR): <u>14. OS Support & Hypervisor Support:</u> All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"</p>
36	54	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>D. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR)</u></p> <p><u>15. Certification</u> a) Certified for Windows Server 2012 or later b) IPv6</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "D. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR) <u>15. Certification:</u> a) Certified for Windows Server 2012 R2 or later b) IPv6"</p>
37	54	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>E. Technical Specifications of DMZ Server (1 No. at DC and 1 No. at DR)</u></p> <p><u>2. Processor</u> Intel® Xeon® Processor E5-2623 v4 (4 Core, 2.60 GHz Base Frequency, 8.0 GT/s, 10M Smart Cache) or higher Should be scalable to 2 CPUs socket</p>	Intel® Xeon® Silver processor 4112 (4C, 2.60 GHz, TLC: 8.25 MB, Turbo: 2.90 GHz, 9.6 GT/s, Mem bus: 2,400 MHz, 85 W	Bidder has to comply with RFP Terms.



38	54	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>E. Technical Specifications of DMZ Server (1 No. at DC and 1 No. at DR)</u></p> <p><u>14. OS Support & Hypervisor Support</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard Edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "E. Technical Specifications of DMZ Server (1 No. at DC and 1 No. at DR): 14. OS Support & Hypervisor Support: All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"</p>
39	54	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>E. Technical Specifications of DMZ Server (1 No. at DC and 1 No. at DR)</u></p> <p><u>15. Certification</u> a) Certified for Windows Server 2012 or later b) IPv6</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "E. Technical Specifications of DMZ Server (1 No. at DC and 1 No. at DR): 15. Certification: a) Certified for Windows Server 2012 R2 or later b) IPv6"</p>
40	55	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>F. Technical Specifications of Web Servers (1 No. at DC and 1 No. at DR)</u></p> <p><u>2. Processor</u> Intel® Xeon® Processor E5-2620 v4 (8 Core, 2.10 GHz Base Frequency, 8.0 GT/s, 20M Smart Cache) or higher Should be scalable to 2 CPUs socket</p>	Intel® Xeon® Silver processor 4112 (4C, 2.60 GHz, TLC: 8.25 MB, Turbo: 2.90 GHz, 9.6 GT/s, Mem bus: 2,400 MHz, 85 W	Bidder has to comply with RFP Terms.



41	55	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>F. Technical Specifications of Web Servers (1 No. at DC and 1 No. at DR)</u></p> <p><u>14. OS Support & Hypervisor Support</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "F. Technical Specifications of Web Servers (1 No. at DC and 1 No. at DR): 14. OS Support & Hypervisor Support: All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"</p>
42	55	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>F. Technical Specifications of Web Servers (1 No. at DC and 1 No. at DR)</u></p> <p><u>15. Certification</u> a) Certified for Windows Server 2012 or later b) IPv6</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "F. Technical Specifications of Web Servers (1 No. at DC and 1 No. at DR): 15. Certification: a) Certified for Windows Server 2012 R2 or later b) IPv6"</p>
43	55	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>G. Technical Specifications of Database Servers (1 No. at DC and 1 No. at DR)</u></p> <p><u>2. Processor</u> Intel® Xeon® Processor E5-2620 v4 (8 Core, 2.10 GHz Base Frequency, 8.0 GT/s, 20M Smart Cache) or higher Should be scalable to 2 CPUs socket</p>	Intel® Xeon® Silver processor 4112 (4C, 2.60 GHz, TLC: 8.25 MB, Turbo: 2.90 GHz, 9.6 GT/s, Mem bus: 2,400 MHz, 85 W	Bidder has to comply with RFP Terms.



44	56	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>G. Technical Specifications of Database Servers (1 No. at DC and 1 No. at DR)</u></p> <p><u>14. OS Support & Hypervisor Support</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard edition or later, RHEL 7.0 or later etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "G. Technical Specifications of Database Servers (1 No. at DC and 1 No. at DR): 14. OS Support & Hypervisor Support: All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"</p>
45	56	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>H. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR)</u></p> <p><u>2. Processor</u> Intel® Xeon® Processor E5-2650 v4 (12 Core, 2.20 GHz Base Frequency, 9.6 GT/s, 30M Smart Cache) or higher Should be scalable to 2 CPUs socket</p>	Intel® Xeon® Gold 5118 processor (12C, 2.30 GHz, TLC: 16.5 MB, Turbo: 2.70 GHz, 10.4 GT/s, Mem bus: 2,400 MHz	Bidder has to comply with RFP Terms.
46	56	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>H. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR)</u></p> <p><u>14. OS Support & Hypervisor Support</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "H. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR): 14. OS Support & Hypervisor Support: All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"</p>



47	56	Annexure-10 <u>Technical Specification of Servers and Other Items</u>	<u>H. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR)</u> 15. Certification a) Certified for Windows Server 2012 or later b) IPv6	Windows 2012R2 and above supported	<u>Technical Specification of Servers is modified as under:</u> "H. Technical Specifications of Application Server (1 No. at DC and 1 No. at DR): 15. Certification: a) Certified for Windows Server 2012 R2 or later b) IPv6"
48	57	Annexure-10 <u>Technical Specification of Servers and Other Items</u>	<u>I. Technical Specifications of Database Server (1 No. at DC and 1 No. at DR)</u> 2. Processor Intel® Xeon® Processor E5-2650 v4 (12 Core, 2.20 GHz Base Frequency, 9.6 GT/s, 30M Smart Cache) or higher Should be scalable to 2 CPUs socket	Intel® Xeon® Gold 5118 processor (12C, 2.30 GHz, TLC: 16.5 MB, Turbo: 2.70 GHz, 10.4 GT/s, Mem bus: 2,400 MHz)	Bidder has to comply with RFP Terms.
49	57	Annexure-10 <u>Technical Specification of Servers and Other Items</u>	<u>I. Technical Specifications of Database Server (1 No. at DC and 1 No. at DR)</u> 14. OS Support & Hypervisor Support All Kind of x86 & x86_64 OS (Windows 2012 Server Standard Edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)	Windows 2012R2 and above supported	<u>Technical Specification of Servers is modified as under:</u> "I. Technical Specifications of Database Server (1 No. at DC and 1 No. at DR): 14. OS Support & Hypervisor Support: All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"



50	57	Annexure-10 <u>Technical Specification of Servers and Other Items</u>	<u>I. Technical Specifications of Database Server (1 No. at DC and 1 No. at DR)</u> <u>15. Certification</u> a) Certified for Windows Server 2012 or later b) IPv6	Windows 2012R2 and above supported	<u>Technical Specification of Servers is modified as under:</u> "I. Technical Specifications of Database Server (1 No. at DC and 1 No. at DR): <u>15. Certification:</u> a) Certified for Windows Server 2012 R2 or later b) IPv6"
51	57	Annexure-10 <u>Technical Specification of Servers and Other Items</u>	<u>J. Technical Specifications of APP-DB UAT Server (1 No. at DC)</u> <u>2. Processor</u> Intel® Xeon® Processor E5-2620 v4 (8 Core, 2.10 GHz Base Frequency, 8 GT/s, 20M Smart Cache) or higher Should be scalable to 2 CPUs socket	Intel® Xeon® Silver processor 4112 (4C, 2.60 GHz, TLC: 8.25 MB, Turbo: 2.90 GHz, 9.6 GT/s, Mem bus: 2,400 MHz, 85 W	Bidder has to comply with RFP Terms.
52	58	Annexure-10 Technical Specification of Servers and Other Items K. Technical Specifications of Software Items	<u>1. Windows Server 2016 Standard OS down gradable to 2012</u> 16 Servers (with total 256 Cores)	Bank to mention on number of device CAL or user CAL required along with the windows 2016 Operating system	CALs are not required by the Bank for this RFP.



53	58	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>J. Technical Specifications of APP-DB UAT Server (1 No. at DC)</u></p> <p><u>14. OS Support & Hypervisor Support</u> All Kind of x86 & x86_64 OS (Windows 2012 Server Standard Edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "J. Technical Specifications of APP-DB UAT Server (1 No. at DC): 14. OS Support & Hypervisor Support: All Kind of x86 & x86_64 OS (Windows 2012 R2 Server Standard edition or later, etc). Hypervisor Support (ESXI, Hyper-V, KVM, OVM etc)"</p>
54	58	<p><u>Annexure-10</u></p> <p><u>Technical Specification of Servers and Other Items</u></p>	<p><u>J. Technical Specifications of APP-DB UAT Server (1 No. at DC)</u></p> <p><u>15. Certification</u> a) Certified for Windows Server 2012 or later b) IPv6</p>	Windows 2012R2 and above supported	<p><u>Technical Specification of Servers is modified as under:</u> "J. Technical Specifications of APP-DB UAT Server (1 No. at DC): 15. Certification: a) Certified for Windows Server 2012 R2 or later b) IPv6"</p>



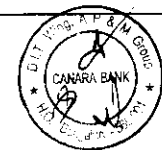
55	51 to 57	Annexure-10 Technical Specification of Servers and Other Items Server Type from A to J	2. Processor	<p>Change requested / Clarification: We request you to please consider the latest launch of Intel Skylake processor available with all OEM for all workloads mentioned in RFP from Part A to Part J</p> <p>Justification for the request: 1. This will provide better per core performance compared to the N-1 generation processor asked in the RFP. 2. V4 is soon going to be end of Sales due to new launch of processor, and bank will end up procuring N - 1 Generation processor which may get end of sales with many OEM in next 2 to 3 months time</p>	Bidder has to comply with RFP Terms.
56	52 to 58	Annexure-10 Technical Specification of Servers and Other Items Server Type from A to J	18. <u>Tape Drive:</u> LTO 5 or 6 Tape drive should be provisioned.	<p>Change requested / Clarification: We request you to please consider the point, also please help us with information shall we provide the drive externally.</p> <p>Justification for the request: No OEM have LTO 5/6 Support drives in form factor 1 U.</p>	External LTO6 or Later should be provisioned. Kindly refer the Amendment.



57	52 to 58	<p>Annexure-10 Technical Specification of Servers and Other Items</p> <p>Server Type from A to J</p>	<p>18. Tape Drive: LTO 5 or 6 Tape drive should be provisioned.</p>	<p>a) bank to confirm whether LTO 5 or LTO 6 need to be provided or not along with the server.</p> <p>B) Bank to consider one type of LTO drive instead of providing options . It is recommended to go with the latest generation of LTO 7 drive .</p> <p>C) Bank to confirm whether LTO drive to be provided external or internal ? form factor of the drive , drive interface type (SAS of FC)</p>	<p>External LTO6 or Later should be provisioned. Kindly refer the Amendment.</p>
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58	52 to 58	<p>Annexure-10 Technical Specification of Servers and Other Items</p> <p>Server Type from A to J</p>	<p>18. Tape Drive: LTO 5 or 6 Tape drive should be provisioned.</p>	<p>Request this clause to be removed, since not all Server vendors provide tape drives inside servers.</p> <p>Also as a best practice, since all these servers are going to be hosted in the DC & DR, one would want to backup data from these servers onto a centralised, networked tape backup system.</p> <p>Keeping separate tape drives on each server, will need backups to be done from each server and will lead to operational complexities.</p> <p>Also - if Tape drive is needed on a per server basis:</p> <p>(1) As the Spec's mentioned are LTO5 or LTO6 , Requesting to Pl change to LTO6 or LTO7 (Pl Specify- Clearly the generation) , so that all Bidders quote the same Generation , keeping long term support/spares in consideration</p> <p>(2) Will Bank provide the SAS HBA/cable for connecting the LTO to the server , or the Bidder has to factor the appropriate 12Gbps SAS HBA on the Server.</p> <p>(3) Will the Bank provide necessary Backup Software or Licenses for "Backup up of Servers to provisioned LTO Tape Drive"?</p>	<p>External LTO6 or Later should be provisioned. Kindly refer the Amendment.</p>
59	59	<p>Annexure-11 Scope of Work</p>	<p>4. Installation of Web/Application/Database Server, Sever Management, partition creation and cluster configuration in the new servers to be procured and also with the Existing Servers available, if required.</p>	<p>require web application software details , installation and configuration scope of work to performed related to web / applications</p> <p>Will bank provide installation and configuration step guide to carry out the</p>	<p>Bidder has to configure the basic installation of OS and database. Applcation level and database level setting will be done by the Bank's Applocation Vendor.</p>



60	59	Annexure-11 Scope of Work	11. The bidder is required to perform Oracle Database Enterprise edition installation and configuration as per Bank requirement and details will be provided to selected bidder.	bank to provide oracle database version and detailed installation and configuration scope details	Bidder has to configure the basic installation of OS and database. Applciation level and database level setting will be done by the Bank's Applocation Vendor.
61	59	Annexure-11 Scope of Work	12. The bidder has to do the migration of database from existing DB Server to proposed servers and details will be provided to selected bidder.	Bank to provide details of the existing database servers , operating system currently it is installed on , Provide more details on migration activity , how many database server migration need to be taken up and can this activity be performed during the installation period , hardware and working condition of the existing database server , database size Can this servers be shutdown if required and does bank has data backup of the existing servers ?	Bidder has to configure the basic installation of OS and database. Applciation level and database level setting will be done by the Bank's Applocation Vendor.
62	59	Annexure-11 Scope of Work	17. The bidder has to configure the existing backup infrastructure agents in the proposed server for database backup if required.	Request bank to provide details of the existing backup infra agents ,	Details will be shared with the Selected bidder.
63	59	Annexure-11 Scope of Work	17. The bidder has to configure the existing backup infrastructure agents in the proposed server for database backup if required. 18. The bidder has to configure OS backup.	Query: Requesting the BANK to pl clarify- (1) Will the Bank provide necessary Backup Software or Licenses for "Backup up of Servers to provisioned LTO Tape Drive"? OR (2) Does the Bidder have to factor a Backup Software separately to "Backup up of Servers to provisioned LTO Tape Drive"?	External LTO6 or Later should be provisioned. Kindly refer the Amendment.



Pre Bid Queries and Replies for RFP 22/2017-18 dated 17/11/2017 for Supply, Installation, Integration and Maintenance of Servers and Other Items

64	60	Annexure-11 Scope of Work	21. 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.	Clause is very generic and does not define the specifications We request bank to define specification and quantity required and provide following details type of cables required quantity of cables required and length of the cables , interface type of the cables .	Bidder has to comply with RFP Terms.
65	60	Annexure-11 Scope of Work	41. 24*7 Onsite support.	Bank to clarify whether onsite resident engineer need to be placed at bank site on 24x7 basis ?	RFP Clause is modified as under: "41. 8*7*365 Support is required." Resident Engineer is not required in this RFP.
66	68	Annexure- 18	Bill of Material	Request bank to add additional line item in the commercial table for on site resident engineer with quantity	Bidder has to comply with RFP Terms.
67	NA	NA	Add on clause	□ Termination right for the Bidder to be added as; "The Bidder may terminate this Agreement and / or any SOW upon written notice to the Bank if the Bank commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Bidder".	Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP Terms.
68	NA	NA	NA	We request you to please add gartner leadership Quadrant in Servers for OEM bidding for Servers	Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP

Date: 30/11/2017

Place: Bengaluru



[Signature]
Deputy General Manager