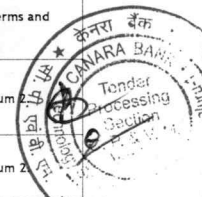


Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1 - Project Timelines	1.3.The timelines for the delivery and installation of all Hardware and Software should be completed within 24 weeks from the date of acceptance of the Purchase Order or 25 weeks from the date of Purchase Order for all the locations.	Request to amend as follows. Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. - 26 weeks from the date of acceptance of purchase order OR 27 weeks from the date of issuance of the Purchase order	Bidder to comply with RFP terms and conditions.
2	41	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 clarification on the human resource deployment pertaining to this project. As per Annexure-16, there is no separate table for Manpower cost provision during the contract period. Kindly provide on the human resource requirement and also the period and timelines like during working hours or 24/7	No residential support Required for the entire contract period, However For any issue trouble shooting related to Hardware and softwares and preventive maintenance support and Firmware upgrades technically skilled officials to be present onsite for support with no additional cost.
3	NA	General Condition	RACK Requirement	RACK Requirement	Kindly clarify whether the successful bidder has to supply the RACK for mounting the server or the RACK will be provided by Bank for both DC and DR Location.	Rack space will be provided by the Bank.
4	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Payment Terms	3.1.The payment schedule for Hardware will be as under and will release after execution of contract agreement: Payment Terms as per clause 3.1 of RFP	We request bank to revise the payment terms as below: 70% - On Supply/delivery of all the of Hardware as per RFP 10% - Installation of all Hardware 10% - Configuration, implementation and completion of all scope of work 10% - After Completion of warranty period of 3 years and after deducting Or On submission of a bank guarantee for equivalent to 10% of the cost of Hardware/Software	Bidder to comply with RFP terms and conditions.
5	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1 - Project Timelines	1.3.The timelines for the delivery and installation of all Hardware and Software should be completed within 24 weeks from the date of acceptance of the Purchase Order or 25 weeks from the date of Purchase Order for all the locations. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Please considering the relaxation for the Project timeline as - "The timelines for the delivery and installation of all Hardware and Software should be completed <u>within 32 weeks</u> from the date of acceptance of the Purchase Order or <u>33 weeks</u> from the date of Purchase Order for all the locations. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post"	Bidder to comply with RFP terms and conditions.
6	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1 - Project Timelines	1. Delivery of all Hardware and software - Within 12 weeks from date of Acceptance of PO	Please considering the relaxation for the Project timeline as - " <u>Within 16 weeks</u> from date of Acceptance of PO"	Bidder to comply with RFP terms and conditions.
7				2. Installation, Configuration, implementation and completion of all scope of work - Within 12 weeks from the date of delivery of hardware and software.	Please considering the relaxation for the Project timeline as - "Installation, Configuration, implementation and completion of all scope of work - <u>Within 16 weeks</u> from the date of delivery of hardware and software."	Bidder to comply with RFP terms and conditions.
8	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Penalties/Liquidated Damages 4.1.Penalties/Liquidated damages for delay in Supply, Installation, Configuration, Implementation Other related items would be as under:	4.1.1.Non-compliance of the Supply/delivery of Hardware and Software as per SI No.1 mentioned in clause 1.3, Section C will result in the Bank imposing penalty of 0.50% on delay in delivery per week or part thereof, on the Total cost of Servers & other items mentioned in Table-A and the Total cost of Software/License Items (subscription) mentioned in Table-B respectively as per Bill of material Annexure-16, subject to the maximum of 10% of the Total Cost mentioned in Table - A and Table-B.	Please considering the relaxation for the Penalty terms as - "Non-compliance of the Supply/delivery of Hardware and Software as per SI No.1 mentioned in clause 1.3, Section C will result in the Bank imposing penalty of <u>0.10%</u> on delay in delivery per week or part thereof, on the Total cost of Servers & other items mentioned in Table-A and the Total cost of Software/License Items (subscription) mentioned in Table-B respectively as per Bill of material Annexure-16, subject to the maximum of 10% of the Total Cost mentioned in Table - A and Table-B. "	Bidder to comply with RFP terms and conditions.
9	General Query	General Query	General Query	General Query	We request for an extension of 2 weeks on the bid submission date from the current due date of 04th Sept 2025 .	Bidder to refer the Corrigendum 1 and 2 for the same.
10	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 1.Project Timelines	Delivery of all Hardware and software	1. Delivery of all Hardware and software - Within 12 weeks from date of Acceptance of PO	Kindly request Bank to change the clause as "Within 16 weeks from date of Acceptance of PO"	Bidder to comply with RFP terms and conditions.
11	14		Installation, Configuration, implementation and completion of all scope of work	2. Installation, Configuration, implementation and completion of all scope of work - Within 12 weeks from the date of delivery of hardware and software.	Kindly request Bank to change the clause as "Within 16 weeks from the date of delivery of hardware and software"	Bidder to comply with RFP terms and conditions.
12	78	Annexure-9 Technical Specifications	Server Type: Type 1	Processor 2.6 GHz (gigahertz) or above	Request bank to change the processor requirement as 5th Generation 2.6 GHz (Gigahertz) or better; this will help bank to restrict whitebox manufactures	Bidder to refer corrigendum 2
13	78	Annexure-9 Technical Specifications	Server Type: Type 1	4 Core Processor 2.60 GHz or Higher 16 GB RAM 2 x 900 GB SSD - RAID 1	Request bank to change the processor requirement to 8 Core or higher for maximum participation	Bidder to refer corrigendum 2



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14	79	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): Cache per processor	32 MB L3 Cache or higher	Request bank to change the Cache per processor to 22 MB L3 Cache or higher for maximum participation	Bidder to refer corrigendum 2.
15	79	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): RAM Type	DDR4 DIMM or Higher	Request bank to change the RAM Type to DDR5 DIMM or higher; this will help bank to get Servers with 5th Generation Processor or better	Bidder to refer corrigendum 2.
16	79	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): 6.Memory: C.Slot Count	Minimum 8 or higher.	Request bank to change the RAM slot count to minimum 16 memory slots per CPU, this will help bank to get Enterprise class Servers	Bidder to refer corrigendum 2.
17	79	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): 6.Memory: D.Speed	Minimum 2933 MHz or higher (memory speed should be compatible with process speed to provide better performance)	Request bank to change the RAM Speed to minimum 4800 MT/s or higher for maximum participation	Bidder to refer corrigendum 2.
18	79	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): 6.Memory: D.Speed	Minimum 2933 MHz or higher (memory speed should be compatible with process speed to provide better performance)	Request bank to change the RAM Speed to minimum 5200 MT/s or higher for maximum participation	Bidder to refer corrigendum 2.
19	80	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): 9.SAN & Network Network ports 1 Gbps	Four 1Gbps network ports: can be Base-T On-board or in separate NIC (Must be in two network cards with two 1Gbps ports in each card)	Request bank to change the Network ports requirement as two network cards with four 1Gbps ports in each card)	Bidder to refer corrigendum 2.
20	81	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): 17.PCI Slots	Minimum 6 -PCIe Gen4 or higher slots(Peripheral Component Interconnect Express)	Request bank to change this to Minimum 8 -PCIe Gen5 or higher slots(Peripheral Component Interconnect Express), this will help bank to get Enterprise class Servers	Bidder to refer corrigendum 2.
21	82	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): 19.System Management Solution	Technical Specifications for 20 servers (12 DC and 8 DRC): 19.System Management Solution	Request bank to add this clause " The Server Management Software should be of the same brand as of the server supplier" to restrict whitebox manufactures	Bidder to refer corrigendum 2.
22	82	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): 18.Remote management	Should able to integrate with industry wide KVM (Kernel-based Virtual Machine) solution.	Request Bank to remove this as Remote management is at hardware level KVM is at the OS level, there is no need to integrate both they should work alongside that would be fine.	Bidder to refer corrigendum 2.
23	84	Annexure-9 Technical Specifications	Technical Specifications for 20 servers (12 DC and 8 DRC): 22.FAN	Server should have redundant fully populated Hot swappable fans	Request bank to removed the word "Redundant" from this requirement to allow maximum participation	Bidder to refer corrigendum 2.
24	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1 - Project Timelines	1.3.The timelines for the delivery and installation of all Hardware and Software should be completed within 24 weeks from the date of acceptance of the Purchase Order or 25 weeks from the date of Purchase Order for all the locations. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Request to consider the timeline for delivery to 30 weeks	Bidder to comply with RFP terms and conditions.
25	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Penalties/Liquidated Damages 4.1.Penalties/Liquidated damages for delay in Supply, Installation, Configuration, Implementation Other related items would be as under:	4.1.3.However, the total Penalty/LD to be recovered under above clauses 4.1.1 to 4.1.2 shall be restricted to 10% of the Total Cost of Ownership*. * Total cost of Ownership excluding AMC cost as per Annexure-16 Bill of material	Request to remove the penalty charges .	Bidder to comply with RFP terms and conditions.
26	NA	General Queries	General Queries	General Queries	Please let us know how the bid will be awarded based on lowest price bid or followed by reverse auction.	The bidder/s who quotes the lowest price (L1) will be referred as the successful bidder/ bidders with out reverse auction and will be notified through the GeM portal.
27	131	Annexure-2 Prequalification criteria Table A	Serial No: 9 The Bidder should have successfully supplied minimum 20 Nos. of Servers in a single order in India at Customer's DC /DR in Indian Market in any 1 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.	Documents to be Submitted: Copy of the purchase order/ Work order/ Satisfactory performance letter/ Certificate of completion of the work and Installation Report. (The bidder should furnish relevant document to evident that the requirement is fulfilled).	Requesting change in criteria to consider total number of cores supplied or Virtual Machines supplied instead of total number of servers. Reason being large data centers use higher end servers which have larger number of cores and VMs, however fewer quantity of higher end servers. Change in criteria will enable more players with large scale relevant experience to participate. Revised clause is: "The Bidder should have successfully supplied minimum 20 Nos. of Servers/ 20 Virtual machines/ 300 cores in a single order in India at Customer's DC /DR in Indian Market in any 1 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. "	Bidder to comply with RFP terms and conditions.
28	131	Annexure-2 Prequalification criteria Table A Serial No: 12	Prequalification criteria: The bidder should have support office and Service Center at Bangalore and Mumbai.	Documents to be submitted: The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc.,	Requesting client to consider present day office in Mumbai/Bangalore and undertaking that bidder will establish office in other city within 30 days of award of contract.	Bidder to comply with RFP terms and conditions.



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29	65	Annexure-2 Prequalification criteria Table A Serial. No: 7	The bidder should have an average annual turnover of Rs.3 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Documents to be Submitted: Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2021-22 & 2022-23, 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	Request you to increase the average annual turnover of Rs.50 Crores so that companies with stable financials will be able to provide better services to the bank.	Bidder to comply with RFP terms and conditions.
30	NA	Annexure-8 Scope of Work	Implementation and installation of Hardware and Software	Implementation and installation of Hardware and Software	Request you to clarify whether Hardware and Software implementation and installation is to be taken up by the bidder as part of the scope. If yes, request you to amend the Commercial table with these sections.	Bidder to refer corrigendum 2.
31	74	Annexure-8	Scope of Work	5. All supplied Hardware should have redundant Power Supply and necessary cables and Rack mounting Kit. 11. All necessary cables and other accessories required for successful installation of the hardware items as per the scope of work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items while quoting.	Kindly confirm the necessary cables are: 1. Power cables 2. Network (LAN/SAN Cables) from servers of 3 mts length	1) Power cable with 2 Mtr length of C13 - C14 to be provided 2) LAN of 3 Meters and SAN Cable of 25Meters are to be supplied along with the servers
32	74	Annexure-8	Scope of Work	4.The bidder has to provide AMC for the all supplied Hardware and Software as per the Scope of Work post warranty period. During the warranty period and AMC period, the Bidder is bound to do all hardware spares replacement and upgrade/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.	Kindly provide the details of how bank will contact us for any spares replacement, upgrade etc.. 1) Do we need to provide any FMS resource on-site 24x7.If YES pls provide the number of resource required and level (L1, L2 L3)??	Bidder has to provide the escalation matrix for call log based of which the bank will intimate to the bidder in case of any issues. FMS onsite resource is not required.
33	76	Annexure-8	Scope of Work	34. During Installation if the Bank requires any new Software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with the Bank.	Kindly provide details (Incl quantities and number of times) and for number servers) Software/OS/Utility, as we need to factor cost for the same	During the contract period bidder has to support as and when the issue arises, due to any hardware and Operating System failures.
34	76	Annexure-8	Scope of Work	m. All activities related to server Administration assigned during the Implementation period and till the project tenure (Warranty and AMC/ATS, if contracted) without any extra cost.	Kindly confirm, for server administration, do we need to provide FMS resources On-site. If NO, kindly amend the same as follows "All activities related to server Administration assigned during the implementation period if contracted) without any extra cost"	FMS is not required, Bidder to refer the Corrigendum-2 for the same.
35	77	Annexure-8	Scope of Work	1.Bidder has to install / re-install the operating system (if required), other software in the server and support the same during warranty and AMC period without any extra cost to the Bank.	Kindly confirm, for OS and other software reinstallation, do we need to provide FMS resources On-site.. If NO, kindly amend the same as follows "All activities related to OS and other software reinstallation assigned during the implementation period if contracted) without any extra cost"	During the contract period bidder has to support as and when the issue arises, due to any hardware and Operating System failures.



Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
36	93	Annexure-16 Bill of Material	Table-B Cost for Software/License items with comprehensive support (Subscription based Licenses for 5 years)	RHEL 9 with premium support	RHEL OS Subscription has to be considered as Physical node or Virtual Node or Both, if both can pls specify how many are physical nodes and how many are virtual nodes.	RHEL for Physical Node and Bidder to refer Corrigendum-2
37	93	Annexure-16 Bill of Material	Table-B Cost for Software/License items with comprehensive support (Subscription based Licenses for 5 years)	Apache Tomcat Enterprise Edition with support - instance base	Can you remove Instance based Apache Tomcat requirement?	Bidder to refer Corrigendum-2 & Bidder to comply the RFP terms and conditions
38	93	Annexure-16 Bill of Material	Table-B Cost for Software/License items with comprehensive support (Subscription based Licenses for 5 years)	Apache Tomcat Enterprise Edition with support - instance base	Can we get the required cores/vpcus needed for Apache Tomcat requirement?	Bidder to refer Corrigendum-2 & Bidder to comply the RFP terms and conditions
39	93	Annexure-16 Bill of Material	Table-B Cost for Software/License items with comprehensive support (Subscription based Licenses for 5 years)	Apache Tomcat Enterprise Edition with support - instance base	Version of Apache tomcat to be considered?	Apache 2.4 X and Bidder to refer Corrigendum-2
40	93	Annexure-16 Bill of Material	Table-B Cost for Software/License items with comprehensive support (Subscription based Licenses for 5 years)	RHEL 9 with premium support	L1 and L2 Support for RHEL would be from OEM?	OEM support is required and Bidder to refer Corrigendum-2
41	93	Annexure-16 Bill of Material	Table-B Cost for Software/License items with comprehensive support (Subscription based Licenses for 5 years)	Apache Tomcat Enterprise Edition with support - instance base	Is Bank expected following features JavaBeans (EJB), Java Persistence API (JPA), Java Message Service (JMS) as part of Apache Tomcat?	Bidder to refer Corrigendum-2 & Bidder to comply the RFP terms and conditions
42	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS, Deliverables & SLA	1.3 Project Timelines	Delivery within 12 weeks & Installation within 24 weeks	Considering logistics and OEM lead times, especially for enterprise servers, can the Bank allow a relaxation of delivery/installation timelines to 16 weeks and 28 weeks respectively?	Bidder to comply the RFP terms and conditions
43	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS, Payment Terms	Clause 3	Hardware payment schedule (50% on delivery, 30% on installation, 10% on acceptance, 10% on warranty/BG)	We request the Bank to kindly revise the payment terms to 90% on delivery of hardware/software against proof of delivery, and the balance 10% on successful installation & acceptance, instead of retaining a portion till warranty end. This will ease cash flow for bidders given the high-value server procurement.	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
44	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS, Payment Terms	Clause 4	10% as per Table-A of Annexure-16 After completion of warranty period and after deducting applicable penalties and Liquidated damages (if Any). Or On submission of a bank guarantee for equivalent to 10% of the remaining payment. Note: Warranty period will start from the date of acceptance of hardware by the Bank.	Warranty payment hold of 10%. Instead of holding 10% payment till completion of warranty, we request acceptance of a Performance Bank Guarantee (PBG) of equivalent amount, allowing release of full payment post acceptance. Kindly confirm if this arrangement will be acceptable.	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
45	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS, 4. Penalties/Liquidated Damages	4.2.1. The selected bidder has to maintain the guaranteed monthly uptime during Warranty and AMC period, of Servers, any other Hardware items / Software items supplied as per the below table.	99% uptime requirement with penalties	Please confirm if planned downtime for patching, upgrades, and preventive maintenance will be excluded from uptime calculations.	Yes
46	78	Annexure-9, Technical Specifications	Server Specs	Processor/Memory requirements	Kindly confirm if equivalent or higher configuration (latest processor generation) will be acceptable if exact specifications are not available.	Yes
47	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS, 4. Penalties/Liquidated Damages	LD for Delay	0.5% per week capped at 10%	Can Bank confirm whether penalties for delay in supply and delay in installation are independent or will be aggregated together under the 10% cap?	Penalties of the Supply/delivery of Hardware and Software and Installation, Configuration and Implementation of Hardware and Software are Independent.
48	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS, Warranty & AMC	3 Years warranty + 2 Years AMC	Comprehensive onsite support	Kindly clarify whether OEM back-to-back warranty will be acceptable or whether bidder must take full responsibility irrespective of OEM coverage.	Bidder shall be responsible to support for all Hardware and Software supplied and for having back to back contract with the OEM. However, Bidder to take full responsibility irrespective of OEM. The Bank's engagement will be with the bidder only. Bidder is responsible to fill the obligation.

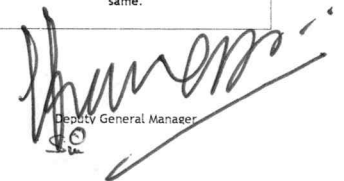


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49	32	Section C, Submission of Bids	Earnest Money Deposit (EMD)	Physical submission requirement	Since bid is on GeM, please confirm if scanned copies of EMD/Integrity Pact are acceptable at the time of bid submission, with originals to follow later.	Response should be submitted in GeM portal and required physical documents such as EMD Bank Guarantee, DD, Integrity Pact, etc., should be submitted at below mentioned address before due date/time: Canara Bank, Centralized Procurement & Vendor Management Vertical, Technology Services Wing, HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001.
50	91	Annexure-16, Bill of Material	Table-A/Table-B	AMC cost not less than 5% 12.6.It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (i.e. AMC Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material (Annexure-16). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 2 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in Appendix-G. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and warranty period.	Please confirm if AMC cost will be evaluated as part of TCO or will it be considered separately.	Yes, AMC cost will be evaluated as part of TCO.
51	20	Section C, Security Requirements	Clause on VAPT/Code Audit	Security Audit: 7.5.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.	Please clarify if the cost of conducting security audits (VAPT, code audit, etc.) will be borne by the Bank or needs to be factored into the bidder's commercial.	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
52	38	Section F, Performance Security	5% of TCO valid 62 months	Bank Guarantee requirement	Please confirm whether Bank Guarantee can be split into multiple instruments year-wise instead of a single long-duration BG.	Bidder to comply with RFP terms and conditions.
53	131	Annexure 9	Technical Specifications	Table A - Type 1 & 2	4 Core CPU , is it 4 Core per CPU and only a single CPU . Pls Confirm. Similarly with 8 core as well.	Bidder to refer the Corrigendum 2 for the same.
54	64	Annexure-2 (Pre-Qualification Criteria)	Pre-Qualification	The Bidder should have successfully supplied minimum 20 Nos. of Servers in a single order in India at Customer's DC /DR in Indian Market in any 1 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.	Kindly clarify the exact number of projects required for eligibility. Will projects executed for Private BFSI / Large Enterprises also be considered, or only PSU/Govt/BFSI references?	Bidder to comply with RFP terms and conditions.
55	64	Annexure-2 (Pre-Qualification Criteria)	Pre-Qualification	The Bidder should have successfully supplied minimum 20 Nos. of Servers in a single order in India at Customer's DC /DR in Indian Market in any 1 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.	Please confirm if past implementations of similar but higher configuration servers will be accepted against the requirement.	Yes
56	90	Annexure-15 (Manufacturer Authorization)	OEM Authorization	OEM Authorization Form to be submitted	Please confirm whether the Manufacturer Authorization Form must be submitted at bid submission stage or can be provided during technical evaluation.	Manufacturer Authorization Form should be submitted at the time of Bid Submission.
57	90	Annexure-15 (Manufacturer Authorization)	OEM Authorization	OEM authorization required	Can one OEM authorize multiple bidders in this RFP?	Yes.
58	64	Annexure-2 (Pre-Qualification Criteria)	Financial Eligibility	Turnover/Net worth requirements: The bidder should have an average annual turnover of Rs.3 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies. The Net Worth of bidder should not be negative as on 31/03/2024 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2024.	Please confirm if turnover requirement is for annual turnover or average turnover over 3 years. Will provisional audited financials of FY 2024-25 be accepted?	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
59	78	Annexure-9 (Technical Specifications)	Server Configuration	Specifications mentioned for servers	Request confirmation if equivalent or higher configurations will be acceptable if exact specifications are not available from OEM.	Configuration mention in the RFP and Higher configuration will be acceptable.
60	78	Annexure-9 (Technical Specifications)	Server Models	Servers to be supplied as per specs	Please clarify if mix of models (rack + blade servers) is acceptable or all must be of a single series/model.	Bidder to comply with RFP terms and conditions.
61	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Payment Terms S.No: 5.Software/ Licenses Items	Bidder to supply licenses	Will Canara Bank provide OS/database licenses, or should bidder include them in the proposal?	Bidder to supply the requested license asked in the RFP
62	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Payment Terms S.No: 5.Software/Licenses Items	AMC/JATS of licenses	If perpetual licenses are supplied, please confirm if AMC/ATS for them must also be quoted.	Bidder to supply the requested license asked in the RFP
63	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Project Timelines Delivery & Installation	Delivery within 12 weeks and installation within 12 weeks	Considering global supply chain timelines, request extension of delivery period to 12 to 16 weeks.	Bidder to comply with RFP terms and conditions.



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64	74	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Warranty	3 years onsite warranty required	Please confirm if OEM's 3-year warranty back-to-back will be acceptable, or if bidder must provide additional commitment.	Bidder shall be responsible to support for all Hardware and Software supplied and for having back to back contract with the OEM. However, Bidder to take full responsibility irrespective of OEM. The Bank's engagement will be with the bidder only. Bidder is responsible to fill the obligation.
65	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	AMC Scope	12.1. At the time of submission of bids, the Bidder has to quote AMC for Hardware (including OS), License Items for two (2) years after completion of three (3) year warranty period, in the commercial Bid separately for comprehensive maintenance contract.	Should AMC cover only hardware, or also OS/middleware/licenses?	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
66	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Uptime	99% uptime commitment	Kindly confirm whether downtime caused due to Bank-side dependencies (power/network) will be excluded from uptime calculation.	Yes
67	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	MTRR	MTRR of 24 hours for DC/DRC	For remote/NE states, will additional time be permitted for parts replacement?	Bidder to comply the RFP terms and conditions
68	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Integration	Integration with Bank applications	Please share details of applications/workloads these servers will support (e.g., Core Banking, DMS, DW).	Details will be shared to the selected Bidder.
69	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Security Compliance	Compliance to Bank's Cyber Security Policy	Request sharing of the specific hardening checklist / security guidelines expected from bidder.	Details will be shared to the selected Bidder.
70	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Acceptance Criteria	Acceptance after installation & commissioning	Please clarify if Bank's UAT/benchmark testing will be part of acceptance or only installation sign-off.	Bidder to comply the RFP terms and conditions
71	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS Payment Terms	3. Payment terms: Payment Linked to Warranty	4. Warranty 10% as per Table-A of Annexure-16 After completion of warranty period and after deducting applicable penalties and Liquidated damages (if Any). Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Please confirm whether submission of Bank Guarantee equivalent to 10% will be accepted in lieu of retention.	This clause is self explanatory, Bidder to comply with RFP terms and conditions.
72	74	Annexure 8 - Scope of Work	Scope of Work. Point No 11	All necessary cables and other accessories required for successful installation of the hardware items as per the scope of work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items while quoting.	Bank to confirm required LAN Cables length	Bidder to refer the Corrigendum -2 for the same.
73	74	Annexure 8 - Scope of Work	Scope of Work. Point No 24	All the connectivity for the hardware i.e. LAN and SAN switches need to be ensured by the bidder.	Necessary connectivity will be established, required configuration on LAN or SAN switch to be done by Bank	Bidder to comply the RFP terms and conditions
74	74	Annexure 8 - Scope of Work	Scope of Work. Point No 25	All proposed equipment's are required to connect existing SAN infrastructure.	Necessary connectivity will be established, required configuration on LAN or SAN switch to be done by Bank	Bidder to comply the RFP terms and conditions
75	74	Annexure 8 - Scope of Work	Scope of Work. Point No 28	Bidder must also provide the necessary power cables, LAN cables, FC cables from source to their provided rack as per the guideline of the Bank.	Bank to confirm the LAN Cables length	Bidder to refer the Corrigendum-2 for the same.
76	74	Annexure 8 - Scope of Work	Scope of Work. Point No 38	The proposed server FC HBA interface ports should be compatible for existing SAN Switch.	Bank to provide SAN Switch details to validate compatibility	Details will be shared to the selected Bidder.
77	74	Annexure 8 - Scope of Work	Scope of Work. Point No e	Rack assembling, installation and power connectivity from Industrial sockets and testing of required power rating.	Rack is not part of this RFP hence excluded from Scope	Bidder to refer the Corrigendum-2 for the same.

Place: Bangalore
Date: 09-09-2025


Deputy General Manager

