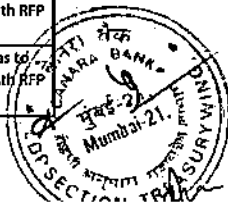


Pre Bid Queries & Replies for ITW/RFP 03/2018-19 dated 14/08/2018 for Supply, Installation and Maintenance of servers and other Items

Sl No.	Page No: of RFP	Clause No:	RFP Clause	Bidder's Query	Bank's Reply
1	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
2	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.	No such points mentioned in clause 8.1 RFP:ITW/RFP 03/2018-19
3	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
4	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.	No such points mentioned in clause 8.18 RFP:ITW/RFP 03/2018-19
5	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.	Bidders has to comply with RFP terms
6		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.	Bidders has to comply with RFP terms. (5 weeks for non road permit locations and 7 weeks for road permit locations
7	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
8	10	8.3	Prior to the configuration and integration, the bidder needs to study existing DC and DR Setup of Intergrated tereasury wing and prepare detailed implementation plan for approval of same by bank, server installation and configuration to be	Detailed plan can be given from Infra perspective limiting to scope of server being procured.	Bidders has to comply with RFP terms
9	11	8.5		Warranty state 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
10	11	8.8		Installation will start post Infra study and acceptance of Project Plan from the Bank .	Bidders has to comply with RFP terms



11	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.	No such points mentioned in clause 8.13 of RFP: ITW/RFP 03/2018-19
12	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
13	12	8.18	After completion of the Project , Clustering / Reclustering should be taken care by respectie admin team	Responsibility of the Administrator.	No such points mentioned in clause 8.18 of RFP: ITW/RFP 03/2018-19
14	12	8.19		Customer specific hardening should be done by Admin team	No such points mentioned in clause 8.19 of RFP: ITW/RFP 03/2018-19
15	12	8.24		Backup software is unknown , if it is IBM software , IBM will con+G10figure and test the same and handover to Bank IT Team and admin to manage further.	No such points mentioned in clause 8.19 of RFP: ITW/RFP 03/2018-19
16	63		We (Manufacturer/ Indian Distriutor) hereby extend our full gurantee 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
17	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 fall 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 wil 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 BP falls 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
18				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.	No such points mentioned in RFP: ITW/RFP
19	46		Whether callog in procedure, preventive and breakdown / corrective maintenance is provided?	As warranty and AMC is the back to back arrangement with the OEM, does the Bank require call log preventive and breaddown procedures of OEM?	Bidders has to comply with RFP terms
20	49		The Bidders to furnish their existing service Centre Infrastructure details like contact details with postal address, no. of engineers, Jurisdiction of the engineer etc., besides Local Contact	As warranty and AMC is the back to back arrangement with the OEM, does the Bank require call log preventive and breaddown procedures of OEM?	Bidders has to comply with RFP terms
21	49		Minimum 5 Nos of the Make of Server (not necessarily the model) offered to Bank in this RFP should have been supplied to Government Department/Scheduled Commercial Banks/Public Sector undertakings/Financial Institutions in India	Necessary details upon receiving from OEM based on their orders with Institutions mentioned in the clause could be shared. Will that be fine ?	Bidders has to comply with RFP terms
22	49		The bidder should have supplied at least 5 servers in the last two years	Necessary details upon receiving from OEM based on their orders with Institutions mentioned in the clause could be shared. Will that be fine ?	Bidders has to comply with RFP terms



23	50		Domestic Customer Base	Necessary details upon receiving from OEM based on their orders with Institutions mentioned in the clause could be shared. Will that be fine ?	Bidders has to comply with RFP terms
24	56		Details of similar assignments executed by Bidder during the last 3 years in India	Necessary details upon receiving from OEM based on their orders with Institutions mentioned in the clause could be shared. Will that be fine ?	Bidders has to comply with RFP terms
25	56		List of applicants major customers in last 3 years and details as below shall be provided	Necessary details upon receiving from OEM based on their orders with Institutions mentioned in the clause could be shared. Will that be fine ?	Bidders has to comply with RFP terms
26	56		Conformity to the obtaining of various certificates/bench mark testing standards for the Items quoted to meet the Intent of the RFP	Is this to be provided as mandatory? Is it a generic term or specific certificates are required from the OEM. Please mention if anything specific?	Bidders has to comply with RFP terms
29	70		Ownership letter by the bidder	Is this mandatory, since there is only OEM and the Bidder are involved for this RFP and no third party is expected as per the requirement mentioned in the RFP?	Bidders has to comply with RFP terms
30	2		Date and Time of opening of Technical Bid Part-B/Indicative Price/ Commercial Bid/Reverse Auction : Will intimate at a later date	Please clarify the terms whether The Tender is having Reverse Auction later for Commercial Finalisation or We have to Quote final price In Commercial Bid. If reverse Auction will be there then we need to quote our budgetary Price. Please confirm the Point.	Bidders has to comply with RFP terms/No Reverse Auction
31				Please clarify the execution location. Whether its Mumbai only or any other location.	Bidders has to comply with RFP term/Kindly refer appendix F, page No 77
32	19		EMD / Bank Guarantee in lieu of EMD	Please confirm whether we can prove DD for EMD. As BG its always require some time from Banks to get BG. If its OK then please provide details for DD.	Bidders has to comply with RFP terms
33	25	31.6	Cost of hardware & Software items (inclusive of taxes) + AMC (inclusive of taxes) at present values as per BOM	Please clarify the point & the calculation mentioned here.	Bidders has to comply with RFP terms
34	35	49.1 & 49.6	The Bidder Shall guarantee a 24x7 availability with monthly uptime of 99.90% for the server and other equivalent as specified in Annexure 10, during the period of contract and also during AMC, if contracted, which shall be calculated on monthly	We request to please revise the SLA 99.90% as yearly basis instead of Monthly. IBM is not able to take SLA calculated on monthly basis.	Bidders has to comply with RFP terms
35	48	c	Eligibility Criteria : The Bidder Must produce a certificate from Chartered Accountant for Turnover	We are submitting Audited balance sheet from CA. Whether its requisite against the CA Certificate for the same. Please clarify	Bidders has to comply with RFP terms

Date: 18.08.2018
Mumbai

Deputy General Manager

