

**REQUEST FOR PROPOSAL
FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF LOAD BALANCER DEVICES FOR
LLMS APPLICATION WITH 1 YEAR WARRANTY AND 4 YEARS COMPREHENSIVE AMC
Ref: SBI/GITC/IT-Corporate & SME Loans/2024/2025/1150 dated: 04/06/2024**

PRE-BID QUERIES RESPONSES

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Response
1	54	Appendix -C /20	The proposed appliance must provision with minimum 14 I/O ports	Proposed Hardware May have more ports but Minimum below ports and module per device 10 x 10G Ports, 4 x 25G Ports 10 x 10G MM SPF 4 x 25G MM SPF	RFP Prevails
2	54	Appendix -C /21	Capacity provisioning of I/O ports must be of 10/25Gbps or higher with 10 ports for 10Gbps & 4 Ports of 25Gbps). All the SFPs should be multimode SFPs.		RFP Prevails
3	58	Appendix -C /69	Analytics tool should provide troubleshooting details with more detailed reports including detailed service performance issue (down to the transaction level)	Is Bank is expecting any additional Tools or the default whatever in built in device. Or Bank have any specific tool.	RFP Prevails
4	59	Appendix -C /94	Bidder to provide all the components including network cables, power cables etc. that are required for the device to function properly. Any missing components to be supplied without any additional cost to the Bank	As its passive work, Kindly default components will be provide with the Box, If expecting anything more please elaborate the requirement.	Service Provider/ OEM to ensure Solution is in usable state as per Bank norms. RFP Prevails
5	58	Appendix -C /79	Should have the capability to store and preserve logs as per Banks requirement.	Standard capacity is available beyond that need to store in log server provided by bank.	RFP Prevails
6	33	Appendix -C /40	Service Provider will be responsible for arranging and procuring all relevant permissions/ road permits etc. for transportation of Product to the location where installation is to be done. The Bank would only provide necessary letters for enabling procurement of the same.	In case of transportation of Bank's assets, responsibility of issuing E-way bill will be with Bank.	Movement within floors or across towers of PR/DR should not cost to bank. However, cost for material movement (in cases of site transfers) requiring additional transportation and insurance, cost will be borne by bank. Hence RFP Prevails

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7	62	Appendix -E /4	Configuration and Migration: Within 2 weeks after Power-on once site readiness is declared by Bank	Please provide minimum 6 Weeks after Power-On Once Site readiness is declared by Bank.	RFP Prevails
8	65	Appendix -E /14	40% of Hardware cost Installation/ Commissioning on Go live and SLA execution submission of approved Inspection report.	is there any time limit for Inspection.	Inspection report to cover all aspects of published BOM and has to be approved by Bank official or bank appointed officials.
9	27	28/iii	iii. Service Provider shall be willing to transfer skills to relevant personnel of the Bank, by means of training and documentation.	Kindly share the details of training & certification required	To be shared during subsequent events of communications.
10	28	29/iii	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	Assume the engineers to be arranged on-demand basis only, no onsite dedicated resources required, kindly confirm.	Engineers to be arranged on-call, no full-time dedicated resources required onsite. L1 Bidder / OEM to ensure application uptime is maintained at all costs. RFP Prevails

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			(hardware, system software or any 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.		
11	29	32/i	i. The Bank reserves the right to carry out pre-shipment inspection or demand a demonstration of the Product on a representative model at Service Provider's location.	Whether OEM will do the maintenance support / health checkups during the support period demonstration of the Product?	The clause states regarding bank's right on pre-shipment inspection.
12	62	Appendix -E/5	5. Annual Maintenance (AMC) Term Post 1 year warranty, 4 years of comprehensive AMC from OEM. Critical spares & components are to be identified and adequate stock should be available locally for early replacement.	Whether we shall keep the site stock spares?	Similar to Response No. 10. RFP Prevails
13	62	Appendix -E /5	5. Annual Maintenance (AMC) Term Post 1 year warranty, 4 years of comprehensive AMC from OEM. Critical spares & components are to be identified and adequate stock should be available locally for early replacement.	OEM will keep the necessary spares in their Ware house. Please confirm whether critical spares to keep in the Bank's premises or at OEM warehouse. Kindly share the list of critical spares which to be kept.	Similar to Response No. 10. RFP Prevails
14	64	Appendix -E /11	11. Security Requirements It is the responsibility of the Bidder to change/ upgrade/ customize its infrastructure/ solution for ensuring the compliance to statutory, regulatory guidelines from RBI, IRDA, IBA etc. at no extra cost to the Bank	Assume the mentioned clause will be applicable upto acceptance and go-live period only or it will be applicable through the Warranty and AMC period, kindly confirm.	No change in primary hardware, above clause demands for configuration modifications as per Bank standard IS policies. Hence RFP Prevails

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15	62	Appendix -E /3b	The physical movement of servers, if necessary (existing as well as proposed solution) will be done by solution provider and will be part of solution itself.	The Movement of existing server would be part of the existing support Vendor. Request for the change as "The physical movement of servers, if necessary(existing) will be done by existing solution provider, the server supplied by the bidder as part of proposed solution and will be taken care by bidder as part of the solution. Cost related to transportation and insurance is to borne by Bank.	Similar to Response No.6 RFP Prevails
16	62	Appendix -E /3c	All necessary third-party software's along with enterprise class licenses for the entire AMC period to be provided by solution provider.	All necessary third-party software's supplied as part of the proposed solution would be with enterprise class licenses, and the AMC to be provided by solution provider for supplied hardware/appliance. Please clarify.	L1 Bidder shall provide licensed software for all software/ firmware valid for the entire contract period (Warranty + AMC) required by the Bank whether developed by them or acquired from others. Hence RFP Prevails
17	64	Appendix -E /11	The Bidder/ vendor must comply with State Bank's IS policy, Cyber Security Policy, IT Policy, Data Governance Policy and regulatory requirements.	The proposed solution must comply with State Bank's IS policy, Cyber Security Policy, IT Policy, Data Governance Policy and regulatory requirements.	L1 Bidder to confirm all configuration are in concurrence to Banks standard IS practices. Hence RFP Prevails
18	64	Appendix -E /13	Bidder should arrange for training of 1 batch of SBI officials from authorized training partners on the configuration, operation/ functionalities, maintenance, support & administration for software/ hardware and components, installation, troubleshooting processes of the proposed solution.	Need to know the Number of Person attending the training, Duration and Premises for the training.	1 Batch comprising of 4 - 5 SBI Officials.

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19	65	Appendix -E /14/1	50% of the Hardware cost (Against Delivery and power on sign off.)	Request you to release 70% against Delivery and Power on Sign off 20% against Installation/Configuration, Integration, Migration, ISD Review and Closure of Observations, Production Go Live,SLA Execution,On Submission of approved Inspection report and Balance 10% Hardware Cost On submission of the Bank Guarantee for the 1-year warranty period + 3 months. In Case there will be delay in site readiness, request you to release 90% Order value.	RFP Prevails
20	65	Appendix -E /14/2	40% of Hardware cost + Installation/ Commissioning (On submission of approved Inspection Report)	Please clarify whether the approved Inspection report required from any Third party.	Similar to Response No. 8 RFP Prevails
21	65	Appendix -E /14/3	Balance 10 % of Hardware cost On submission of the Bank Guarantee for the 1-year warranty period + 3 months	In Page No.6, Clause no.13, there are 2 Bank Guarantees to be submitted. 1)10% of hardware Cost 2)(5%) of the Total Project Cost. Please confirm apart from above 2 Bank Guarantees, any other Bank guarantee to be provided to collect the 10% Hardware Cost.	L1 Bidder to provide below 2 Bank Guarantees only: BG 1 (10% of hardware Cost) for releasing of retention amount. BG 2 (5% of the Total Project Cost) as performance bank guarantee. RFP Prevails

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22	53	Appendix -C /4	The proposed solution should be capable to provide add-on modules and services on the same hardware like WAF, Zero Trust app access, OAUTH integration, DNS with Security and SSL VPN with add-on licenses if required in future	The below mentioned technologies asked in the spec are not related to load balancing solution, these technologies should have dedicated purpose-built appliances and not integrated part of load balancer. WAF, Zero Trust app access, OAUTH integration, DNS with Security and SSL VPN. Suggestion: Request to delete this specs	RFP Prevails
23	53	Appendix -C /7	Should support minimum 10 instances on day1 and minimum scalable by 50% with resource allocation capabilities (like CPU, memory)	The solution should support specialized ADC hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware. This specialized hypervisor should run fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management. Virtual ADC and Standalone ADC. This virtualised mode should not have ability to run third party OS (This will make sure that KVM like Hypervisor not used on LB, and will remove possibility of installing malicious OS). Hence requesting you to please amend below point: Should support minimum 10 instances on day 1 and minimum scalable upto 30 instances with resource allocation capabilities (like CPU, memory) The proposed hardware should support virtualization (should not use Open Source) to host multiple ADC or other modules to	RFP Prevails

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				support scalability as per banks requirement. Virtual instances created should be upgraded/maintained independently without impacting other virtual instances and complete solution. The Hypervisor used to virtualize the hardware should be a specialized purpose build hypervisor, not a commercially available hypervisor (like XEN, KVM etc.). Each Virtual Instance contains a complete and separated environment of the Following: a) Resources, b) Configurations, c) Management, d) Operating System (Bidder may be asked to demonstrate this feature during Technical Evaluation)	
24	55	Appendix -C /41	The proposed solution should also provide static and dynamic bandwidth control at each virtual server level. The max rate should be definable in bps, Kbps, Mbps and Gbps. The solution should also be able to specifies the maximum amount of bandwidth that each session associated with the bandwidth control policy can use in bits per second (bps), kilobits per second (Kbps), megabits per second (Mbps), or gigabits per second (Gbps). The solution should also be able to define a PPS based limit, where the user can define the rate in packets per second (PPS), kilo packets per second (KPPS), mega packets per second (MPPS), or giga packets per second (GPPS) this is helpful as DoS limiter	This mentioned spec is the part of DDoS solution which should be a dedicated purpose-built appliance and not integrated. Also, the position of DDos is at perimeter and SLB is near to the application. Hence the vulnerability would traverse into the infra. Suggestion: Request to delete this specs	RFP Prevails

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25	59	Appendix -C /89	Must have feature to mask, omit and manipulate the data/fields being sent to log server over syslog.	This mentioned spec is the part of WAF solution which should be a dedicated purpose-built appliance and not integrated part load balancer Suggestion: Request to delete this specs	RFP Prevails
26	62	Appendix -E /1/3/iii/f	Hardening of the device and implementation of all associated security controls decided by Bank.	Need Clarification on this all-Associated Security Control this is related to Load balancer Solution Provided only other patches and other security practices VAPT are not considered in this activity.	RFP Prevails
27	62	Appendix -E /1/5	Bidder to provision for onsite L3 support in case of any contingency situation reported by department post go live for the entire contract period.	Does the Onsite Resource need to be positioned post go live or only if any emergency onsite support required, also mentioned for entire contract period so the resource will be stationed till 4+1 Year till the contract exist.	RFP Prevails
28	65	Appendix -E /15	Bidder should propose buyback cost for the existing hardware appliance which will be handed over to bidder post migration	Is it Mandatory to Buyback the existing hardware and what if the existing hardware is not of the proposed solution then also it should be buyback.	RFP Prevails
29	4 - 5	Schedule Of Events /11-12	Tender Fee (Rs. 10,000.00 (Rupees Ten-Thousands only)) and Earnest Money Deposit (Rs.19,50,000.00 (Rupees Nineteen lakhs Fifty-Thousands only))	In RFP page No 45 Point 56 you have given exemption to MSE and Startup bidders. We are UDYAM registered bidder under Medium category as well as Startup under IT Services industry and IT Consulting Sector. Kindly clarify that exemption for tender fees and EMD shall be applicable to us or not.	EMD amount may be exempted for MSE units provided they are OEMs. Tender Fee waiver is applicable for MSE registered bidder. The bidder needs to submit a copy of documents in support of this exemption.

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30	73 - 74	Appendix -I	Appendix-I, Certificate of Local Content	Non-Local supplies (Non make in India) items are allowed or not. Also understand the format Appendix-I (Bidder and OEM)	RFP Prevails
31	71	Appendix -H	Appendix-H -Manufacture Authorization form	All the reputed OEM has issued the MAF in their standard format. They haven't issued MAF in any other format. Pls accept.	RFP Prevails
32	50	Appendix -B /2	The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020	Pls clarify the point or required undertaking against this clause	RFP Prevails
33	53	Appendix-C		Request to add below point in the specs: Device should be Common criteria certified at least EAL 2 or above as on date of RFP	RFP Prevails