State Bank of India Global IT Center
YONO Infra & Ops Department
Website: https://www.tenderwizard.com/SBIETENDER

RFP: 801 issued on 03.11.2021

RESPONSE TO PRE-BID QUERIES

SL. No.	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Department Response
1	22	28. SERVICES:	i. Service Provider shall ensure that key personnel with relevant skill sets are available at designated locations for installation and commissioning of the Product.	Kindly confirm the skill sets required and the details of location wise deployment of each category resources.	No change

2	22	28. SERVICES:	iii. Service Provider shall be willing to transfer skills to relevant personnel of the Bank, by means of training and documentation.	Whether the training can be conducted online? If offline, whether bank shall arrange necessary arrangements for training? Also confirm the topics to be covered.	Training to be arranged by the vendor at their location. For topics refer RFP page no 65 point no 13
3	23	29. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	iii. During the support period (warranty and AMC), Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Product and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the system as per the RFP, reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging, and configuring facility as per the RFP, fine tuning, system monitoring, log maintenance, etc. Service Provider shall provide services of an expert engineer at SBI GITC, Belapur or at any other locations wherever required, whenever it is essential. In case of failure of Product (hardware, system software or any	Whether it required onsite dedicated resources through out the warranty and AMC period? If yes, kindly confirm the category wise number of resources required for the support period.	No change

			of its components), Service Provider shall ensure that Product is made operational to the full satisfaction of the Bank within the given timelines. Service Provider shall provide preventive maintenance schedules as per periodicity defined in RFP.		
4	29	41. TECHNICAL DOCUMENTATION:	iii. Service Provider shall also provide the MIS reports as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by Service Provider to the Bank, free of cost in timely manner.	Whether any tool is available for generating these MIS reports? Kindly confirm the reports to be submitted.	No tool is available with Bank. Selected bidder has to arrange for MIS reports.
5	35	46	TERMINATION FOR DEFAULT	The reasons for termination need to be mutually discussed. Full payments for work delivered by the Bidder should be made by the customer.	No change

6	37	49	TERMINATION FOR CONVENIENCE	Before cancellation of order, the bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	No change
7	39	56	EXEMPTION OF EMD ANDTENDER FEE: As the RFP is among the channel partners of OEM, exemption from payment of EMD is not provided under this RFP	Is EMD & tender fee to be provided as in schedule of events it is mentioned NIL	No change
8	45	Appendix B-3	The Bidder must have an average turnover of minimum Rs.250 crore for last 03 (three) financial year(s) i.e., FY 2020-21, FY 2019-20, and FY 2018-19	ROX : The Bidder must have an average turnover of minimum Rs.200 crore for last 03 (three) financial year(s) i.e., FY 2020-21, FY 2019-20, and FY 2018-19 MEGAHERTZ: Kinldy change it to 25 CRORES LAUREN: Lauren is an MSME organization, the recent guidance wrt to promotion of MSME, encourages the PSU & other organizations promote PSU's. Hence we Request you to kindly change minumum turnover criteria to 100 Cr.	No change

9	45	5	Bidder should have experience of minimum 3 years as on 31.03.2021 in providing the Products/Services of similar nature and size.	Bidder should have experience of Supply of IBM Power server & Storage	No change
10	52	Appendix-E -1	4. Arranging for a dedicated Project Manager and Technical Manager who will remain available onsite in person as SPOC during the full project implementation (From Delivery till successful Commissioning of HW/SW at DC and DR site.). For project manager and technical manager, both, separate relief arrangements should be ensured. Back-to-back arrangement with OEM should be made and submitted to the Bank, post installation and up to currency of the contract dedicated onsite	Kindly confirm the qualification, experience and skillset required for these resources. Their support required up to implementation period only, kindly confirm.	No change
11	52	1.6	Published document should include deployment and testing of the application at both DC and DR site.	Please provide more details on required documentation with timeline	No change
12	53	9	Provide, deploy, and configure all the hardware with necessary management and monitoring tools, which are properly licensed (licenses should be for full capacity license for the entire contract period (Warranty and AMC) at both DC and DR sites.	IBM Server and Storage will be supplied with Standard Hardware Management utility (HMC for IBM servers and Spectrum Control for IBM Storage)	IBM Server and Storage will be supplied with Standard Hardware Management utility (HMC for IBM servers and Spectrum Control for IBM Storage), BigIQ for F5 (Security Devices)

13	53	Appendix-E -1	12. Ensure a flawless integration of new setup with existing setup at both DC & DR. The integration plan for both DC and DR to be hared with Bank for necessary approval as part of the RFP.	Kindly share the details of existing setup. Also the confirm the scope of work for the integration with existing setup.	Details will be shared the with successful/selected vendor.
14	53	18	Should include Services like periodic health check, Performance Analysis Service, PT service etc. to ensure that the proposed solution is working with optimal performance and is best utilized as per banks requirements and industry best practices.	what will be the frequency of periodic health check, same needs to be done by bidder or OEM.	No change
15	53	12	Ensure a flawless integration of new setup with existing setup at both DC & DR.	information needed of existing application	Details will be shared the with successful/selected vendor.
16	53	1-13	In the event of inspection and testing of the setup or the supplied material by RBI or Bank engaging audit services of a Third Party, Selected Bidder should ensure the presence of OEM engineer along with their in-house engineer	Kindly provide more details on Audit frequency and cycles during 5 years contract period	No change
17	54	20	Sign-off will be provided by the Bank as per Bank’s satisfaction on completion of the scope of work.	What all is required as part of the scope, Testing, Backup User end , post installation of Hardware and OS how long is it expected to take. (Managed services scope is clear, not implementation)	Details will be shared the with successful/selected vendor.

18	62	Appendix-E	IX. BILL OF MATERIAL FOR MANAGED SERVICES Sr. No. Type of services / Items Quantity/No of Resources 1. *Managed Services at DC & DR 8 *Managed services for 3 months will commence from the date of successful installation (sign off from the Bank)	Kindly confirm the qualification, experience and skillset of these resources. Also share the location wise deployment details. Support of these resources required for 3 months only, kindly confirm.	Minimum qualification required : B.E/B.Tech Computer Science, MCA, MSC, Computer Science or Equivalent/Higher qualification. Minimum Experience : 3 -5 years for Team Member 5-8 years for Team Lead
19	62	IX. BILL OF MATERIAL FOR MANAGED SERVICES	*Managed Services at DC & DR 8 quantity *Managed services for 3 months will commence from the date of successful installation	You need 8 engineers only for 3 months after signoff then after the setup will be managed by SBI team?	No change
20	62	IX. BILL OF MATERIAL FOR MANAGED SERVICES	Managed services	Kindly confirm support window for managed services	Support window for managed services as 7 days working , 10 am -7 pm.
21	63	3	Monitoring/Assessment tools with licenses required for Hardware, software and associated services for the full contract period should be provided by selected bidder with no additional cost to the Bank.	Pls share more details? Is the bank looking for Licences metering tool?	IBM Server and Storage will be supplied with Standard Hardware Management utility (HMC for IBM servers and Spectrum Control for IBM Storage), BigIQ for F5 (Security Devices)

22	63	5	The EOL / EOS of the hardware and security appliances should not be less than 8 years from the date of installation. However, initially the hardware and security appliances come with 3 years comprehensive warranty and 2 Years AMC (total 5 years). Bank reserve the right to extend/continue the support of service provider for an additional 3 years or part thereof, after the completion of 5 years as mentioned above with the same discovered AMC rate of last prevailing year.	Request bank to limit the EOS date to 5 Years as its difficult to forecast beyond this period for IT products.	No change
23	63	6	The EOL / EOS of the software subscription and support should not be less than 8 years from the date of installation. However, initially the software subscription and support come with 1 year and 4 Years Support (total 5 years). Bank reserve the right to extend/continue the support of service provider for an additional 3 years or part thereof, after the completion of 5 years as mentioned above with the same discovered rate of the last prevailing year.	Request bank to limit the EOS date to 5 Years as its difficult to forecast beyond this period for IT products.	No change
24	64	4	I) PROJECT SCHEDULE: Hardware and Software are planned to be deployed over the period Jan-June 2022.	6 months deployment schedule for 2 months installation & deployment time line is a very high variable. Suggestion: The project schedule for hardware and software shall not	No change

				exceed 90 days from the date of Delivery.	
25	64	6	Integration / Migration Requirements	Kindly provide more details regarding and integration and migration work	Details will be shared the with successful/selected vendor.
26	65	14-A-1	90% of the hardware cost payable after delivery, duly audited by third party (engaged by Bank), installation & Commissioning. The Installation & Commissioning done by the Service Provider should be certified by the Bank. (For reasons of delays in Delivery, installation, and commissioning not attributable to the Bank the liquidated damage will be levied as stated in Appendix-L). This is applicable only if the complete hardware has been supplied against the purchase order. The installation should be completed within 4 weeks from the date of delivery. Beyond 4 weeks, applicable penalty will be levied as mentioned in appendix-L	Request Bank to revise payment terms as 70% Against Delivery, 20 Against Installation and 10% against BG.	No change + Refer Corrigendum

27	65	14-A-1	A. HARDWARE (SERVER, STORAGE,SECURITY DEVICES ETC): 1. 90% of the hardware cost payable after delivery, duly audited by third party (engaged by Bank), installation & Commissioning. The Installation & Commissioning done by the Service Provider should be certified by the Bank. (For reasons of delays in Delivery, installation, and commissioning not attributable to the Bank the liquidated damage will be levied as stated in Appendix-L). This is applicable only if the complete hardware has been supplied against the purchase order. The installation should be completed within 4 weeks from the date of delivery. Beyond 4 weeks, applicable penalty will be levied as mentioned in appendix-L.	Request you to remove the Liquidated damage clause on implementation as this project is a highly complex project involving integration with the existing implemented Yono hardware and software solution, middleware and finally backup software which gets implemented last. However, we will ensure that the implementation is completed by June 2022 as require by the RFP if the Purchase order is released by December 31st 2021.	No change + Refer Corrigendum
28	65	14-A-2/14-B-2	BG for HW 39 months to release the remaining 10% BG for SW 15 months to release the remaining 10%	There is a BG of 3% for 5 years and 3 months being provided by the Vendors on the overall TCO/ contract value. An additional BG for 39 months hardware and 15 months for Software for release of balance 10 percent payment, will be double BG for the vendor. To ensure performance of the contract the bank the banks interest the bank has already sought a BG of 3% on the TCO.	No change

				Suggestion: balance 10% payment will be released only when the vendor has BG submitted @3% of the TCO/ contract value for 63 months as per page 3 bank Guarantee clause.	
29	65	14-A	Hardware / The Installation & Commissioning done by the Service Provider should be certified by the Bank.	Please elaborate on Installation and Commissioning, and on how this certification will be given. Can this be split according DC & DR	No change
30	65	10	Regulatory / Compliance Requirements (All existing, on-going, future requirement will be taken care by the selected bidder.)	Can be taken care of if there is no Cost implication, else it needs to be discussed.	No change
31	65	11	Security Requirements (All existing, on-going, future requirement will be taken care by the selected bidder.)	Can be taken care of if there is no Cost implication, else it needs to be discussed.	No change
32	66	14-B-1	90% of the total software cost payable after Installation & Commissioning after due verification by the Bank. (For reasons of delays in Delivery, installation, and commissioning not attributable to the Bank the liquidated damage will be levied as stated in Appendix-L) 2. Balance 10% of the total software cost will be paid after 12 months S&S OR against submission of performance Bank Guarantee from a Scheduled Commercial Bank other than SBI or its Associate Banks, for an equivalent amount valid for the period of 15 months from the date	Request Bank to revise payment terms as 70% Against Delivery, 20 Against Installation and 10% against BG.	No change

			of deployment of software. (This amount can only be claimed after installation and commissioning as mentioned in point #1		
33	66	14-B-1	B. SOFTWARE , SUBSCRIPTION & SUPPORT: 1. 90% of the total software cost payable after Installation & Commissioning after due verification by the Bank. (For reasons of delays in Delivery, installation, and commissioning not attributable to the Bank the liquidated damage will be levied as stated in Appendix-L)	Request you to remove the Liquidated damage clause on implementation as this project is a highly complex project involving integration with the existing implemented Yono hardware and software solution, middleware and finally backup software which gets implemented last. However, we will ensure that the implementation is completed by June 2022 as require by the RFP if the Purchase order is released by December 31st 2021.	No change
34	66	14-A-2	2. Balance 10% of the total hardware cost will be paid after expiry of warranty period OR against submission of performance Bank Guarantee from a Scheduled Commercial bank other than SBI or its Associate Banks, for an equivalent amount valid for the period of 39 months from the date of acceptance of hardware. (This amount can only be claimed after installation and commissioning as mentioned in point #1)	Kindly confirm whether we need to submit additional Bank guarantee over and above the Bank Guarantee as per clause "Page -2, Schedule of Events, Clause no. 13 - Bank Guarantee - Rs. _____ (3% of contract Value) - Performance Security in form of BG should be valid for 5 year(s) and 3 months from the effective date of the Contract.	No change

35	66	14-B-2	2. Balance 10% of the total software cost will be paid after 12 months S&S OR against submission of performance Bank Guarantee from a Scheduled Commercial Bank other than SBI or its Associate Banks, for an equivalent amount valid for the period of 15 months from the date of deployment of software. (This amount can only be claimed after installation and commissioning as mentioned in point #1)	Kindly confirm whether we need to submit additional Bank guarantee over and above the Bank Guarantee as per clause "Page -2, Schedule of Events, Clause no. 13 - Bank Guarantee - Rs. _____ (3% of contract Value) - Performance Security in form of BG should be valid for 5 year(s) and 3 months from the effective date of the Contract.	No change
36	66	Payment schedule	New Clause requested	In case of Site Not Ready Scenario or delay attributed to bank (issues related to bank), we request Bank to release the 90% of this payment against delivery and Site Not Ready reports. We request bank to include this clause in payment terms.	If delay is on part of the Bank , the period of delay will not be considered for calculation of penalty.
37	66	14-E	AMC - Payment of Annual Maintenance Cost (AMC) for software, hardware and associated services will be paid quarterly in arrears after completion of warranty period	Please confirm similar Hardware AMC terms applicable to Software ATS also. We request you to change to Yearly advance and we will PBG against the same. Here we need to pay upfront to OEMs on yearly basis.	Payment will be done in arrears after renewal of support & subscription for the year and submission of satisfactory evidence of renewal to the Bank.
38	66	14-C	Implementation Cost / Installation,	Clarification on what is meant by Installation	Details will be shared the with successful/selected vendor.
39	66	14-F	RENEWAL OF S/W SUBSCRIPTION & SUPPORT- Payment for renewal of software	Please confirm yearly advance or arrears.	Payment will be done in arrears after renewal of support & subscription for

			subscription & support cost will be done annually		the year and submission of satisfactory evidence of renewal to the Bank.
40	66	14-B	Software / The Installation & Commissioning done by the Service Provider should be certified by the Bank.	Please elaborate on Installation and Commissioning, and on how this certification will be given. Can this be split DC & DR. Some of the software may be installed later, will payment be held up on account of the same. Where do these software have to be installed. DC / DR - Prod / UAT	No change
41	66	14	Payment schedule	Bidder requests to pay on delivery and not to hold any amount towards completion. It is requested to change Payment term clause as follow:100% of SW license and HW cost on delivery.	No change
42	66	14	Payment schedule	Kindly clarify if Payment for renewal of software subscription & support cost will be done annually in advance	Payment will be done in arrears after renewal of support & subscription for the year and submission of satisfactory evidence of renewal to the Bank.
43	66	D	The total payment will be made in one time after the completion of managed services period, based on actual services availed on submission of original invoice.	Request to make payment on milestone basis during the period of Delivery of Managed Services. And not to hold back whole payment for completion.	No change

44	93	1	The Vendor warrants that the Products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied Products in the conditions prevailing in India.	The IBM server model E980 and S922 will be supplied as defined in the RFP specification. If bank has any observation please clarify.	No change
45	95	Appendix–L	5. Any worn or defective parts withdrawn from the Equipment and replaced by the vendor shall become the property of the vendor and the parts replacing the withdrawn parts shall become the property of Bank. Notwithstanding anything contained contrary, if any hard disk or storage device is required to be replaced, the same shall not be handed over to vendor and same will continue to remain in possession of the Bank.	OEM confirmation for HDD/Storage retention by customer.	No change
46	96	9 (i)	The maximum Penalty should not exceed 10% of total contract value.	Please explain penalty clause in detail and request to reduce to 5% max of the contract value.	No change

47	96	II	PENALTIES	Request that the overall liability under this contract be limited to 5% of the contract value.	No change
48	97	III (b)	Supply of lower configuration of the ordered product: For each quantity of such product delivered with lower configuration, in addition to other remedial measures, 10% penalty of cost payable for each ordered product will be levied.	Requested that the overall liability under this contract be limited to 5% of the contract value.	No change
49	58/62	IV-10 & VIII-10	ELK : 8 Nodes Elastic Platinum Subscription 12 Months	As a systems integrator, there are certain components that an SI is more familiar with, server storage networking security firewall WAF load balancers operating systems & other infrastructure build components etc. The familiarization to other software like ELK might require deep skills to support the Bank with the desired SLA's and uptime. This may require a project specific skill to be developed by the vendor / partner might increase the overall TCO Suggestion : Request you to look at ELK separately in a different RFP with specialised partners	No change
50		ISO 9001:2015 for Quality Management System for	PROCUREMENT, INSTALLATION & COMMISSION, TESTING, AND SERVICE OF SYSTEM HARDWARE, SERVER, STORAGE, NETWORKING COMPONENTS, BACKUP SOLUTION AND OTHER RELATED ITEMS INCLUDING	We request SBI to consider the ISO 9001:2015 certification for System Integrator in Quality management aspects for smooth execution of projects.	No change

			OPERATING SYSTEM AND APPLICABLE SOFTWARE'S, CABLE AND SUPPORTING PERIPHERALS, FACILITY MANAGEMENT SERVICES.		