

Response to Prebid Queries received till 09.08.2024

Reference GeM Bid No: GEM/2024/B/5240134 dated 02.08.2024

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
1	77	Scope of Work and Payment Schedule	Integration / Migration Requirements with existing systems	Kindly provide existing migrations data size .Application and Database splitup .	There is no data migration in the scope. Only integration with existing environment through network and SAN are required.
2	76	Scope of Work and Payment Schedule	Bank will provide the operating system licenses. The bidder needs to install the operating system in all the proposed servers supplied by the bidder.	Clarification:Any OS(Redhat,Windows) level cluster environment is required in DC-DR. Database and bank application installation will be arranged by Bank? .Any Database server need to setup in the new environment .	Details will be shared with the successful bidder.
3	76	Scope of Work and Payment Schedule	RFP For Procurement, Installation, Commissioning and Maintenance of Servers (x86), Racks and SAN Switches with 3 Years Warranty and 3 Years AMC	Provide existing environment details like Storage and SAN switches make model.Which is required for integration purpose. NAS or Block level data's from existing environment .	Details will be shared with the successful bidder.
4	67	Operating System Certification	The make and model of the server proposed in the solution should be Compatible with RedHat 8.x or later.	Clarification: Whether existing setup are Redhat linux servers? Which version Linux is running in the environment	Details will be shared with the successful bidder.
5	72	Racks with PDU	All other items, including servers, PDUs (power distribution units) SFPs (transceivers), racks, cables (end to end network cabling, SAN cabling with material and effort) etc. must be supplied, installed, and make ready for use by the bidder.	Clarification : Whether network and SAN cabling is required only for itegration with existing environment ?.	Yes

6	76	Term of the Project - Project Schedule; Milestones and delivery locations	Delivery of all equipment should be within 4 weeks and installation, testing, commissioning within 6 weeks from date of placing of order.	Kindly increase installation, testing, commissioning within 6 weeks to 9 weeks timeline for 3 sites.	No change . As per RFP
7	76	Scope of Work and Payment Schedule	Bank will provide the operating system licenses. The bidder needs to install the operating system in all the proposed servers supplied by the bidder.	Whether bank will arrange application vendors support and downtime with in the mentioned timeline of implementation.	There is no dependency on the existing environment.However, if required, downtime shall be provided by the Bank for implementation. Additional Details will be shared with the successful bidder.
8	77	Scope of Work and Payment Schedule	Integration / Migration Requirements with existing systems	Any DC-DR setup and OS ,Application backup integration need to perofrm by bidder?	Only proposed solution should work in the existing environment. Additional Details will be shared with the successful bidder.
9	77	Appendix-E 6 Integration / Migration Requirements with existing systems	New hardware should be integrated with existing storages without any additional cost to the Bank.	Kindly share the details of existing devices / softwares / applications to be integrated with new solution.	There is no dependency on the existing environment. However, the details will be shared to successful bidder on need to know basis.

10	92	Appendix-L Other Terms and Penalties	2. Delivery of all equipment should be within 4 weeks from date of placing of order or SLA whichever is later. In the event of the any or all equipment(s) not being delivered, installed, tested and commissioned within a period of 6 weeks from date of Purchase Order, a penalty of one (1) percent of the total cost of equipment for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total cost of equipment will be charged to vendor. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware.	Kindly confirm the LD clause applicable. In page#39, under "43. LIQUIDATED DAMAGES:" it is mentioned as "If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement."	No change . As per RFP
11	77	Appendix-E-5	Annual Maintenance (AMC) Term Comprehensive AMC with 24x7x365 onsite support for 3 years with Premium OEM support. Critical spares & components are to be identified and placed in Bank Premises.	Kindly confirm the Bank need to keep critical Spares at Bank's Premises as Manadatory. In that Case,Request to provide the List of Critical spares.	The bidder needs to identify the critical spares with help of OEM
12	77	Appendix-E-14	90% of Hardware cost including installation charges, 3 years of comprehensive warranty – after installation, commissioning and go live working condition and successful completion of C-DAC or any other agency audit ((Hardware Inspection and Testing) with report certifying that the material supplied is as per RFP terms and issuing of Bank acceptance letter. Balance 10% after submission of PBG.	Request you to release 70% Payment against Material Delivery in case the Pre-requisites required for Installation/Go live activities pending from Bank's side.	No change . As per RFP

13	77	Appendix-E-14	For AMC: Payment for AMC will be made quarterly in arrears.	Request you to change the payment terms as Quarterly in Advance.	No change . As per RFP
14	32	32(B)	Inspection / pre-shipment acceptance testing of Products as per quality control formats including functional testing and burn-in tests at full load, quality control tests etc., as per the standards / specifications and may be done at factory site of Service Provider by the Bank or its authorized agency before dispatch of Products. In case of failure by Service Provider to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging and other incidental expenses of the Bank's representatives to be borne by Service Provider.	Please explain notice period for this activity.	The pre-shipment acceptance testing is not mandatory.The bidder is advised to inform the schedule of dispatch of shipment well-in-advance.
15	53	vi(a)	Bank shall pay GST amount after verifying the details of invoice on GSTR 2B on GSTN portal	Please explain time period in which verification will be complete for GSTR2B.	GST invoices will be processed within one month form the date of receipt post fulfilling the criteria mentioned in payment terms.
16	77	14	90% of Hardware cost including installation charges, 3 years of comprehensive warranty – after installation, commissioning and go live working condition and successful completion of C-DAC or any other agency audit ((Hardware Inspection and Testing) with report certifying that the material supplied is as per RFP terms and issuing of Bank acceptance letter. Balance 10% after submission of PBG.	Is there any time limit for completion of C-DAC or any other agency audit.	Audit shall be arranged by the Bank after successful installation. The timelines may vary between 2-3 weeks depending upon availability of auditors.

17	Hardware - Blade Servers (Type A_32C_128)	Memory: 128 GB DDR5 dual Rank x4 5600 or higher RDIMM	128 GB DDR5 dual Rank x4 4800 or higher RDIMM	AMD's latest generation CPUs support 4800MT/s Memory Speed with 12 DIMMS per channel, which will result into better throughput , Hence we request you to please consider revising the Memory Specifications to 4800MT/s or higher RDIMM	To incorporate the future demand and expansion of memory with latest clock speed is required.
18	Hardware - Blade Servers (Type A_32C_128)	Memory Expandability: Expandable to Min. 2 TB without having to replace the existing DIMMs	Memory Expandability: Expandable to Min. 2 TB without having to replace the existing DIMMs @ 358.40GB/s throughput	Memory throughput is the most important, while arriving at the system performance.	No Change. As per RFP.
19	Hardware - Blade Servers (Type A_32C_128)	Min. 16 DIMM slots per CPU (socket)		We request bank to remove the said clause, as bank is asking for memory expansion without removing the existing memory dimms, which should suffice the banks requirement on the memory expansion. We suggest bank to put Memory throughput in the Technical Specification instead of Memory DIMM Slots, Bank should leave that to the respective OEM on the # of Memory DIMM Slots	To incorporate the future demand and expansion of memory slots are required.

20	Hardware - Blade Servers (Type B_32C_256)	Memory: 256 GB DDR5 dual Rank x4 5600 or higher RDIMM	256 GB DDR5 dual Rank x4 4800 or higher RDIMM	AMD's latest generation CPUs support 4800MT/s Memory Speed with 12 DIMMS per channel, which will result into better throughput , Hence we request you to please consider revising the Memory Specifications to 4800MT/s or higher RDIMM	To incorporate the future demand and expansion of memory with latest clock speed is required.
21	Hardware - Blade Servers (Type B_32C_256)	Memory Expandability: Expandable to Min. 2 TB without having to replace the existing DIMMs	Memory Expandability: Expandable to Min. 2 TB without having to replace the existing DIMMs @ 358.40GB/s throughput	Memory throughput is the most important, while arriving at the system performance.	No Change. As per RFP.
22	Hardware - Blade Servers (Type B_32C_256)	Min. 16 DIMM slots per CPU (socket)		We request bank to remove the said clause, as bank is asking for memory expansion without removing the existing memory dimms, which should suffice the banks requirement on the memory expansion. We suggest bank to put Memory throughput in the Technical Specification instead of Memory DIMM Slots, Bank should leave that to the respective OEM on the # of Memory DIMM Slots	To incorporate the future demand and expansion of memory slots are required.

23	Hardware - Blade Servers (Type C_64C_256)	Memory: 256 GB DDR5 dual Rank x4 5600 or higher RDIMM	256 GB DDR5 dual Rank x4 4800 or higher RDIMM	AMD's latest generation CPUs support 4800MT/s Memory Speed with 12 DIMMS per channel, which will result into better throughput , Hence we request you to please consider revising the Memory Specifications to 4800MT/s or higher RDIMM	To incorporate the future demand and expansion of memory slots are required.
24	Hardware - Blade Servers (Type C_64C_256)	Memory Expandability: Expandable to Min. 2 TB without having to replace the existing DIMMs	Memory Expandability: Expandable to Min. 2 TB without having to replace the existing DIMMs @ 358.40GB/s throughput	Memory throughput is the most important, while arriving at the system performance.	No Change. As per RFP.
25	Hardware - Blade Servers (Type C_64C_256)	Min. 16 DIMM slots per CPU (socket)		We request bank to remove the said clause, as bank is asking for memory expansion without removing the existing memory dimms, which should suffice the banks requirement on the memory expansion. We suggest bank to put Memory throughput in the Technical Specification instead of Memory DIMM Slots, Bank should leave that to the respective OEM on the # of Memory DIMM Slots	To incorporate the future demand and expansion of memory slots are required.

26	Hardware - Blade Servers (Type D_32C_64)	Memory: 64 GB DDR5 dual Rank x4 5600 or higher RDIMM	64 GB DDR5 dual Rank x4 4800 or higher RDIMM	AMD's latest generation CPUs support 4800MT/s Memory Speed with 12 DIMMS per channel, which will result into better throughput , Hence we request you to please consider revising the Memory Specifications to 4800MT/s or higher RDIMM	To incorporate the future demand and expansion of memory with latest clock speed with memory is required.
27	Hardware - Blade Servers (Type D_32C_64)	Memory Expandability: Expandable to Min. 1 TB without having to replace the existing DIMMs	Memory Expandability: Expandable to Min. 1 TB without having to replace the existing DIMMs @ 358.40GB/s throughput	Memory throughput is the most important, while arriving at the system performance.	No Change. As per RFP.
28	Hardware - Blade Servers (Type D_32C_64)	Min. 16 DIMM slots per CPU (socket)		We request bank to remove the said clause, as bank is asking for memory expansion without removing the existing memory dimms, which should suffice the banks requirement on the memory expansion. We suggest bank to put Memory throughput in the Technical Specification instead of Memory DIMM Slots, Bank should leave that to the respective OEM on the # of Memory DIMM Slots	To incorporate the future demand and expansion of memory slots are required.
29	59	9. of Eligibility Criteria	The bidder should be premium channel partner of OEM.	The bidder should be channel / Authorize partner of OEM	No Change. As per RFP

30	77 and 78	14. of Scope of Work and Payment Schedule	90% of Hardware cost including installation charges, 3 years of comprehensive warranty – after installation, commissioning and go live working condition and successful completion of C-DAC or any other agency audit ((Hardware Inspection and Testing) with report certifying that the material supplied is as per RFP terms and issuing of Bank acceptance letter. Balance 10% after submission of PBG.	Requesting you to please change this clause as mentioned below:- 50% payment will be made against delivery of Material and 40% of Hardware cost including installation charges, 3 years of comprehensive warranty – after installation, commissioning and go live working condition and successful completion of C-DAC or any other agency audit ((Hardware Inspection and Testing) with report certifying that the material supplied is as per RFP terms and issuing of Bank acceptance letter. Balance 10% after submission of PBG.	No Change . As per RFP
31	76	04. of Scope of Work and Payment Schedule	Delivery of all equipment should be within 4 weeks and installation, testing, commissioning within 6 weeks from date of placing of order.	Requesting you to please change this clause as mentioned below:- Delivery of all equipment should be within 10 weeks and installation, testing, commissioning within 14 weeks from date of placing of order.	No Change. As per RFP
32	92		Delivery of all equipment should be within 4 weeks from date of placing of order or SLA whichever is later. In the event of the any or all equipment(s) not being delivered, installed, tested and commissioned within a period of 6 weeks from date of Purchase Order, a penalty of one (1) percent of the total cost of equipment for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total cost of equipment will be charged to vendor. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware.	Requesting you to please change this clause as mentioned below:- Delivery of all equipment should be within 4 weeks from date of placing of order or SLA whichever is later. In the event of the any or all equipment(s) not being delivered, installed, tested and commissioned within a period of 6 weeks from date of Purchase Order, a penalty of one (0.5) percent of the total cost of equipment for each week or part thereof the delay, subject to maximum amount of ten (05) percent of the total cost of equipment will be charged to vendor. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware.	No Change. As per RFP

33	61,63,68	Blade Server (Type A_32C_128), Blade Server (Type B_32C_256) and Blade Server (Type D_32C_64)	Min. 2.8 GHz clock speed base frequency or higher using latest generation microarchitecture	Since there is no processor which is 16 core @2.8GHz and having 45MB L3 cache, we would request you to change this to 16core@3.6GHz with 45MB L3 Cache. Suggestion: Min. 3.6 GHz clock speed base frequency or higher using latest generation microarchitecture	No Change. As per RFP
34	62, 65, 67, 70	Blade Server (Type A_32C_128), Blade Server (Type B_32C_256), Blade Server (Type C_64C_256) and Blade Server (Type D_32C_64)	3 years Warranty and additional 3 years AMC - 24x7 comprehensive onsite support from OEM with maximum 2 hours response time with 4 hours Call-to-Resolution. The warranty must be provided directly by OEM with the make and model of the server that is originally built and certified by the OEM. The warranty must be via back-to-back arrangement with OEM and the certificate for the same should be provided to the bank with Asset ID.	We would humbly request to change Call to resolution to 6 hours Suggestion: 3 years Warranty and additional 3 years AMC - 24x7 comprehensive onsite support from OEM with maximum 2 hours response time with 6 hours Call- to-Resolution. The warranty must be provided directly by OEM with the make and model of the server that is originally built and certified by the OEM. The warranty must be via back-to-back arrangement with OEM and the certificate for the same should be provided to the bank with Asset ID.	No Change. As per RFP
35	71	48 ports FC (SAN) Switch	The Switch should be configured with the Zoning and shall support ISL Trunking features when cascading more than 2 numbers of SAN switches into a single fabric.	Is only support of ISL trunking required or ISL and trunking licenses are expected from this specification?	All required licenses including ISL,trunking etc. needs to be added in the proposed hardware.

36	71	Racks with PDU	<p>42 U OEM Rack with dual power supply (with digital ammeter) and other necessary accessories and cables to mount all the proposed servers.</p> <p>The Proposed solution must factor Racks for optimized sizing to achieve high availability with reduced number of racks. The Maximum Power limit of each rack should be 22kVA. We would recommend OEM/vendor to visit datacenter and do complete site survey before configuring the racks .</p>	<p>PDU has in built short circuit trip and it gives stabilised power to the rack. So digital ammeter on PDU is not required.</p> <p>42 U OEM Rack with dual power supply and other necessary accessories and cables to mount all the proposed servers.</p> <p>Suggestion: The Proposed solution must factor Racks for optimized sizing to achieve high availability with reduced number of racks. The Maximum Power limit of each rack should be 22kVA. We would recommend OEM/vendor to visit datacenter and do complete site survey before configuring the racks</p>	No Change. As per RFP
37	57	Appendix B, Bider's Eligibility Criteria, Sr. No. 5	Bidder should have experience of minimum 3 years in providing the Products/Services.	<p>Kindly consider below clause</p> <p>"Bidder should have experience of minimum 3 years in providing any two of below mentioned components:</p> <p>1) Servers /</p> <p>2) Switches /</p> <p>3) Racks"</p>	No change, As per RFP.
38	58	Appendix B, Bider's Eligibility Criteria, Sr. No. 6	<p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar size projects with orders of Rs . 5 Cr and above in India.</p> <p>(Start and End Date of the Project to be mentioned) in the past (At least 3 client references are required)</p>	Request department to kindly consider multiple work orders having Servers, Racks and Switches in single or multiple work orders with cumulative value of 5 Cr.	No change. As per RFP.
39	59	Appendix B, Bider's Eligibility Criteria, Sr. No. 9	The bidder should be premium channel partner of OEM.	Kindly clarify what level of partnership is expected with proposed OEM	No change. As per RFP.

40	60	Interconnect	<p>Should support simultaneous housing of FCoE (Converged Switch), Ethernet, FC and SAS interconnect fabrics offering Hot Pluggable & Redundancy as a feature.</p> <p>The chassis switch should provide the following uplinks:</p> <ul style="list-style-type: none"> • 2 x 10G/25G SFP plus Ethernet (redundant) per Blade Server (2 Socket) and 2 x 16/32G FC connect (redundant) per Blade Server (2 Socket) using converged technology as per OEM architecture, Chassis must support addition of dedicated SAN Switches within the enclosure for future. <p>All Switches/modules must be offered in redundancy.</p>	Switches configured in chassis provide uplinks for the entire chassis and not for individual servers. Request you to please confirm no. of ethernet and FC uplinks required per chassis for this requirement.	Due the highly performance demanding application, dedicated FC connectivity to existing storages will be required.
41	62/64/66	Network controller and HBA card	The blade should offer Min. 2 no's of 50GB or higher bandwidth converged FCoE card. Each FCoE card should offer capability of Network partitioning to carve out ethernet & FC ports. Each port must support 8 partitions	DELL doesn't have 50Gb converged card. We can provide 25Gb converged card for the requirement	Higher bandwidth can always be preferred
42	61/63	Cache	Min. 45 MB L3 Cache or higher	Emerald rapids 16C processor supports max 37.5M cache. Request you to please change this requirement	Higher frequency processor can always be preferred
43	66	CPU Frequency	Min. 2.8 GHz clock speed base frequency or higher using latest generation microarchitecture	Emerald rapids 32C processors doesn't has many options with high CPU frequency. Request you to please lower the frequency asked	Higher or same frequency processor can always be preferred

44	63/65/67/69	Operating System Certification	The make and model of the server proposed in the solution should be Compatible with RedHat 8.x or later. Also, the hardware should support any version upgrade coming in the next 7 years. If hardware supplied by selected OEM is not compatible with RHEL releases during 7 years from date of commissioning, bidder need to replace the hardware with compatible RHEL release without any additional cost to the Bank.	This will depend on RHEL certification. We keep updating certified OS versions on DELL servers.	No change. As per RFP.
45	76	Scope of Work	Term of the Project - Project Schedule; Milestones and delivery locations. Delivery of all equipment should be within 4 weeks and installation, testing, commissioning within 6 weeks from date of placing of order	Request to provide relaxation of 2 weeks and consider installation, testing, commissioning within 8 weeks from date of placing of order	No change. As per RFP.
46	77	Scope of Work	Regulatory / Compliance Requirements As per Bank's Compliance Policy.	Please share Bank's compliance policy	No change. As per RFP.
47	78	Payment schedule	90% of Hardware cost including installation charges, 3 years of comprehensive warranty – after installation, commissioning and go live working condition and successful completion of C-DAC or any other agency audit ((Hardware Inspection and Testing) with report certifying that the material supplied is as per RFP terms and issuing of Bank acceptance letter. Balance 10% after submission of PBG.	Request to release 50% payment after delivery and remaining 40% after installation, commissioning and go live working condition and successful completion of C-DAC or any other agency audit	No change. As per RFP.

48	93	Other Terms and Penalties	Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during 24 hours on all days in week . In case any defects, faults and failures in the Equipment could not be repaired or rectified during the said period, the engineers of the Vendor are required to accomplish their duties beyond the said schedules in case of any situation if it warrants.	We assume this does not consider any damaged parts of the equipment	No change. As per RFP.
49	94	Other Terms and Penalties	Closure of vulnerabilities in hardware and software supplied Critical: Rs. 25,000 per day after 20 Days of reporting of vulnerability / observation if it remains open. High Risk: Rs. 20,000 per day after 30 Days of reporting of vulnerability / observation if it remains open..	Penalty is on higher side, request to reduce the penalty of critical severity to Rs.20000 perr day after 20days of reporting and for High risk Rs.15000 per day after 30 days of reporting	No change. As per RFP.
50	94	Other Terms and Penalties	>4 hours up to twelve hours:Rs. 50,000 per hour or part thereof > Twelve hours up to twenty four Hours: Rs. 1,00,000 per hour or part thereof > Twenty-four hours: Rs. 3,00,000 per hour or part thereof	Penalty is on higher side, Request to consider below >4 hours up to twelve hours:penalty of Rs.30,000 per hour > Twelve hours up to twenty four Hours:Rs. 50,000 per hour or part thereof > Twenty-four hours: Rs. 1,00,000 per hour or part thereof	No change. As per RFP.