

Annexure-1

Responses to Pre Bid Query Tender Ref No CO:DIT:PUR:2024-25:405					
Sr.No	Page No.	Clause Number	Clause Description	Changes /Clarifications Requested	Bank reply
1	7	11. eligibilty criteria	Vendor must have either their Registered office or their Branches in both the locations of Mumbai / Navi Mumbai as well as in Hyderabad.	more clarity require.	Vendor must have their Registered office or their Branches in Mumbai or Navi Mumbai and Hyderabad.
2	8	3. Bid Security	The Bid Security will be refunded to the Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) (Annexure-12) as security deposit for 10% of the total project cost valid for 60 months and claim period of 12 months, total 72 months starting from its date of issuance. The PBG shall be submitted within 21 days of the PO acceptance by the bidder.	Request you to kindly change this to 5% as per new guideline for PSB's.	No Change



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3	9	7.1 Scope of Work Summary	<p>IBM P10-S1022s, 16 Core Activated, 16 Core installed, 768 GB RAM, 4x2-port 25/10Gbps Ethernet Adapter, 4x2-port 32Gbps FC Adapter 4x800GB NVMe disks, 1xSAS Adapter for external Tape AIX 7.3 Std Edition, PowerVM Enterprise edition, 5-year SWMA</p>	<p>IBM P10-S1022s, 16 Core Activated, 16 Core installed, 768 GB RAM, 4x2-port 25/10Gbps Ethernet Adapter, 4x2-port 32Gbps FC Adapter 4x800GB NVMe disks, 1xSAS Adapter for external Tape AIX 7.3 Std Edition, PowerVM Enterprise edition, 3-year SWMA</p>	<p>No Change, Since In Tender Document it is mentioned that the 4th and 5th year will be the part of AMC.</p>
4	9	7.1 Scope of Work Summary	<p>IBM P10-S1022s, 16 Core Activated, 16 Core installed, 768 GB RAM, 4x2-port 25/10Gbps Ethernet Adapter, 4x2-port 32Gbps FC Adapter 4x800GB NVMe disks, 1xSAS Adapter for external Tape AIX 7.3 Std Edition, PowerVM Enterprise edition, 5-year SWMA</p>	<p>Clarification: What transceivers should be included ? Is it 25Gbps SFP or 10 Gbps SR</p>	<p>10Gbps SR</p>
5	9	7.1 Scope of Work Summary	<p>Since the AMC for the 4th and 5th Year are separated and this is not an upfront 5 years Warranty+Support, the initial servers will come with 3 Years SWMA and the 4th and 5th Year SWMA will be included in the AMC</p>	<p>Bank will make payment towards AMC/ATS quarterly in arrears. The first quarter of AMC would begin from the 1st day after completion of the warranty period of three years.</p>	<p>The AMC will be paid quarterly in arrears</p>

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6	10	7.1 Scope of Work Summary	<p>Bank has Netvault Backup software licences and netvault media server licenses for DC and DR. After installation of Power-10 S1022s servers and the migration of the data to this server, the Tape Drive IBM TS2900 Tape Autoloader with LTO Ultrium 8 Half-High SAS Drive must be connected with the new Power-10 S1022s server at DC and DR and the required backup (Netvalult Client and Netvault Media server) software for the backup must be installed to ensure proper backup.</p>	<p>IBM will only migrate the LPAR with the operating system and/or create new LPARs and install the OS. The installation of the backup software (Netvault Client and Media server) has to be carried out by the backup OEM/SI. IBM will provide any required support in terms of the compute HW and the OS if required by the backup vendor</p>	<p>The installation of the backup software (Netvault Client and Media server) has to be carried out by Bidder only.</p>
7	10	7.1 Scope of Work Summary	<p>The Operating System on Power-9 server must be upgraded to the same version that is present in the newly procured Power-10 server.</p>	<p>As we understand the current backup software with the bank is not yet certified with AIX 7.3. While the AIX OS licenses to be supplied can be used to install AIX 7.2 as well (and can be upgraded to AIX 7.3 later), we would request a confirmation from the bank on which version to install since the scope of work as a part of this RFP will include one time OS installation and any upgradation required later will not be a part of the scope</p>	<p>Till the availability of the Backup Client and Media software on the AIX 7.3 bank will go with the AIX 7.2. On upgradation of Power-10 server to AIX 7.3, Power-9 server to be upgraded to AIX 7.3.</p>

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8	10	7.1 Scope of Work Summary	<p>The vendor should have back to back support from Hardware/Software OEM and a declaration for the same must be submitted on letter head of vendor within 1 week from the date of acceptance of PO and proof of the same has to be submitted to bank within 2 weeks from date of Go-Live Sign-off from the Bank .</p>	<p>Is there any set format for this proof or displaying the applicable warranty on the IBM ESS website would be sufficient</p>	<p>Bidder need to submit the details as per data format provided by OEM.</p>
9	10	7.1 Scope of Work Summary	<p>Bank has Netvault Backup software licences and netvault media server licenses for DC and DR. After installation of Power-10 S1022s servers and the migration of the data to this server, the Tape Drive IBM TS2900 Tape Autoloader with LTO Ultrium 8 Half-High SAS Drive must be connected with the new Power-10 S1022s server at DC and DR and the required backup (Netvalult Client and Netvault Media server) software for the backup must be installed to ensure proper backup.</p>	<p>Clarification: The four Ethernet & four FC adapters can be configured for dual VIOS, assigning two adapters each for a VIOS server, the SAS adapter for external tape can be assigned to one of the LPAR, and on that LPAR the Netvault Server software would be installed. The other AIX LPARs need to have the Netvault client installed to take the backup through the netvault server. Is this understanding correct ?</p>	<p>Netvalult server is not required to install in AIX server. There is only Netvault client and media server software that is to be installed in AIX server.</p>



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10	10	7.1 Scope of Work Summary	Any cabling, racks, PDU requirements will be extra at the cost	Need Clarification	There is no requirement of Racks and Power Distribution unit, however required cables to be provided by bidder.
11	11	7.3 Responsibility matrix for the delivery, installation and maintenance of the proposed solution at DC,DRC	Hardware and associated software delivery : Within 8 weeks of PO acceptance	It is requested you to please make the Hardware and associated software delivery : Within 10 weeks of PO acceptance	No Change
12	11	7.3 Responsibility matrix for the delivery, installation and maintenance of the proposed solution at DC,DRC	Installation/Migration, configuration, testing and operationalization :Within 2 Weeks after delivery of hardware	It is requested you to please make the Installation/Migration, configuration, testing and operationalization :Within 3 Weeks after delivery of hardware	No Change
13	11	7.3 Review of Existing Hardware System and planning for Migration/Implementation for new Hardware & Software	Within 1 week after PO acceptance	within 10 working days	No change



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14	12	7.3 Responsibility matrix for the delivery, installation and maintenance of the proposed solution at DC,DRC	Installation/Migration, configuration, testing and operationalization --> Within 2 weeks of delivery of HW	Requesting your help to increase the installation timeline from 2 weeks to 4 weeks after delivery of HW	No change
15	13	7.4 Detailed Scope of Work	Backup Software Installation/Upgradation/Migration,	Need clearance - Backup software installation will not be part of bidder	Backup software(Client and Media software) installation will be part of bidder.
16	26	16.1 Payment Terms	I. 60% payment on Delivery and acceptance of Hardware by the Bank. II. 30% payment on successful Installation and its acceptance by the Bank III. Balance 10% will be paid 1 month after successful commissioning of Hardware	Request to change I. 70% payment on Delivery and acceptance of Hardware by the Bank. II. 20% payment on successful Installation and its acceptance by the Bank III. Balance 10% will be paid 1 month after successful commissioning of Hardware	No change



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17	27	16.3 Penalty due to delay in Server Maintenance/ Complaint Resolution	<p>The successful bidder will assume total responsibility for the fault free operation of supplied Hardware/Software and maintenance during the warranty & AMC period for a total duration of five years. There should be proper service support during Warranty/AMC/ATS period for the supplied Hardware/Software, complaint should be set right within 24 hours of reporting the complaint. In case the supplied Hardware/Software is down for more than one working day then Vendor shall be liable to pay penalty as hereunder per day of delay beyond 24 hours in completion of maintenance work,</p>	<p>more than two working days or penalty around 25k . Either or .</p>	<p>No change</p>
18	28	17. Service Level Agreement	<p>If the bidder fails to maintain guaranteed uptime of 99.8% on quarterly basis then Bank may impose penalty as per the table below.</p>	<p>Requesting to change the SLA requirement to 99.5% uptime annually</p>	<p>No change</p>

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19	30,31	20. Liquidated Damages	2. The Liquidated Damages (LD) shall be 1 % of contract amount for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount.	It is requested you to please make this Liquidated damage 0.5 % of contract amount for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount.	No change
20	32	25. Letter of Undertaking of Authenticity	"The successful bidder has to submit the letter of undertaking of Authenticity and Undertaking at the time of acceptance of Purchase Order. The undertaking from OEMs needs to be provided to the Bank for the activities owned by them in coordination with the bidder as per the details mentioned in the document along with the pricing. The format for the same is given in Annexure 15."	The Annexure is to be signed by the bidder. Is there a set format for the undertaking by the OEM	The Annexure is to be signed by the bidder only (Annexure-18) on company letterhead.
21	42	51. Check list for submission	Self-declaration on Company's letter head Bidder/OEM should not have any pending litigation or any dispute arises	Self-declaration on Company's letter head Bidder should not have any pending litigation or any dispute arises	Declaration on company letterhead from Bidder only.



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