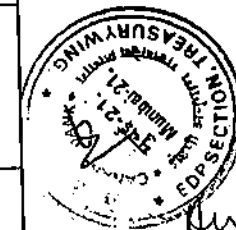


Pre Bid Queries & Replies for ITW/RFP 01/2018-19 dated 21/07/2018 for Supply, Installation and Maintenance of servers and other Items

SI No	Page No: of RFP	Clause No:	RFP Clause	Bidder's Query	Bank's Reply
1	57	Annexure 10 . A. SI No: 3	No: Of Processors : Minimum Two Sockets	The Model 8286-41A is a single socket server. Hence request bank to change this clause to minimum 1 socket. If 2 socket is the bank requirement then we need to change the model to 8286-42A	Kindly refer the amendment 2
2	57	Annexure 10 . A. SI No: 5	Cache, Minimum 64MB of L3 cache per socket/chip	The model 8286-41A has 8MB L3 cache/core. Hence for a 4 core server, the L3 cache will be 32MB/socket. Request bank to change this to Minimum 32MB of L3 cache per socket.	Kindly refer the amendment 2
3	57	Annexure 10 . A. SI No: 6	The server must be scalable upto 8 cores	The model 8286-41A comes with a single socket, and if a 4 core socket is provided, there would not be any scalability. Request bank to specify if a 4 core or a 8 core socket needs to be quoted. Or should be changed to 8286-42A	Kindly refer the amendment 2
4	58	Annexure 10 . A. SI No: 15	Hot Swappable Ethernet cards with IPV6 compatibility	The 10gig/1gig RJ45 card is a 2 port card. Hence request bank to change this to 4 port 1gig or 2 port 10 gig/ 1gig RJ45	Kindly refer the amendment 2
5	58	Annexure 10 . A. SI No: 16	Rack Server - upto 2U	The model 8286-41A is a 4U server. Hence request bank to change this to 4U	Kindly refer the amendment 2
6	58	Annexure 10 . A. SI No: 20	Other Features : Redundant Clock and Redundant Service Processor	The model 8286-41A does not have Redundant Clock and Redundant Service Processor. Request Bank to delete this clause.	Kindly refer the amendment 2
7	12	8.22	The Bidder has to attend and support onsite for at least 4 DR drills of integrated Treasury Wing in a year during the warranty and AMC period.	Is there a DC and DR for this project. ? If yes, please specify the locations for the same.	Bidders has to comply with RFP terms
8	11	8.1	During installation, if the bank needs any new software/OS /utility, vendor has to install without any cost where the licenses of the software are with the bank	This scope is too open. Request bank to specify which softwares / OS / Utilities need to be installed. Our Scope will be limited to the Software supplied through the purchase.	Kindly refer the amendment 2
9	10	8	Scope of work	Is this a new application or an existing one? If existing , is there any migration scope to be considered. Please provide the details	Bidders has to comply with RFP terms
10	12	8.18	The Bidder has to do clustering/re-clustering without any cost to the bank	What is the cluster required to be implemented here. Please provide the details. Present tender requirement doesnot specify any cluster related products or scope.	Kindly refer the amendment 2
11	22	27	Bidders Presentation/Site Visits/Product Demo/POC	Since this is a server RFP and the technical specification of the hardware is already provided, its not clear why a product demo/ POC / site visit is required. Request the bank to give more details on the scope of POC and what is the success criteria or delete this clause. We are of the opinion that for HW infrastructure requirement this may not be required.	Kindly refer the amendment 2
13		42.2	Delivery of all Servers and other items should be within 4 weeks from the date of receipt of the purchase order for non-road permit locations. The Delivery period for the 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 Bank to change the delivery schedule from 4 week to 6 week for non road permit locations and from 6 to 8 for road permit locations.	Kindly refer the amendment 2



14	30	42.4	The successful bidder should ensure installation, configuration and commissioning of delivered hardware and software and complete all the works specified in the scope of work at the bank/branch office within 1 week from the date of delivery of all the materials for each ordered location	The successful bidder will submit the installation and configuration requirement of the solution after discussing with the Bank. SOW document will be submitted after finalising and considering the various requirements from different vendors. Bank will be responsible to get any specific ask from ISV before finalising the SOW. Any specific requirement from the ISV / Bank will be done on best effort basis and on priority. <Santhosh> : Installation scope and Existing infra details are not clear , Hence installation and configuration timelines cannot be specified , But hardware installation can be done within 1 week (If all pre-req are met) ,	Bidders has to comply with RFP terms
15	10	8.3	Prior to the configuration and integration, the bidder needs to study existing DC and DR Setup of Integrated treasury wing and prepare detailed implementation plan for approval of same by bank, server installation and configuration to be carried out.	Detailed plan can be given from Infra perspective limiting to scope of server being procured.	Bidders has to comply with RFP terms
16	11	8.5		Warranty start date will be as per the standard OEM policy which is from date of installation or 15 days from the date of Invoice whichever is earlier.	Bidders has to comply with RFP terms
17	11	8.8		Installation will start post infra study and acceptance of Project Plan from the Bank .	Bidders has to comply with RFP terms
18	11	8.13		Any Patch management should be done by the respective admin team. Please let us know if we have to put a full time administrator.	Kindly refer the amendment 2
19	11	8.15	After completion of the Project , Installation / Re-installation of any software / OS / utility during Warranty / AMC period should be taken care by respective admin team	Responsibility of the Administrator.	Bidders has to comply with RFP terms
20	12	8.18	After completion of the Project , Clustering / Reclustering should be taken care by respective admin team	Responsibility of the Administrator.	Kindly refer the amendment 2
21	12	8.19		Customer specific hardening should be done by Admin team	Kindly refer the amendment 2
22	12	8.24		Backup software is unknown , If it is IBM software , IBM will configure and test the same and handover to Bank IT Team and admin to manage further.	Kindly refer the amendment 2
23	63		We (Manufacturer/ Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution., products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates for our products for a period of six years from the date of submission of this tender.	We extend our applicable IBM standard warranty terms and conditions to the IBM Products against this invitation for tender offer by the above firm and will extend technical support and updates for our products for a period of six (6) years from the date of this letter.	Bidders has to comply with RFP terms
24	63		We also confirm that we will ensure all product updates are provided by BP for all the products quoted for and supplied to the bank during the three years product warranty period. In case this is not considered while quoting and in the event BP fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new product releases at the bank's premises.	We also confirm that all product updates (including management software updates and new product feature releases) are provided by the BP for the IBM Products mentioned herein for the period of six (6) years from the date of this letter. In case this is not considered while quoting and in the event BP fails in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank, subject to a valid and subsisting Support and Subscription Agreement between IBM and the BP	Bidders has to comply with RFP terms
25				Patch management is the responsibility of the IT administrator. At many places administrator responsibility is also mentioned. Is the Bank expecting to give full time administrator at DC and DR. Please clarify.	Kindly refer the amendment 2
26	48	3. Eligibility criteria , clause F	The Bidder should have supplied at least 5 servers in the last two years (i.e. from 01/07/2016 to 30/06/2018)	As the clause does not mentioned the risk or intel servers bank asked for supplied by bidder, In case of risk servers we request you to please amend the clause for period of 01.04.2015 to 30.06.2018	Bidders has to comply with RFP terms



27		General queries	Bank has mentioned the SOW for the servers proposed in the RFP	As the tender is specific to one OEM who is also a SI for the bank, we have supplied the server to bank DC for swift application, and request bank to add the clause of first time implementation to be taken care by OEM	Bidders has to comply with RFP terms
28	18	15. Earnest Money Deposit (EMD) / Bank Guarantee In Lieu of EMD	The bidder shall furnish non-Interest earning Earnest Money Deposit (EMD) of 2,50,000 (Rupees Two Lakh Fifty Thousand Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Mumbai and should be kept along with the Part-A Conformity to Eligibility Criteria	Request Bank to change it to : The bidder shall furnish non-Interest earning Earnest Money Deposit (EMD) of 1,00,000 (Rupees One Lakh Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Mumbai and should be kept along with the Part-A Conformity to Eligibility Criteria	Bidders has to comply with RFP terms
29	32	46.1. Payment Schedule	80% on delivery of all hardware and software items on production of relevant documents. 20% Will be released after successful installation, configuration & commissioning of hardware and software items supplied as per the scope of work and technical requirements.	1. Request bank to change the payment terms to the below - 90% on delivery of all hardware and software items on production of relevant documents. 10% Will be released after successful installation, configuration & commissioning of hardware and software items supplied as per the scope of work and technical requirements.	Bidders has to comply with RFP terms
30	28	40.1. Security Deposit/ Performance Bank Guarantee	The successful bidder should submit a security deposit/ Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the order.	Request Bank to change it to : The successful bidder should submit a security deposit/ Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the order.	Bidders has to comply with RFP terms
31	28	40.2 Security Deposit / Performance Bank Guarantee	If the Security Deposit / Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value.	Request Bank to change the clause : If the Security Deposit / Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 2% (Plus GST) of the total order value (Exclusive of Tax).	Bidders has to comply with RFP terms
32	30	42.2. Delivery, Installation & Commissioning	Delivery of all Servers and Other Items should be within 4 weeks from the date of receipt 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 Bank to change the clause : Delivery of all Servers and Other Items should be within 8 weeks from the date of receipt of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 10 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.	Kindly refer the amendment 2
33	30	42.4. Delivery, Installation & Commissioning	The successful bidder should ensure Installation, Configuration & Commissioning of the delivered Hardware & Software and complete all the works specified in the scope of work at the Bank branch / office within 1 week from the date of delivery of all the materials for each ordered locations.	Request Bank to change the clause : The successful bidder should ensure installation, Configuration & Commissioning of the delivered Hardware & Software and complete all the works specified in the scope of work at the Bank branch / office within 2 week from the date of delivery of all the materials for each ordered locations.	Bidders has to comply with RFP terms
34	31	44.1.3 . Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under	However, the total Penalty/LD to be recovered under above clauses 42.2, and 42.4 shall be restricted to 5% (Plus GST) of total value of the order.	Request Bank to change the penalty clause : However, the total Penalty/LD to be recovered under above clauses 42.2, and 42.4 shall be restricted to 2% (Plus GST) of total value of the order.	Bidders has to comply with RFP terms

Date: 01/08/2018
Place: Mumbai

Deputy General Manager



G. V. PRABHU
Deputy General Manager
Integrated Treasury Wing, Mumbai