

RFP for procurement of supply, installation, commissioning and maintenance of capacity upgrade of existing XP8 storage with 3 years warranty and 1 year AMC



RFP Ref: SBI/GITC/Core Banking-Tech Operation/2024/2025/1149: 27/05/2024

Responses to Prebid Queries

| Sl. No | RFP Page No | RFP ClauseNo. | Existing Clause | Query/Suggestions | Bank's response |
|--------|-------------|--|---|---|-----------------------|
| 1 | 75 | Appendix-L - Other Terms and Penalties Point G iii | RCA (provisional) for any issues should be provided by Service Provider within 48 hours. The penalty of non-submission of RCA (provisional) is Rs. 2,50,000.00 per day will be applicable on delay beyond 48 hours. RCA (Final) should be provided by Service Provider within 7 days. The penalty of Rs. 5,00,000.00 per day will be applicable on delay beyond 7 days unless approved by Bank in advance for specific cases. | Request to modify " RCA should be provided by Service Provider within 7 days. The penalty of Rs. 2,00,000 per Week will be applicable on delay beyond 7 days unless approved by Bank in advance for specific cases. | No change. As per RFP |
| 2 | 76 | Appendix-L - Other Terms and Penalties Point H | Preventive maintenance: Vendor shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repair of the Equipment) once within first 15 days of the installation once within the first 15 days of every alternate month during the currency of the Contract on a day and time to be mutually agreed upon. Notwithstanding the foregoing Vendor recognizes the Bank's operational needs and agrees that the Bank shall have the right to require Vendor to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter. | We request to modify the Preventive maintenance to Quarterly basis instead of first 15 days of every alternate month | No change. As per RFP |