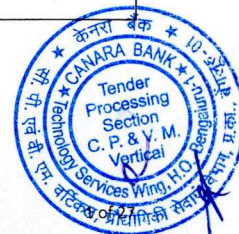


Replies to Pre bid Queries for RFP 02/2024-25 dated 17/03/2025 for Selection of Vendor for Supply, Installation, Configuration and Maintenance of IBM Power 10 Servers, Storages, SAN Switches and allied components						
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	14	Section B - Introduction	6. Participation methodology:	6.2. In the event of the bidder 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 service i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate for the proposed hardware as per Annexure-15.	OEM will not be held accountable for bidders default. This cannot be agreed.	Bidder to comply with RFP terms and conditions
2	15	Section B - Introduction	8. Scope of Work	8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Supply, Installation, Configuration, implementation and Maintenance of Servers.	Scope change outside mentioned in the RFP is not allowed	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
3	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: C Configuration, implementation and completion of all scope of work  Within 12 weeks from the date of delivery of hardware and software or 24 weeks from the Acceptance of PO whichever is later.	Cannot agree to this timeline. We need 22 calendar weeks from the date of Machine Installation and Power -on	Bidder to refer Corrigendum-2.
4	17	Section C - Deliverable and Service Level Agreements	4. Security	4.1. The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Hardening , if applicable will be done, if applicable only for the new hardware	Bidder to comply with RFP terms and conditions
5	26	Section C - Deliverable and Service Level Agreements	9. Warranty	9.1. The selected bidder warrants that the Hardware & Software will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Hardware & Software ("Warranty Period").	MES components will be co-terminus with the base box as per OEM. Please confirm to go ahead	All MES Components should have warranty of three years.



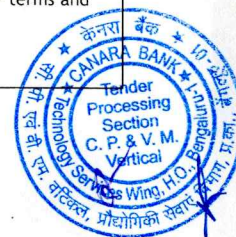
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
6	26	Section C - Deliverable and Service Level Agreements	9. Warranty	9.2. The selected bidder has to provide comprehensive On-site warranty for Three (3) years for proposed Hardware from the date of Installation/ Power ON.	MES components will be co-terminus with the base box as per OEM. Please confirm to go ahead	All MES Components should have warranty of three years.
7	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 1	The Bidder needs to configure/implement the Storage as per the BANK policy. Need to provide the SOP with step-by-step procedure to BANK technical personnel. Need to provide document for each feature how to use/configure/admin it.	SOP is proprietary and will not be shared	Bidder to comply with RFP terms and conditions
8	15	Section B - Introduction	8. Scope of Work	8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Supply, Installation, Configuration, Implementation and Maintenance of Servers.	should be taken as change request and separate costing must be provisioned in the financial document	Bidder to comply with RFP terms and conditions
9	15	Section B - Introduction	8. Scope of Work	8.3. During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier.	SI to give the quote after discussion	Bidder to comply with RFP terms and conditions
10	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: C Configuration, implementation and completion of all scope of work  Within 12 weeks from the date of delivery of hardware and software or 24 weeks from the Acceptance of PO whichever is later.	powr on installtion. Please confirm	Bidder to refer Corrigendum-2.
11	17	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.7. Commissioning of the hardware and software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.	Request more details for clarity	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions



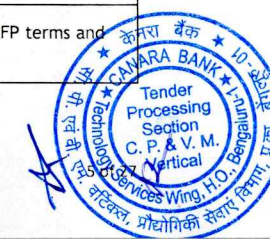
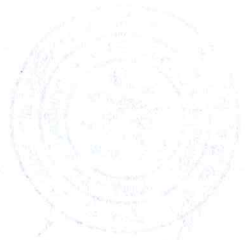
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
12	17	Section C - Deliverable and Service Level Agreements	2. Integration & Interfaces	2.1. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period. 2.2. The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered service.	This is outside the OEM / SI scope. If this is required this will be an additional cost. This is generally a managed services scope. If required price table should include a line item to include managed services pricing.	Bidder to comply with RFP terms and conditions
13	17	Section C - Deliverable and Service Level Agreements	4. Security	4.1. The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Only HW is applied which is covered as a scope as part of this tender.	Bidder to comply with RFP terms and conditions
14	18	Section C - Deliverable and Service Level Agreements	4. Security	4.5. The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.	IBM will only provide patches and updates. This is generally a managed services scope. If to be done by the OEM, separate price table to be included.	Bidder to comply with RFP terms and conditions
15	18	Section C - Deliverable and Service Level Agreements	4. Security	4.7. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract period.	IBM will only provide patches and updates. This is generally a managed services scope. If to be done by the OEM, separate price table to be included.	Bidder to comply with RFP terms and conditions
16	18	Section C - Deliverable and Service Level Agreements	5. Acceptance	5.3. The warranty will cover all supplied components includes Hardware, software and other items will start after project acceptance & Signoff.	All hw/ OS/ storage warranty will start from the power on as the bank will start using the hw as per their customizations and the warranty will start from that point onwards.	Bidder to comply with RFP terms and conditions
17	27	Section C- Deliverable and Service Level Agreements	10. Scope involved during Contract period	10.1. The selected Bidder should inform Bank about all release/version change of patches/ upgrades/ updates of software/ OS/ middleware etc., as and when released by the selected Bidder /OSD.	out of scope of hw supplier. To be taken up with MSA (Managed Service Agreement holder). If all the managed services to be done by the bidder then Resident Engineers will be assigned to take care of this scope for both DC NDC, DR sites	Bidder to comply with RFP terms and conditions
18	27	Section C- Deliverable and Service Level Agreements	10. Scope involved during Contract period	10.2. If any software, license updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected Bidder free of cost to the Bank during Contract Period.	out of scope of hw supplier. To be taken up with MSA (Managed Service Agreement holder). If all the managed services to be done by the bidder then Resident Engineers will be assigned to take care of this scope for both DC NDC, DR sites	Bidder to comply with RFP terms and conditions
19	27	Section C- Deliverable and Service Level Agreements	10. Scope involved during Contract period	10.5. The support shall be given on site.	Onsite support will cover HW replacement only . OEM will provide remote support unless if there is physical hardware replacement required at site.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
20	27	Section C - Deliverable and Service Level Agreements	11. Scope involved during Contract period including Warranty and AMC/ATS:	11.1. During the period of contract up to completion of Warranty and also during AMC/ATS [if contracted], the bidder should apply and upgrade all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the bidder/OSD and inform the Bank.	the scope is limited to supply of hw and the related software components	Bidder to comply with RFP terms and conditions
21	27	Section C - Deliverable and Service Level Agreements	11. Scope involved during Contract period including Warranty and AMC/ATS:	11.2. If any software, license updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].	one time activity during the setup limited to the supply of this tender. Any new additions which are entitled by the bank in future must be taken up by the Master service agreement holder but if it done by the bidder then it will be taken as a change request. Please confirm.	Bidder to comply with RFP terms and conditions
22	27	Section C - Deliverable and Service Level Agreements	11. Scope involved during Contract period including Warranty and AMC/ATS:	11.6. The support shall be given on site.	onsite means only for hw replacement only . OEM will provide remote support unless if there is physical hardware replacement.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
23	28	Section C - Deliverable and Service Level Agreements	11. Scope involved during Contract period including Warranty and AMC/ATS:	11.11. Any server for middleware, database, OS and database licenses to be provided by the successful bidder without any additional cost to the Bank.	server capacity is as per the requirement. Any thing in addition will have to be procured by the bank in a separate cost	Bidder to refer Corrigendum-2.
24	41	Section F - Ownership & Awarding of Contract	3. Project Ownership	3.3. The bidder also has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	This is only a product supply, associated one-time installation and one-time-implementation. Requesting the bank to amend accordingly with clarification, if any.	Bidder to comply with RFP terms and conditions
25	46	Section G - General Conditions	4. Human Resource Requirement	Generic	Please provide clarity whether resident engineer is required? If required separate cost to be included	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
26	58	Section G - General Conditions	26. Responsibilities of the Bidder	26.5 Full Clause	Bank is requested to share the detailed performance metrics. As per the RFP this project is for the UAT environment. What is the baseline of the current performance ? What is the performance metric that needs to be delivered ?	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
27	76	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 12	The bidder should lay the required cables (Copper & Fiber cables) for connectivity and also should replace the faulty cables as and when required without any additional cost to the bank during the entire contract period	part of consumables and will be part of one time supply and do not carry warranty. Supply will be limited to completion of installtion of the hw.	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
28	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 15	Bidder is responsible in installing the Hardware, Software and other items as per Technical Specifications and Scope of work in the bank environment. And as per the bank secure configuration documents	please share secured config documentation to factor the product and scope if any required	Details will be shared with the successful bidder
29	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 15	Bidder is responsible in installing the Hardware, Software and other items as per Technical Specifications and Scope of work in the bank environment. And as per the bank secure configuration documents	This will be under scope of MSA. Separate costing if this is to be covered under bidder scope	Bidder to comply with RFP terms and conditions
30	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 20	If any more additional licenses are procured by the bank through the successful Bidder all such licenses are to be maintained by the bidder.	Scope doesn't include any additional licenses. need more clarity and narration of what additional licenses as mentioned in the tender document	Bidder to comply with RFP terms and conditions
31	78	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No 32	Bidder support should include advice and help the bank in implementing controls for the risk advised by regulators/Govt. of India.	Cannot be part of the scope. This is typically offered by consulting firms	Bidder to comply with RFP terms and conditions
32	78	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No 36	During installation if the bank requires any new Software/OS/Utility for project completion, Vendor has to install without any cost where the licenses of the software are with the Bank.	Not relevant for the present procurement	Bidder to comply with RFP terms and conditions
33	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 52	All the LPAR creation and migration counts and Storage luns creations there might be 20% variation in this project based on the bank requirement	This project has no migration scope in the tender	Bidder to comply with RFP terms and conditions
34	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 54	Linux/ AIX / Power VC / Power HA update which includes Technology Level and Service Pack.	MSA to take care of this scope	Bidder to comply with RFP terms and conditions
35	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 56	D. Identification and labelling of hardware assets as per delivery invoices.	Asset labelling has to take care of Bank/ MSA	Bidder to comply with RFP terms and conditions
36	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 56	L. All activities related to server and storage Administration assigned during the implementation period and till project sign off without any extra cost.	Should be done by MSA	Bidder to comply with RFP terms and conditions
37	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 14	Restore database from the latest Flashcopy/DB backup on one UAT lpar till successful project completion.	we will perform one restore per site.	Bidder to comply with RFP terms and conditions
38	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 14	Restore database from the latest Flashcopy/DB backup on one UAT lpar till successful project completion.	we will perform one restore per site.	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
39	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 1	The Bidder needs to configure/implement the Storage as per the BANK policy. Need to provide the SOP with step-by-step procedure to BANK technical personnel. Need to provide document for each feature how to use/configure/admin it.	SOP is proprietary and cannot be shared	Bidder to comply with RFP terms and conditions
40	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 3	Integrate storage systems with existing and proposed infrastructure including servers, networks, SAN	Scope is limited to network connectivity. Integration with existing SAN and storage will not be part of scope	Bidder to comply with RFP terms and conditions
41	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 4	Showcase the Monitor storage performance metrics including throughput, latency, and IOPS.	Standard performance metrics shall be displayed	Bidder to comply with RFP terms and conditions
42	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 5	Identify performance bottlenecks and implement optimization strategies such as load balancing, caching, or tiering.	Implementation will be done as per IBM best practices	Bidder to comply with RFP terms and conditions
43	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 6	Tune storage configurations and parameters to maximize efficiency and responsiveness.	Implementation will be done as per IBM best practices	Bidder to comply with RFP terms and conditions
44	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 7	Design and implement data protection strategies including backup, replication, and snapshotting.	Implementation will be done as per IBM best practices like RAID configuration etc. Backups and snapshotting is not part of the scope.	Bidder to comply with RFP terms and conditions
45	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 8	Implement security controls to protect sensitive data and prevent unauthorized access.	Storage native encryption will be configured and enabled as per IBM best practices	Bidder to comply with RFP terms and conditions
46	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 9	Configure access controls, encryption, and authentication mechanisms according to industry best practices and regulatory requirements.	Storage native encryption will be configured and enabled as per IBM best practices	Bidder to comply with RFP terms and conditions
47	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 10	Generate regular reports on storage capacity, utilization trends, and performance metrics as per bank requirement	Covered under scope of MSA	Bidder to comply with RFP terms and conditions
48	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 11	Documentation on storage configurations, procedures, and troubleshooting guidelines.	IBM standard documentation will be provided	Bidder to comply with RFP terms and conditions
49	84	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 11	b. One-time high-level performance assessment such as IOPS, throughput and response time for pre & post migration period	One-time high-level performance assessment such as IOPS, throughput and response time for pre & post migration period for UAT cumulative storage environment (3*FS9500 in DC and 3*FS9500 in DR)	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
50	86	Annexure-7 Scope of Work	Project Manager	Prior to the start of this project, the vendor shall designate a person as Project Manager, who will be the focal point for Bidder communications relative to this project and will have the authority to act on behalf of the bidder in all matters regarding this project.	Please confirm whether the project manager is required for 24 months or for the whole contact period of 5 years. project manager is not in the OEM scope. It is bidder's responsibility	Onsite project manager is required until project completion and signoff
51	86	Annexure-7 Scope of Work	Scope of Work under SLA:	Full Clause	operational scope to be handled by the MSA. If not this has to be a sperate cost to be included as a line item if this is to be covered by OEM	Bidder to comply with RFP terms and conditions
52	86	Annexure-7 Scope of Work	Scope of Work under SLA:	• Ticketing with OEM Regional Command Centre (RCC)	Ticketing will be taken care by MSA . OEM will provide remote product support	Bidder to comply with RFP terms and conditions
53	88	Annexure-7 Scope of Work	General terms and conditions:	Sl. No: 13 All the LPAR creation and migration counts and Storage LUNs creations there might be 20% variation in this project based on the bank requirement	migration is not part of the scope	Bidder to comply with RFP terms and conditions
54	89	Annexure-8 Technical Specifications and Quantity	Note: Sl. No: C	The selected bidder shall own the responsibility to demonstrate that the product offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.	Bank is requested to share the detailed performance metrics. As per the RFP this project is for the UAT environment. What is the baseline of the current performance? What is the performance metric that needs to be delivered?	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
55	104	Annexure-15 Bill of Material	Table - A Price details of Hardware and Software Items	Sl. No: 5 Rack	please specify whether rack can be 3rd party provided or IBM rack is required. Please confirm	OEM Rack to be supplied
56	105 & 111	Annexure-15 Bill of Material	Sl. No: 10 of Table - A Price details of Hardware and Software Items  Table- E AMC/ATS cost for items mentioned in Table-A (if Contracted)	Linear Tape Open (LTO-8) Ultrium Data Cartridge requirement 740-qty of LTO8 with Custom VOLSER starting seq: DC1800L8 @ DC 560-qty of LTO8 with Custom VOLSER starting seq: DR2555L8 @ DRC as per Technical Specification (Annexure-9) : WARRANTY - Unit Price with Three years Comprehensive onsite warranty and support	No warranty is applicable. SLA, uptime, etc are not available for this offering as LTO cartridges are consumable items.	Ok
57	102-112	Annexure-15 Bill of Material	Generic	WARRANTY of all upgrades	All upgradation for hardware shall carry co-terminus warranty with the base hardware. All upgradation as specified in the BOM, shall carry a Co-termination warranty with the base machine, which is also identified in the BOM.	All MES Components should have warranty of three years.



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58	92, 106	Generic	Generic	Support of Software components	The existing Spectrum software licenses, etc have to be renewed by the bank as per Business As Usual process with Support & Subscription team of IBM. (This is because all software which shall be supplied through our proposal are all incremental to the existing base and not substitutes). New IBM Spectrum Control software requested in the RFP will be provided with support, and will be governed by their standard end user licencing terms and conditions on which the product is sold.	Bidder to comply with RFP terms and conditions
59	107	Annexure-15 Bill of Material	Table - C One-time Implementation charges	Implementation cost of project as per scope of work including migration	migration is not part o the scope	Bidder to comply with RFP terms and conditions
60	108-111	Annexure-15 Bill of Material	Table- E AMC/ATS cost for items mentioned in Table-A (if Contracted)	Full Table	provision required for putting the price of AMC managed services period (year 4 and year 5).	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
61	108	Annexure-15 Bill of Material	Table - D SLA charges for 3-year Warranty Period	SLA charges for 3 year Warranty period.as per the scope of the RFP.	provision required for putting managed services from year 1 to year 3	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
62	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 1	The Bidder needs to configure/implement the Storage as per the BANK policy. Need to provide the SOP with step-by-step procedure to BANK technical personnel. Need to provide document for each feature how to use/configure/admin it.	SOP is proprietary. Cannot be shared	Bidder to comply with RFP terms and conditions
63	18	Section C - Deliverable and Service Level Agreements	5. Acceptance	5.1. The Bank shall finalize the installation and acceptance format mutually agreed by the Bidder. The Bidder shall strictly follow the mutually agreed format and submit the same for claiming installation and acceptance payment.	If so, this is required to be agreed at the earliest possible as this should not be a road block for installation and acceptance later once installation is completed. Request Bank to propose the format for us to review and confirm.	Bidder to comply with RFP terms and conditions
64	18	Section C - Deliverable and Service Level Agreements	5. Acceptance	5.2. Bank will evaluate the offered hardware implemented by the selected bidder. If the hardware experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the hardware will be accepted by the Bank and the project will be considered as deemed signed-off.	Hardware failure are expected to happen any time during the implementation or post implementation, however Bank should review and provide implementation sign-off as soon as implementation scope is completed as per RFP.	Bidder to comply with RFP terms and conditions



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2	15	Section B - Introduction	8. Scope of Work	8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Supply, Installation, Configuration, implementation and Maintenance of Servers.	Scope change outside mentioned in the RFP is not allowed	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
3	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: C Configuration, implementation and completion of all scope of work  Within 12 weeks from the date of delivery of hardware and software or 24 weeks from the Acceptance of PO whichever is later.	Cannot agree to this timeline. We need 22 calendar weeks from the date of Machine Installation and Power -on	Bidder to refer Corrigendum-2.
4	17	Section C - Deliverable and Service Level Agreements	4. Security	4.1. The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Hardening , if applicable will be done, if applicable only for the new hardware	Bidder to comply with RFP terms and conditions
5	26	Section C - Deliverable and Service Level Agreements	9. Warranty	9.1. The selected bidder warrants that the Hardware & Software will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Hardware & Software ("Warranty Period").	MES components will be co-terminus with the base box as per OEM. Please confirm to go ahead	All MES Components should have warranty of three years.



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7	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 1	The Bidder needs to configure/implement the Storage as per the BANK policy. Need to provide the SOP with step-by-step procedure to BANK technical personnel. Need to provide document for each feature how to use/configure/admin it.	SOP is proprietary and will not be shared	Bidder to comply with RFP terms and conditions
8	15	Section B - Introduction	8. Scope of Work	8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Supply, Installation, Configuration, Implementation and Maintenance of Servers.	should be taken as change request and separate costing must be provisioned in the financial document	Bidder to comply with RFP terms and conditions
9	15	Section B - Introduction	8. Scope of Work	8.3. During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier.	SI to give the quote after discussion	Bidder to comply with RFP terms and conditions
10	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: C Configuration, implementation and completion of all scope of work  Within 12 weeks from the date of delivery of hardware and software or 24 weeks from the Acceptance of PO whichever is later.	power on installation. Please confirm	Bidder to refer Corrigendum-2.
11	17	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.7. Commissioning of the hardware and software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.	Request more details for clarity	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
12	17	Section C - Deliverable and Service Level Agreements	2. Integration & Interfaces	2.1. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period. 2.2. The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered service.	This is outside the OEM / SI scope. If this is required this will be an additional cost. This is generally a managed services scope. If required price table should include a line item to include managed services pricing.	Bidder to comply with RFP terms and conditions
13	17	Section C - Deliverable and Service Level Agreements	4. Security	4.1. The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Only HW is applied which is covered as a scope as part of this tender.	Bidder to comply with RFP terms and conditions
14	18	Section C - Deliverable and Service Level Agreements	4. Security	4.5. The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.	IBM will only provide patches and updates. This is generally a managed services scope. If to be done by the OEM, separate price table to be included.	Bidder to comply with RFP terms and conditions
15	18	Section C - Deliverable and Service Level Agreements	4. Security	4.7. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract period.	IBM will only provide patches and updates. This is generally a managed services scope. If to be done by the OEM, separate price table to be included.	Bidder to comply with RFP terms and conditions
16	18	Section C - Deliverable and Service Level Agreements	5. Acceptance	5.3. The warranty will cover all supplied components includes Hardware, software and other items will start after project acceptance & Signoff.	All hw/ OS/ storage warranty will start from the power on as the bank will start using the hw as per their customizations and the warranty will start from that point onwards.	Bidder to comply with RFP terms and conditions
17	27	Section C- Deliverable and Service Level Agreements	10. Scope involved during Contract period	10.1. The selected Bidder should inform Bank about all release/version change of patches/ upgrades/ updates of software/ OS/ middleware etc., as and when released by the selected Bidder /OSD.	out of scope of hw supplier. To be taken up with MSA (Managed Service Agreement holder). If all the managed services to be done by the bidder then Resident Engineers will be assigned to take care of this scope for both DC NDC, DR sites	Bidder to comply with RFP terms and conditions
18	27	Section C- Deliverable and Service Level Agreements	10. Scope involved during Contract period	10.2. If any software, license updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected Bidder free of cost to the Bank during Contract Period.	out of scope of hw supplier. To be taken up with MSA (Managed Service Agreement holder). If all the managed services to be done by the bidder then Resident Engineers will be assigned to take care of this scope for both DC NDC, DR sites	Bidder to comply with RFP terms and conditions
19	27	Section C- Deliverable and Service Level Agreements	10. Scope involved during Contract period	10.5. The support shall be given on site.	Onsite support will cover HW replacement only . OEM will provide remote support unless if there is physical hardware replacement required at site.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
20	27	Section C - Deliverable and Service Level Agreements	11. Scope involved during Contract period including Warranty and AMC/ATS:	11.1. During the period of contract up to completion of Warranty and also during AMC/ATS [if contracted], the bidder should apply and upgrade all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the bidder/OSD and inform the Bank.	the scope is limited to supply of hw and the related software components	Bidder to comply with RFP terms and conditions
21	27	Section C - Deliverable and Service Level Agreements	11. Scope involved during Contract period including Warranty and AMC/ATS:	11.2. If any software, license updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].	one time activity during the setup limited to the supply of this tender. Any new additions which are entitled by the bank in future must be taken up by the Master service agreement holder but if it done by the bidder then it will be taken as a change request. Please confirm.	Bidder to comply with RFP terms and conditions
22	27	Section C - Deliverable and Service Level Agreements	11. Scope involved during Contract period including Warranty and AMC/ATS:	11.6. The support shall be given on site.	onsite means only for hw replacement only . OEM will provide remote support unless if there is physical hardware replacement.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
23	28	Section C - Deliverable and Service Level Agreements	11. Scope involved during Contract period including Warranty and AMC/ATS:	11.11. Any server for middleware, database, OS and database licenses to be provided by the successful bidder without any additional cost to the Bank.	server capacity is as per the requirement. Any thing in addition will have to be procured by the bank in a separate cost	Bidder to refer Corrigendum-2.
24	41	Section F - Ownership & Awarding of Contract	3. Project Ownership	3.3. The bidder also has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	This is only a product supply, associated one-time installation and one-time-implementation. Requesting the bank to amend accordingly with clarification, if any.	Bidder to comply with RFP terms and conditions
25	46	Section G - General Conditions	4. Human Resource Requirement	Generic	Please provide clarity whether resident engineer is required? If required separate cost to be included	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
26	58	Section G - General Conditions	26. Responsibilities of the Bidder	26.5 Full Clause	Bank is requested to share the detailed performance metrics. As per the RFP this project is for the UAT environment. What is the baseline of the current performance ? What is the performance metric that needs to be delivered ?	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
27	76	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 12	The bidder should lay the required cables (Copper & Fiber cables) for connectivity and also should replace the faulty cables as and when required without any additional cost to the bank during the entire contract period	part of consumables and will be part of one time supply and do not carry warranty. Supply will be limited to completion of installation of the hw.	Bidder to comply with RFP terms and conditions



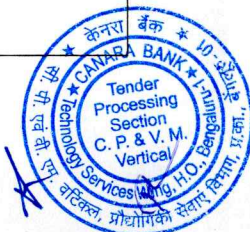
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
28	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 15	Bidder is responsible in installing the Hardware, Software and other items as per Technical Specifications and Scope of work in the bank environment. And as per the bank secure configuration documents	please share secured config documentation to factor the product and scope if any required	Details will be shared with the successful bidder
29	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 15	Bidder is responsible in installing the Hardware, Software and other items as per Technical Specifications and Scope of work in the bank environment. And as per the bank secure configuration documents	This will be under scope of MSA. Separate costing if this is to be covered under bidder scope	Bidder to comply with RFP terms and conditions
30	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 20	If any more additional licenses are procured by the bank through the successful Bidder all such licenses are to be maintained by the bidder.	Scope doesn't include any additional licenses. need more clarity and narration of what additional licenses as mentioned in the tender document	Bidder to comply with RFP terms and conditions
31	78	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No 32	Bidder support should include advice and help the bank in implementing controls for the risk advised by regulators/Govt. of India.	Cannot be part of the scope. This is typically offered by consulting firms	Bidder to comply with RFP terms and conditions
32	78	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No 36	During installation if the bank requires any new Software/OS/Utility for project completion, Vendor has to install without any cost where the licenses of the software are with the Bank.	Not relevant for the present procurement	Bidder to comply with RFP terms and conditions
33	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 52	All the LPAR creation and migration counts and Storage luns creations there might be 20% variation in this project based on the bank requirement	This project has no migration scope in the tender	Bidder to comply with RFP terms and conditions
34	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 54	Linux/ AIX / Power VC / Power HA update which includes Technology Level and Service Pack.	MSA to take care of this scope	Bidder to comply with RFP terms and conditions
35	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 56	D. Identification and labelling of hardware assets as per delivery invoices.	Asset labelling has to take care of Bank/ MSA	Bidder to comply with RFP terms and conditions
36	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 56	L. All activities related to server and storage Administration assigned during the implementation period and till project sign off without any extra cost.	Should be done by MSA	Bidder to comply with RFP terms and conditions
37	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 14	Restore database from the latest Flashcopy/DB backup on one UAT lpar till successful project completion.	we will perform one restore per site.	Bidder to comply with RFP terms and conditions
38	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 14	Restore database from the latest Flashcopy/DB backup on one UAT lpar till successful project completion.	we will perform one restore per site.	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
39	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 1	The Bidder needs to configure/implement the Storage as per the BANK policy. Need to provide the SOP with step-by-step procedure to BANK technical personnel. Need to provide document for each feature how to use/configure/admin it.	SOP is propertatiary and canno tbe shared	Bidder to comply with RFP terms and conditions
40	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 3	Integrate storage systems with existing and proposed infrastructure including servers, networks, SAN	Scope is limited to network connectivity. Integration with existing SAN and storage will not be part of scope	Bidder to comply with RFP terms and conditions
41	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 4	Showcase the Monitor storage performance metrics including throughput, latency, and IOPS.	Standard performannce metrics shall be displayed	Bidder to comply with RFP terms and conditions
42	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 5	Identify performance bottlenecks and implement optimization strategies such as load balancing, caching, or tiering.	Impelmentation will be done as per IBM best practices	Bidder to comply with RFP terms and conditions
43	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 6	Tune storage configurations and parameters to maximize efficiency and responsiveness.	Impelmentation will be done as per IBM best practices	Bidder to comply with RFP terms and conditions
44	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 7	Design and implement data protection strategies including backup, replication, and snapshotting.	Impelmentation will be done as per IBM best practices like RAID configuration etc. Backups and snapshotting is not part of the scope.	Bidder to comply with RFP terms and conditions
45	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 8	Implement security controls to protect sensitive data and prevent unauthorized access.	Storage native encryption will be configured and enabled as per IBM best practices	Bidder to comply with RFP terms and conditions
46	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 9	Configure access controls, encryption, and authentication mechanisms according to industry best practices and regulatory requirements.	Storage native encryption will be configured and enabled as per IBM best practices	Bidder to comply with RFP terms and conditions
47	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 10	Generate regular reports on storage capacity, utilization trends, and performance metrics as per bank requirement	Covered under scope of MSA	Bidder to comply with RFP terms and conditions
48	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 11	Documentation on storage configurations, procedures, and troubleshooting guidelines.	IBM standard documentaion will be provided	Bidder to comply with RFP terms and conditions
49	84	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 11	b. One-time high-level performance assessment such as IOPS, throughput and response time for pre & post migration period	One-time high-level performance assessment such as IOPS, throughput and response time for pre & post migration period for UAT cumulative storage environment (3*FS9500 in DC and 3*FS9500 in DR)	Bidder to comply with RFP terms and conditions



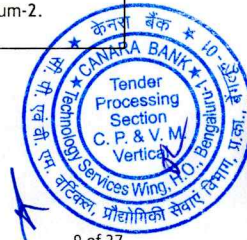
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
50	86	Annexure-7 Scope of Work	Project Manager	Prior to the start of this project, the vendor shall designate a person as Project Manager, who will be the focal point for Bidder communications relative to this project and will have the authority to act on behalf of the bidder in all matters regarding this project.	Please confirm whether the project manager is required for 24 months or for the whole contact period of 5 years. project manager is not in the OEM scope. It is bidder's responsibility	Onsite project manager is required until project completion and signoff
51	86	Annexure-7 Scope of Work	Scope of Work under SLA:	Full Clause	operational scope to be handled by the MSA. If not this has to be a separate cost to be included as a line item if this is to be covered by OEM	Bidder to comply with RFP terms and conditions
52	86	Annexure-7 Scope of Work	Scope of Work under SLA:	• Ticketing with OEM Regional Command Centre (RCC)	Ticketing will be taken care by MSA . OEM will provide remote product support	Bidder to comply with RFP terms and conditions
53	88	Annexure-7 Scope of Work	General terms and conditions:	Sl. No: 13 All the LPAR creation and migration counts and Storage LUNs creations there might be 20% variation in this project based on the bank requirement	migration is not part of the scope	Bidder to comply with RFP terms and conditions
54	89	Annexure-8 Technical Specifications and Quantity	Note: Sl. No: C	The selected bidder shall own the responsibility to demonstrate that the product offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.	Bank is requested to share the detailed performance metrics. As per the RFP this project is for the UAT environment. What is the baseline of the current performance ? What is the performance metric that needs to be delivered ?	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
55	104	Annexure-15 Bill of Material	Table - A Price details of Hardware and Software Items	Sl. No: 5 Rack	please specify whether rack can be 3rd party provided or IBM rack is required. Please confirm	OEM Rack to be supplied
56	105 & 111	Annexure-15 Bill of Material	Sl. No: 10 of Table - A Price details of Hardware and Software Items  Table- E AMC/ATS cost for items mentioned in Table-A (if Contracted)	Linear Tape Open (LTO-8) Ultrium Data Cartridge requirement 740-qty of LTO8 with Custom VOLSER starting seq: DC1800L8 @ DC 560-qty of LTO8 with Custom VOLSER starting seq: DR2555L8 @ DRC as per Technical Specification (Annexure-9) : WARRANTY - Unit Price with Three years Comprehensive onsite warranty and support	No warranty is applicable. SLA, uptime, etc are not available for this offering as LTO cartridges are consumable items.	Ok
57	102-112	Annexure-15 Bill of Material	Generic	WARRANTY of all upgrades	All upgradation for hardware shall carry co-terminus warranty with the base hardware. All upgradation as specified in the BOM, shall carry a Co-termination warranty with the base machine, which is also identified in the BOM.	All MES Components should have warranty of three years.



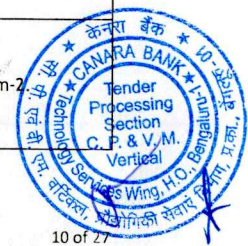
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
58	92, 106	Generic	Generic	Support of Software components	The existing Spectrum software licenses, etc have to be renewed by the bank as per Business As Usual process with Support & Subscription team of IBM. (This is because all software which shall be supplied through our proposal are all incremental to the existing base and not substitutes). New IBM Spectrum Control software requested in the RFP will be provided with support, and will be governed by their standard end user licencing terms and conditions on which the product is sold.	Bidder to comply with RFP terms and conditions
59	107	Annexure-15 Bill of Material	Table - C One-time Implementation charges	Implementation cost of project as per scope of work including migration	migration is not part o the scope	Bidder to comply with RFP terms and conditions
60	108-111	Annexure-15 Bill of Material	Table- E AMC/ATS cost for items mentioned in Table-A (if Contracted)	Full Table	provision required for putting the price of AMC managed services period (year 4 and year 5).	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
61	108	Annexure-15 Bill of Material	Table - D SLA charges for 3-year Warranty Period	SLA charges for 3 year Warranty period.as per the scope of the RFP.	provision required for putting managed services from year 1 to year 3	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
62	82	Annexure-7 Scope of Work	Scope of Work for Storages SL. No: 1	The Bidder needs to configure/implement the Storage as per the BANK policy. Need to provide the SOP with step-by-step procedure to BANK technical personnel. Need to provide document for each feature how to use/configure/admin it.	SOP is proprietary. Cannot be shared	Bidder to comply with RFP terms and conditions
63	18	Section C - Deliverable and Service Level Agreements	5. Acceptance	5.1. The Bank shall finalize the installation and acceptance format mutually agreed by the Bidder. The Bidder shall strictly follow the mutually agreed format and submit the same for claiming installation and acceptance payment.	If so, this is required to be agreed at the earliest possible as this should not be a road block for installation and acceptance later once installation is completed. Request Bank to propose the format for us to review and confirm.	Bidder to comply with RFP terms and conditions
64	18	Section C - Deliverable and Service Level Agreements	5. Acceptance	5.2. Bank will evaluate the offered hardware implemented by the selected bidder. If the hardware experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the hardware will be accepted by the Bank and the project will be considered as deemed signed-off.	Hardware failure are expected to happen any time during the implementation or post implementation, however Bank should review and provide implementation sign-off as soon as implementation scope is completed as per RFP.	Bidder to comply with RFP terms and conditions



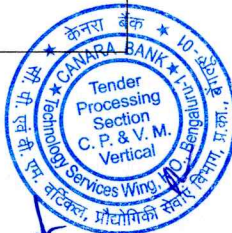
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
65	18	Section C - Deliverable and Service Level Agreements	5. Acceptance	5.3. The warranty will cover all supplied components includes Hardware, software and other items will start after project acceptance & Signoff.	The warranty will cover all supplied components includes Hardware, software and other items will start after 30 days from date of hardware delivery or date of hardware Power-ON, whichever is earlier.	Bidder to comply with RFP terms and conditions
66	18	Section C - Deliverable and Service Level Agreements	6. Uptime	6.1. The selected Bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% (Monthly Reset) for all the other hardware and software as per Scope of Work (Annexure-8), during the contract period, which shall be calculated on monthly basis.	The 99.90% monthly uptime is a solution level uptime, will only be applicable for all the hardware where high availability solution is available / applicable.	Bidder to comply with RFP terms and conditions
67	18	Section C - Deliverable and Service Level Agreements	6. Uptime	6.2. The "Uptime" is, for calculation purposes, equals to the total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Hardware. "Restoration" is the condition when the selected bidder demonstrates that the Hardware is in working order and the Bank acknowledges the same.	The "Downtime" is the time between the Time of Failure reported to IBM and Time of Restoration within the contracted minutes.	Bidder to comply with RFP terms and conditions
68	18	Section C - Deliverable and Service Level Agreements	6. Uptime	6.3. If the selected bidder is not able to attend the troubleshooting calls on Hardware/Software working due to closure of the office/non-availability of access to the Hardware/Software, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The selected bidder shall provide the Monthly uptime reports during the warranty period/AMC period and ATS period, if contracted.	The selected bidder shall provide the Monthly uptime reports during the warranty period/AMC period and ATS period, if contracted, only from the bidder helpdesk or ticketing systems, not from Bank's helpdesk or ticketing systems.	Bidder to comply with RFP terms and conditions
69	19	Section C - Deliverable and Service Level Agreements	7. Penalties/Liquidated Damages	7.2. Penalties/Liquidated damages for not maintaining uptime:	1. What is the Penalties/Liquidated damages CAP during Warranty Period?	Bidder to refer Corrigendum-2.
70	19	Section C - Deliverable and Service Level Agreements	7. Penalties/Liquidated Damages	Generic	2. What is the Penalties/Liquidated damages CAP during AMC Period (Post Warranty Period Completion), if contracted?	Bidder to refer Corrigendum-2.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
71	19	Section C - Deliverable and Service Level Agreements	7. Penalties/Liquidated Damages	7.3. Penalties/Liquidated Damages for non-performance: If the selected bidder does not meet the specifications/terms of the RFP during various tests/stages, the selected bidder shall rectify the same at bidders cost to comply with the specifications/terms of the RFP immediately to ensure the committed uptime/terms, failing which the Bank reserves its right to withhold the payment, impose penalty and invoke the Performance Security/ nullify the contract.	1. What is the Penalties/Liquidated damages CAP for non-performance?	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
72	22	Section C - Deliverable and Service Level Agreements	7. Penalties/Liquidated Damages	7.10. All the above LDs are independent of each other and are applicable separately and concurrently.	If so, what is the overall Penalties/Liquidated damages CAP for all 3 categories (Delay in Supply, Installation & Implementation / Not maintaining uptime / Non-performance) together?	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
73	24	Section C - Deliverable and Service Level Agreements	8. Payment Terms 8.2. The payment schedule for Infrastructure Services (Hardware Power-On Installation & SLA Support from OEM during Warranty period, Supply of Fiber Cabling & Switches & Other all supplied devices will be as under:	Sl. No: 2 SLA charges for 3-year Warranty period.  Full Clause		No query
74	24	Section C - Deliverable and Service Level Agreements	8. Payment Terms 8.2. The payment schedule for Infrastructure Services (Hardware Power-On Installation & SLA Support from OEM during Warranty period, Supply of Fiber Cabling & Switches & Other all supplied devices will be as under:	Sl. No: 2 SLA charges for 3-year Warranty period.  Full Clause	1. In general, High SLA charges for 3 years warranty period will be charged upfront in advance. However as one time exception for this deal, it is agreed to charge annually in advance. Hence this is to be modified as annually in advance instead of annually in arrears. Also there is no sign off document will be applicable to submit to claim this charges, hence supporting documents sign off from DC and DRC team is to be removed.	Bidder to comply with RFP terms and conditions
75	26	Section C - Deliverable and Service Level Agreements	9. Warranty	9.2. The selected bidder has to provide comprehensive On-site warranty for Three (3) years for proposed Hardware from the date of Installation/ Power ON.	The selected bidder has to provide comprehensive On-site warranty for Three (3) years for proposed Hardware from date of hardware delivery or date of hardware Power-ON, whichever is earlier.	Bidder to refer Corrigendum-2



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
76	26	Section C - Deliverable and Service Level Agreements	9. Warranty	9.7. If any defect in the Hardware/Software is not rectified by the selected bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Hardware/Software functions in accordance with the Contract for a reasonable period of time.	Bidder will ensure that all the Hardware and Software defect that are reported will be rectified during warranty period as per SLA. However, warranty period will be fixed as per contract and can't be extended beyond.	Bidder to comply with RFP terms and conditions
77	44	Section F - Ownership & Awarding of Contract	13. Order Cancellation/ Termination of Contract	13.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 day's notice.	The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 90 day's prior notice.	Bidder to comply with RFP terms and conditions
78	44	Section F - Ownership & Awarding of Contract	13. Order Cancellation/ Termination of Contract	13.3. Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services.	Bank shall serve the notice of termination to the Vendor/Service Provider at least 90 days prior, of its intention to terminate services.	Bidder to comply with RFP terms and conditions
79	68	Annexure-2 Pre-Qualification Criteria	Table-A Sl. No: 8	<p><b>Pre-Qualification Criteria</b></p> <p>The Bidder should have successfully supplied and installed minimum cumulative 6 Nos. of IBM Power Servers of the series 950/980/1050/1080 in India in the last three years at Customer's DC and DR in Indian Market in any two Scheduled Commercial Bank/ NBFC/ Insurance Company/ PSU/ Central Government Organization in India in the last three years as on the date of submission of bid for this RFP.</p> <p><b>Documents to be submitted In compliance with Pre-Qualification Criteria</b></p> <p>Copy of the purchase order/ Work order/ Satisfactory performance letter/ Certificate of completion of the work. The Bidder should also furnish letter from the institution quoting the period and nature of services provided.</p>	The Bidder/OEM should have successfully supplied and installed minimum cumulative 4 nos. of IBM Power Servers of the series 950/980/1050/1080 in India in the last three years at Customer's DC and DR in Indian Market in any two Scheduled commercial Bank/NBFC/Insurance Company/PSU/Central Govt. Organization in India in the last three years as on the date of submission of bid for this RFP.	Bidder to refer Corrigendum-2.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
80	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: A Delivery of all Hardware and software at the bank designated location  Within 12 weeks from date of Acceptance of PO.	We request you to amend the clause as, Within 16 weeks from the date of acceptance of PO.	Bidder to comply with RFP terms and conditions
81	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: B Installation of all Hardware and software at the bank designated location  Within 6 weeks from the date of delivery of hardware and software or 18 weeks from the Acceptance of PO whichever is later.	We request you to amend the clause as, with in 22 weeks from the date of acceptance of PO whichever is later.	Bidder to comply with RFP terms and conditions
82	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: C Configuration, implementation and completion of all scope of work  Within 12 weeks from the date of delivery of hardware and software or 24 weeks from the Acceptance of PO whichever is later.	We request you to amend the clause as, with in 28 weeks from the date of acceptance of PO whichever is later	Bidder to refer Corrigendum-2.
83	20	Section C - Deliverable and Service level agreement	7. Penalties/Liquidated Damages 7.2. Penalties/Liquidated damages for not maintaining uptime: 7.2.2. The Penalties/ Liquidated damages shall be charged as under for non- maintenance of uptime:	Table- A For more than 30 continuous minutes (individual Incident)	We request you to reconsider the Penalty amount for the entire Table A for Serial 1 to 11.	Bidder to refer Corrigendum-2.



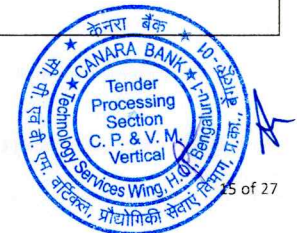
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
84	20	Section C -Deliverable and Service Level agreement	7. Penalties/Liquidated Damages 7.2. Penalties/Liquidated damages for not maintaining uptime: 7.2.2. The Penalties/ Liquidated damages shall be charged as under for non- maintenance of uptime:	Table- B Individual Incidents for less than 30 continuous minutes but overall downtime during the month exceeding 44 minutes	We request you to reconsider the Penalty amount for the entire Table A for Serial 1 to 10	Bidder to refer Corrigendum-2.
85	46	Section G - General Conditions	4. Human Resource Requirement	4.1. The selected 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 Hardware/service.	We request you to provide the specific manpower details with well trained person ( kindly provide the qualification and experience details) to deploy a manpower details.	Onsite project manager is required until project completion and signoff
86	102	Annexure-15 Bill of Material	Table - A Price details of Hardware and Software Items	Manpower Charges	We request you to provide the details of payment for Manpower / onsite resource charges , in the BOM we were not able see the the Payment details breakup either monthly/quaterly/ Halfyearly/ Yearly	Bank has not factored the Manpower Charges in Bill of Materila. Bidder has to include these charges as pr the Scope of Work in the One time Implementation cost.
87	14	Section B - Introduction	6. Participation methodology:	6.2. In the event of the bidder 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 service i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect bidder should provide a dealer/distributor certificate for the proposed hardware as per Annexure-15.	We need to provide clarification for the same.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
88	15	Section B - Introduction	8. Scope of Work	8.3. During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier.	We cannot make any changes to scope after the contract without extra charges and Project change request	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
89	26	Section C - Deliverable and Service Level Agreements	9. Warranty	9.1. The selected bidder warrants that the Hardware & Software will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Hardware & Software ("Warranty Period").	MES components will be co-terminus with the base box as per OEM. Please confirm to go ahead	All MES Components should have warranty of three years.
90	26	Section C - Deliverable and Service Level Agreements	9. Warranty	9.2. The selected bidder has to provide comprehensive On-site warranty for Three (3) years for proposed Hardware from the date of Installation/ Power ON.	MES components will be co-terminus with the base box as per OEM. Please confirm to go ahead	All MES Components should have warranty of three years.
91	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 1	The Bidder needs to configure/implement the Storage as per the BANK policy. Need to provide the SOP with step-by-step procedure to BANK technical personnel. Need to provide document for each feature how to use/configure/admin it.	SOP is proprietary and will not be shared	Bidder to comply with RFP terms and conditions
92	15	Section B - Introduction	8. Scope of Work	8.3. During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier.	Need to provide clarification for the same.	Bidder to comply with RFP terms and conditions
93	16	Section C- Deliverable and Service Level Agreements	1. Project Timelines	1.6. The Installation will be deemed as incomplete if any component of the hardware/Software is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.	"Installation" referred as power on installation? Please confirm	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
94	18	Section C - Deliverable and Service Level Agreements	4. Security	4.2. 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.	IBM will only provide patches and updates. This is generally a managed services scope. If to be done by the OEM, separate price table to be included.	Bidder to comply with RFP terms and conditions



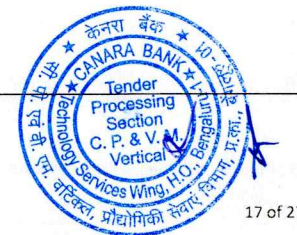
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
95	18	Section C - Deliverable and Service Level Agreements	6. Uptime	6.1. The selected Bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% (Monthly Reset) for all the other hardware and software as per Scope of Work (Annexure-8), during the contract period, which shall be calculated on monthly basis.	The 99.90% monthly uptime is a solution level uptime, will only be applicable for all the hardware where high availability solution is available / applicable.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
96	101	Annexure-14 Manufacturer Authorization Form	Full Clause	Full Clause	As per OEM , the MAF need some changes in the format, the details attached.	Bidder to comply with RFP terms and conditions
97	2	Section- A Bid Schedule & Abbreviations	1. Bid Schedule	Sl. No: 8 Performance Security 5.00% of the Total Cost of Ownership (TCO)	If Performance Security is additional to performance bank guarantee, please provide the clarification of reason/actions for which it can be demanded. Kindly also get definition of TCO. It is also suggested to remove the performance security as we are giving 10% PBG for 63 Months.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
98	19-22	Section C - Deliverable and Service level agreement	7. Penalties/Liquidated Damages	If Any act or failure by the selected 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.	If LD are limited by bank penalties can also be limited to 10% of project cost or contract price	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
99	22-23	Section C - Deliverable and Service level agreement	8. Payment Terms 8.1. The payment schedule for Hardware and Software along with licenses will be as under and will release after execution of contract agreement:	Full Clause	Request to add some time limit for payment stages after invoicing We here by request you to Kindly change the payment terms as below : 1.70% on deliver of hardware /software 2.20% on power on. 3.10% on against PBG.	Bidder to refer Corrigendum-2.
100	28	Section C - Deliverable and Service Level Agreements	12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):	12.6 Full Clause	It suggested to remove the additional PBG. If not then please get the clarification of reason/actions for which it can be demanded. This is on value of PO or TCO. Performance security is on TCO.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
101	44	Section F - Ownership & Awarding of Contract	13. Order Cancellation/ Termination of Contract	13.3. Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services.	Please provide the confirmation - that if contract is terminated within 30 days abruptly it shall be binding on bank to pay all the outstanding dues till date of termination of product and services delivered and ordered within 15 days of invoicing.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
102	51	Section G - General Conditions	14. Exit Management Plan:	14.7. Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.	Request you to please provide confirmation for - That shadow support by WSTPL shall be separately chargeable and payable within 30 days of invoicing or advance payment as the case may be	Bidder to comply with RFP terms and conditions
103	125-126	Appendix-G Pre Contract Integrity Pact	8. Fall Clause	Full Clause	We herby request you to kindly remove this clause as this project is the long term project and cost is always changing. If removal is not possible, it is suggested to keep the lower price limit of 25% with 2 years from date of contract.	Bidder to comply with RFP terms and conditions
104	15	Section B - Introduction	8. Scope of Work	8.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Supply, Installation, Configuration, Implementation and Maintenance of Servers.	Final scope has to be defined before the bid submission so that we can factor the cost accordingly, require clarity. Any change later on will be taken as change request and separate costing must be provisioned in the financial document	Bidder to comply with RFP terms and conditions
105	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: A Delivery of all Hardware and software at the bank designated location  Within 12 weeks from date of Acceptance of PO.	Requesting to change to 16 to 20 Weeks from date of PO.	Bidder to comply with RFP terms and conditions
106	17	Section C - Deliverable and Service Level Agreements	2. Integration & Interfaces	2.1. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	Application details is required and also need to know the type of integration from infra side.	Details will be shared with the successful bidder



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
107	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.5. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall Supply, Installation, Configuration, Implementation and Maintenance at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out Installation, Configuration, Implementation and Maintenance at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting as mutually agreed. The Warranty/ATS/AMC and all RFP terms should be applicable to the altered locations also as per the Bank's requirement without any extra cost to the Bank during the full contract period.	Since site readiness is under bidder's scope, locations have to be defined so that all the parameters can be verified before delivery of hardware, require clarity. Any changes with the additional cost, trasnfers, insurance, shifting to be borne by the customer	Bidder to comply with RFP terms and conditions
108	19	Section C - Deliverable and Service Level Agreements	7. Penalties/Liquidated Damages	7.2. Penalties/Liquidated damages for not maintaining uptime:	1. What is the Penalties/Liquidated damages CAP during Warranty Period? 2. What is the Penalties/Liquidated damages CAP during AMC Period (Post Warranty Period Completion), if contracted?	Bidder to refer Corrigendum-2.
109	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Payment Terms 8.1. The payment schedule for Hardware and Software along with licenses will be as under and will release after execution of contract agreement:	Sl. No: 2 Power on of hardware's as per RFP terms and Technical Specifications in Annexure- 9. 50% of Table A in Annexure- 15 After successful Power On Scope of Work and Technical requirements and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. The vendor has to submit power on installation reports duly signed by the Bank officials of DC and DRC, IT Wing while claiming payment. The invoice and installation report should contain the product serial number of the items installed/Configured.	Kindly clarify if this includes only power on of the supplied Hardware as installation report is also mentioned in the clause. Are there any further activities required for the complete payment to be done to the Bidder.	Bidder to refer Corrigendum-2.



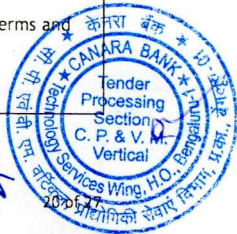
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
110	23	Section C - Deliverable and Service Level Agreements	8. Payment Terms 8.1. The payment schedule for Hardware and Software along with licenses will be as under and will release after execution of contract agreement:	Sl. No: 4 AMC/ ATS charges as per Table- E of Annexure- 15 (If contracted) Quarterly in arrears on submission of Quarterly Preventive Maintenance activity report and acceptance duly signed by Bank officials of the respective officials of the respective Branch/Office.	Kindly change to yearly payment in advance as OEM has similar payment term for all bidders. OEM does not have the option for quarterly payments.	Bidder to comply with RFP terms and conditions
111	24	Section C - Deliverable and Service Level Agreements	8. Payment Terms 8.2. The payment schedule for Infrastructure Services (Hardware Power-On Installation & SLA Support from OEM during Warranty period, Supply of Fiber Cabling & Switches & Other all supplied devices will be as under:	Sl. No: 2 SLA charges for 3-year Warranty period. Warranty Date will start from the date of project signoff	Warranty Date will start after 30 days from date of hardware delivery or date of hardware Power-ON, whichever is earlier.	Bidder to comply with RFP terms and conditions
112	27	Section C- Deliverable and Service Level Agreements	10. Scope involved during Contract period	10.7. The selected Bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	Kindly change the clause. The selected Bidder shall provide centralized OEM complaint booking/lodging facility to the bank and the dash board for respective OEMs shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	Bidder to comply with RFP terms and conditions
113	27, 28	Section C - Deliverable and Service Level Agreements	10. Scope involved during Contract period 11. Scope involved during Contract period including Warranty and AMC/ATS:	10.9. Any server for middleware, database, OS and database licenses to be provided by the successful bidder without any additional cost to the Bank. 11.11. Any server for middleware, database, OS and database licenses to be provided by the successful bidder without any additional cost to the Bank.	In the Bill of material middleware , data base licenses are not mentioned , require clarity	Bidder to refer Corrigendum-2.



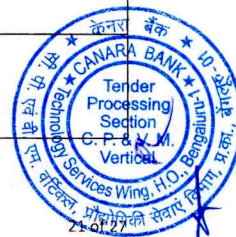
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
114	68	Annexure-2 Pre-Qualification Criteria	Table-A Sl. No: 8	<p><b>Pre-Qualification Criteria</b></p> <p>The Bidder should have successfully supplied and installed minimum cumulative 6 Nos. of IBM Power Servers of the series 950/980/1050/1080 in India in the last three years at Customer's DC and DR in Indian Market in any two Scheduled Commercial Bank/ NBFC/ Insurance Company/ PSU/ Central Government Organization in India in the last three years as on the date of submission of bid for this RFP.</p> <p><b>Documents to be submitted In compliance with Pre-Qualification Criteria</b></p> <p>Copy of the purchase order/ Work order/ Satisfactory performance letter/ Certificate of completion of the work. The Bidder should also furnish letter from the institution quoting the period and nature of services provided.</p>	Kindly consider to "the last three years as on the date of publish of this RFP which is dated on 17th March, 2025." or "the last four years as on the date of submission of bid for this RFP."	Bidder to refer Corrigendum-2.
115	78	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No 36	During installation if the bank requires any new Software/OS/Utility for project completion, Vendor has to install without any cost where the licenses of the software are with the Bank.	All the hardware & license that is being supplied as per the RFP will be installed by the Bidder. Any additional licenses and their installation will have an additional cost.	Bidder to comply with RFP terms and conditions
116	78	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No 42	Bidder to carry out Internal structured cabling both Copper (CAT 6/CAT 7 and Fibre (OM4) for devices supplied by successful bidder, with sufficient redundancy where ever applicable/ required within server racks, network racks.	Require clarity on network racks to estimate on cable requirement	Bidder to comply with RFP terms and conditions
117	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 56	K. LAN connectivity to bank existing network switch	Details of the existing infra required	Details will be shared with the successful bidder
118	80	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 9 Server Implementation approach Data Collection & Review	Collect baseline configuration data of current environment, analyzing the current resource configuration required for arriving at the detailed system design and implementation architecture.	Details of the existing infra required	Details will be shared with the successful bidder



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
119	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 3	Integrate storage systems with existing and proposed infrastructure including servers, networks, SAN	Details of the existing infra required	Details will be shared with the successful bidder
120	76	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 12	The bidder should lay the required cables (Copper & Fiber cables) for connectivity and also should replace the faulty cables as and when required without any additional cost to the bank during the entire contract period	Cable needs lay within the rack only? Requesting for a site visit for the detailed measurement before bid submission as cost depends upon cable length.	Bidder to comply with RFP terms and conditions Site visit will be allowed only to the successful bidder
121	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 52	All the LPAR creation and migration counts and Storage luns creations there might be 20% variation in this project based on the bank requirement	Details of the existing VM/LPARS are required for the migration along with application compatibility	Details will be shared with the successful bidder
122	84	Annexure-7 Scope of Work	Scope of Work for Network Switches Sl. No: 1	Bidder has to supply, install, commission, integrate, implement, manage and maintain the Switches along with required license for a period of 3 years (warranty) at Bank DC and DRC from the date of project sign off.	Kindly change to " Bidder has to supply, install, commission, integrate, implement, manage and maintain the Switches along with required license for a period of 3 years (warranty) at Bank DC and DRC from the date of invoice from OEM"	Bidder to comply with RFP terms and conditions
123	76	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 4	During the warranty period, the Vendor is bound to do all hardware spares replacement and update of proposed hardware to next or required version without extra cost to the Bank covering all parts & labour from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. The Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise or from a single centralized location.	Hardware spares replacement can be done only in the case of device failure. Any update to the proposed hardware to next or required version will have an additional cost (as part of new purchase).	Bidder to comply with RFP terms and conditions
124	76	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 6	The warranty for the proposed hardware will start from the date of project signoff.	Kindly change to " The warranty for the proposed hardware will start from the date of project invoice from OEM"	Bidder to comply with RFP terms and conditions
125	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 13	Bidder should follow a standard development process to ensure that proposed servers meet functional, security performance and regulatory requirements of the bank.	Kindly change to " Bidder/ OEM should follow a standard development process to ensure that proposed servers meet functional, security performance and regulatory requirements of the bank." Also elaborate functional, security performance and regulatory requirements.	Bidder to comply with RFP terms and conditions
126	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 20	If any more additional licenses are procured by the bank through the successful Bidder all such licenses are to be maintained by the bidder.	Kindly change to " If any more additional licenses are procured by the bank through the successful Bidder all such licenses are to be installed/maintained by the bidder at additional cost along with a agreed defined scope between the bidder and the Bank"	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
127	77	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 23	Bidder is responsible to provide the periodic reports of the proposed hardware health as per the bank requirement.	Kindly elaborate all the contents to be covered in the reports	Bidder to comply with RFP terms and conditions
128	78	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 33	For delivery location, the Bidder has to provide items with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.	Items with the related Hardware that have been asked and mentioned in the RFP will be provided. Any additional items/software/services have to mentioned in advance and procured along with the RFP.	Bidder to comply with RFP terms and conditions
129	78	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No 36	During installation if the bank requires any new Software/OS/Utility for project completion, Vendor has to install without any cost where the licenses of the software are with the Bank.	Any additional Software/OS/Utility required for project completion will be installed at an additional cost	Bidder to comply with RFP terms and conditions
130	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 34	During the Warranty Period following Scope will be covered, <ul style="list-style-type: none"> <li>• Ticketing with OEM</li> <li>• OEM Remote Technical Support (RTS) (if required on bank discretion)</li> <li>• OEM Onsite Technical Support (Field) (if required on bank discretion)</li> <li>• Break Down Support for OEM Hardware as supplied</li> <li>• Firmware Upgrade Support</li> <li>• Linux/ AIX / Power VC / Power HA update which includes Technology Level and Service Pack.</li> <li>• Quarterly System Health Check.</li> </ul>	OEM Onsite Technical Support will be on additional cost and Bidder should be notified in advance if it is required.	Bidder to comply with RFP terms and conditions
131	81	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 13 & 14	Full Clause	Is Oracle 19c installation is in scope ? , who will provide the Oracle licenses	Bank Provides Oracle Licenses and installation and configuration as per scope to be performed by Bidder/OEM.
132	81	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 11	Provide support during DB/ Oracle RAC installation. Installation done by Lab DB team	Kindly clarify the level of support needed during the DB/Oracle RAC installation, which will be performed by the Lab DB team. Could you please specify the type of assistance required and any particular responsibilities should be prepared for?	Bank Provides Oracle Licenses and installation and configuration as per scope to be performed by Bidder/OEM.
133	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 14	Restore database from the latest Flashcopy/DB backup on one UAT lpar's till successful project completion.	Please confirm how frequently database restores are required until the completion of the project?	Restoration is required till successful project completion.
134	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 3	Integrate storage systems with existing and proposed infrastructure including servers, networks, SAN	Please share the existing infrastructure details which need to be integrated	Details will be shared with the successful bidder
135	86	Annexure-7 Scope of Work	Scope of Work under SLA:	operational scope to be handled by the MSA. If not this has to be a sperate cost to be included as a line item if this is to be covered by OEM		No query



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
136	68	Annexure-2 Pre-Qualification Criteria	Table-A Sl. No: 6	<p><b>Pre-Qualification Criteria</b></p> <p>The Bidder should have average turnover of Rs.100.00 Crores or above in the last 3 (three) financial years (i.e., 2021-22, 2022-23 and 2023-24). This must be the individual company turnover and not of any group of companies.</p> <p><b>Documents to be submitted In compliance with Pre-Qualification Criteria</b></p> <p>Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2021-22, 2022-23 and 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number (UDIN).</p>	Request you to kindly confirm if there is exemption for MSE bidder.	EMD exemption is applicable to all the eligible bidders as per the prevailing Government guidelines. Bidder to comply with RFP terms and conditions
137	69	Annexure-2 Pre-Qualification Criteria	Table-A Sl. No: 10	<p><b>Pre-Qualification Criteria</b></p> <p>The bidder should have support office and Service Centre at Bangalore and Mumbai.</p> <p><b>Documents to be submitted In compliance with Pre-Qualification Criteria</b></p> <p>The Bidder should submit the details viz., address, phone no., email id and contact person Name &amp; Mobile no. etc.,</p>	The bidder must ensure they have support offices and Service Centres located in Bangalore and Mumbai. In the event that these facilities are not already established within the state, the bidder is required to provide an undertaking confirming their commitment to set up the necessary office within one month of receiving the contract award.	Bidder to comply with RFP terms and conditions
138	101	Annexure-14 Manufacturer Authorization Form	Full Clause	Full Clause	MAF amendment required by IBM (As per sheet enclosed)	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
139	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.5. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall Supply, Installation, Configuration, Implementation and Maintenance at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out Installation, Configuration, Implementation and Maintenance at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting as mutually agreed. The Warranty/ATS/AMC and all RFP terms should be applicable to the altered locations also as per the Bank's requirement without any extra cost to the Bank during the full contract period.	Any changes with the additional cost, transfers, insurance, shifting to be borne by the customer	Bidder to comply with RFP terms and conditions
140	18	Section C - Deliverable and Service Level Agreements	4. Security	4.5. The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.	IBM will only provide patches and updates. This is generally a managed services scope. If to be done by the OEM, separate price table to be included.	Bidder to comply with RFP terms and conditions
141	NA	Generic	Generic	Generic	Bank is requested to share the detailed performance metrics. As per the RFP this project is for the UAT environment. What is the baseline of the current performance? What is the performance metric that needs to be delivered?	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
142	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 6	Tune storage configurations and parameters to maximize efficiency and responsiveness.	Implementation will be done as per IBM best practices	Bidder to comply with RFP terms and conditions



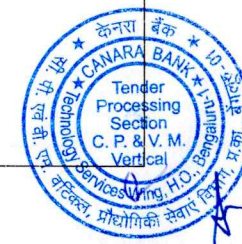
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
143	68	Annexure-2 Pre-Qualification Criteria	Table-A Sl. No: 8	<p><b>Pre-Qualification Criteria</b></p> <p>The Bidder should have successfully supplied and installed minimum cumulative 6 Nos. of IBM Power Servers of the series 950/980/1050/1080 in India in the last three years at Customer's DC and DR in Indian Market in any two Scheduled Commercial Bank/ NBFC/ Insurance Company/ PSU/ Central Government Organization in India in the last three years as on the date of submission of bid for this RFP.</p> <p><b>Documents to be submitted In compliance with Pre-Qualification Criteria</b></p> <p>Copy of the purchase order/ Work order/ Satisfactory performance letter/ Certificate of completion of the work. The Bidder should also furnish letter from the institution quoting the period and nature of services provided.</p>	<p>The Bidder Should have successfully supplied minimum cumulative 4 Nos. of IBM Power Servers of the series 950/980/1050/1080 in India in the last three years at Customer's DC and DR in Indian Market in any one or two Scheduled Commercial Bank/ NBFC/ Insurance Company/ PSU/ Central Government Organization in India in the last three years as on the date of submission of bid for this RFP.</p> <p>Justification: Since Canara bank's requirement is for 4 Nos of Power servers</p>	Bidder to refer Corrigendum-2.
144	NA	Annexure-2 Pre-Qualification Criteria	Generic	Additional Clause	<p>The Bidder should have also successfully supplied minimum cumulative 3 Nos. of IBM FlashStorage 9500 in India in the last three years at Customer's DC and DR in Indian Market in any one or two Scheduled Commercial Bank/ NBFC/ Insurance Company/ PSU/ Central Government Organization in India in the last three years as on the date of submission of bid for this RFP.</p> <p>Justification: As the canara bank requires a 6 units of FS9500, it is essential to select a qualified bidder who can meet this requirement. Therefore, we kindly request the Canara Bank team to include this criterion in PQC Annexure-2.</p>	Bidder to comply with RFP terms and conditions
145	79	Annexure-7 Scope of Work	General Scope of Work for the project Sl. No: 56	E. Rack assembling, installation and power connectivity from industrial sockets and testing of required power rating.	Kindly confirm required Rack and Power capacity ,DC space are available in the datacenters	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
146	80	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 7	• I/O Drawer upgradation on existing power 10 Servers at both DC (2 no's ) and DRC (2 no's )	Whether existing servers are under OEM warranty or B2B support?	Yes, Support is available.
147	80	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 7	• CPU, Memory, Network and FC adapter changes in DR existing power 10 servers i.e., 2 x E1080 in DR, 2 x AIX LPARs	Whether upgrade CPU, memort and FC adapters will be provided by customer	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
148	81	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 11	• MKSYSB restoration of existing UAT App LPARS to new UAT LPARS	Kindly confirm approximate number of UAT LPARS and Vios	Details will be shared with the successful bidder
149	81	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 11	• Augmentation of existing DRPT DB LPARS with additional CPU, Memory, Network and SAN adapters.	Kindly confirm upgrade only for DB LPARS or its included app lpars .? How many App and DB LPARS are running on this environment .	Details will be shared with the successful bidder
150	82	Annexure-7 Scope of Work	Scope of Work for Servers Sl. No: 14	Restore database from the latest Flashcopy/DB backup on one UAT lpars till successful project completion.	Kindly Provide approximate Database size UAT environments.	Details will be shared with the successful bidder
151	82	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 14	Logical configuration of the listed SAN zoning host mapping and volume careation	Kindly provide approximate datasize for each storage any data migration need to perform by bidder ?	Details will be shared with the successful bidder
152	83	Annexure-7 Scope of Work	Scope of Work for Storages Sl. No: 11	Storage Implementation Approach  Spectrum control and storage integration	Kindly confirm base version spectrum control softeware is used by bank or license version is used in the storage monitor.	Details will be shared with the successful bidder
153	84	Annexure-7 Scope of Work	Scope of Work for Network Switches Sl. No: 8	Bidder should deliver all equipment with latest IOS/Patches etc.	Whether passive network cabling will be part of customer or bidder scope ?	Bidder to comply with RFP terms and conditions
154	Generic	Generic	Generic	How the technical and commercial bid has to be submitted Via Gem or via hardcopies?	Kindly eloborate the same on bid submission process.	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions
155	17	Section C - Deliverable and Service Level Agreements	3. Training:	The selected vendor has to give demo and explain operational guidelines of the product at the site of the installation to Bank's Officials.	Kindly share the details of training to be provided.	Knowledge transefer and documentation and handover to Bank officials are required
156	46	Section G - General Conditions	4. Human Resource Requirement	4.1. The selected 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 Hardware/service.	Whether it required to deploy any on-site dedicated resources during the warranty and AMC period?	No  But during one time implementation required resources to be deployed onsite
157	86	Annexure-7 Scope of Work	Project Manager	Prior to the start of this project, the vendor shall designate a person as Project Manager, who will be the focal point for Bidder communications relative to this project and will have the authority to act on behalf of the bidder in all matters regarding this project.	Assume the Project Manager shall be off-site person and required during implementation period only, kindly confirm	Project Manager is required until project completeion and signoff
158	Generic	Generic	Generic	General Query	Any defective spare retention policy applicable in this contract?	Bidder to comply with RFP terms and conditions



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
159	16	Section C - Deliverable and Service Level Agreements	1. Project Timelines 1.3. The timelines are mentioned in the below table. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Sl. No: A Delivery of all Hardware and software at the bank designated location  Within 12 weeks from date of Acceptance of PO.	Request for modification: Within 22 weeks from date of Acceptance of PO.	Bidder to comply with RFP terms and conditions
160	22	Section C - Deliverable and Service Level Agreements	8. Payment Terms 8.1. The payment schedule for Hardware and Software along with licenses will be as under and will release after execution of contract agreement:	Sl. No: 2 On Supply/delivery of all the of Hardware and software as per RFP terms and Technical Specifications in Annexure- 9. 40% of Table A in Annexure- 15 On supply/ delivery of Hardware and software as per Annexure- 9 and on production of relevant documents like delivery signoff from DC and DR team, IT Wing and invoice with product serial number of the items supplied and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.	Request for modification: 40% 70% of Table A in Annexure- 15	Bidder to refer Corrigendum-2.
161	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Payment Terms 8.1. The payment schedule for Hardware and Software along with licenses will be as under and will release after execution of contract agreement:	Sl. No: 2 Power on of hardware's as per RFP terms and Technical Specifications in Annexure- 9. 50% of Table A in Annexure- 15 After successful Power On Scope of Work and Technical requirements and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. The vendor has to submit power on installation reports duly signed by the Bank officials of DC and DRC, IT Wing while claiming payment. The invoice and installation report should contain the product serial number of the items installed/Configured.	Request for modification: 50% 20% of Table A in Annexure- 15	Bidder to refer Corrigendum-2.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
162	23	Section C - Deliverable and Service Level Agreements	8. Payment Terms 8.1. The payment schedule for Hardware and Software along with licenses will be as under and will release after execution of contract agreement:	Sl. No: 4 AMC/ ATS charges as per Table- E of Annexure- 15 (If contracted) Quarterly in arrears on submission of Quarterly Preventive Maintenance activity report and acceptance duly signed by Bank officials of the respective Branch/Office.	Request for modification: Yearly in advance on submission of quarterly Preventive Maintenance activity report and acceptance duly signed by Bank officials of the respective Branch/ Office.	Bidder to comply with RFP terms and conditions
163	68	Annexure-2 Pre-Qualification Criteria	Table-A Sl. No: 8	<b>Pre-Qualification Criteria</b>  The Bidder should have successfully supplied and installed minimum cumulative 6 Nos. of IBM Power Servers of the series 950/980/1050/1080 in India in the last three years at Customer's DC and DR in Indian Market in any two Scheduled Commercial Bank/ NBFC/ Insurance Company/ PSU/ Central Government Organization in India in the last three years as on the date of submission of bid for this RFP.  <b>Documents to be submitted In compliance with Pre-Qualification Criteria</b>  Copy of the purchase order/ Work order/ Satisfactory performance letter/ Certificate of completion of the work. The Bidder should also furnish letter from the institution quoting the period and nature of services provided.	Request for modification: The bidder/OEM should have successfully supplied and installed minimum cumulative 6 Nos. of IBM Power Servers of the series 950/980/1050/1080 in India in the last three years at Customer's DC and DR in Indian Market in any two Scheduled Commercial Bank/ Scheduled Regional Rural Banks (RRBs) / NBFC/ Insurance Company/ PSU/ Central Government Organization in India in the last five years as on the date of submission of bid for this RFP.	Bidder to refer Corrigendum-2.

Date 09-04-2025  
Place Bengaluru

  
Deputy General Manager  