

RFP for Procurement+A1:F23 for Renewal of Annual Maintenance Contract (AMC) of ORACLE M8-8 SPARC SERVER, X9M-8 EXADATA STORAGE AND ZFS STORAGE SERVICES and related software for 5 Years

Ref: SBI/GITC/RFAA/2025/2026/1353 dated: 16-06-2025

Reply to Pre-bid Queries

SN	RFP Page No.	RFP Clause/ Ref	Existing Clause	Query / Suggestions	Reply from the Bank
1	3	12	Schedule of Events: EMD	We request Bank to reduce the EMD amount to 25 Lakhs	Reply from the Bank+A1:F23
2	48	6	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	We understand that this is not applicable to the OEM. Request bank to confirm the same.	Please refer to Corrigendum #1 Dated 26.06.2025
3	58	1	Description of Services	While is is explicitly not mentioned in the RFP, we request Bank to confirm if the Oracle / Bidder support engineer is required to be present onsite for 24/7/365	No change in terms and conditions of the RFP. No dedicated onsite engineer is required. In case of any issue, the bank shall advise the vendor suitably and the field engineer can be arranged as and when required.
4	60	5	Annual Maintenance (AMC) Term	We request Bank to provision return of the Solid / Hard disk Drives (SSD or HDD) and any Storage Devices to the bidder.	No change in terms and conditions of the RFP.
5	61	17	Payment Schedule	We request Bank to change the payment terms to monthly instead of quarterly	No change in terms and conditions of the RFP.
6	62	Appendix F	Indicative Price Bid	We request bank to provide clarification on whether the TCO to be submitted is with Taxes or without Taxes	No change in terms and conditions of the RFP. TCO/Total Project Cost to be quoted is exclusive of taxes.
7	67	2-B	Appendix I- Other Terms	We request Bank to provide the list of Spares / Parts that bidder may have to provide for with out any additional cost during the AMC period.	No change in terms and conditions of the RFP. It is the responsibility of the service provider to ensure the availability of spare parts as and when required, so as to adhere to the SLA Timelines.
8	68	2-G	Appendix I - Penalties	Request Bank to reduce the uptime range given in the Appendix I - Penalties to >=99.99% - No Penalties, 99.94% to 99.98% - 5% and 99% to 99.93% - 10%	No change in terms and conditions of the RFP.
9	68	2 -G	Appendix I - Penalties	Request Bank to cap the overall penalties to 2% of the Annual AMC Amount	No change in terms and conditions of the RFP.
10	69	2-P	Appendix I - Transition penalty: (@ 10% of the estimated TCO)	Request Bank to provide clarity on the same and also why & when shall this be applicable	No change in terms and conditions of the RFP. Please be guided by Transition Requirement stipulated in RFP.
11	149	Appendix R	Certificate of Empanelment	Request Bank to allow furnishing the certificate without mention of the partnership period to be continued with the channel partner.	No change in terms and conditions of the RFP.

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12		General	General	Request bank to provide the SSN (Support Service Number) or CSI (Customer Support Identifier) for which bank have requested the AMC support.	Oracle Contract Nos are as under: 21061779 21057847 21061640 21071065
13	67	Appendix-I- Onsite Comprehensive AMC:	Onsite Comprehensive AMC: AMC would be onsite and comprehensive in nature and back-to-back support from the OEM	Is there a requirement for resources to be onsite for the AMC contract period and how many resources will be required	No change in terms and conditions of the RFP. No dedicated onsite engineer is required. In case of any issue, the bank shall advise the vendor suitably and the field engineer can be arranged as and when required.
14	108	ANNEXURE-C - Other Terms and Penalties	Any worn or defective parts withdrawn from the equipment and replaced by Vendor shall become the property of 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.	There will be costs around this. Can disks be returned to the vendor ?	No change in terms and conditions of the RFP.
15	106	ANNEXURE-C- 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 i.e. 24x7x365	Please provide the list of Spares required so that the cost can be factored	No change in terms and conditions of the RFP. It is the responsibility of the service provider to ensure the availability of spare parts as and when required, so as to adhere to the SLA Timelines.
16	149	Appendix-R- Certificate of Empanelment	Certificate from the OEM	OEM may not be able to provide it	No change in terms and conditions of the RFP.
17	61	Appendix E- Scope of Work and Payment Schedule	Payment will made Quarterly in arrears. However, on request basis, advance payment (quarterly / half-yearly / annually) will be made against 100% Bank Guarantee. BG should be valid for 5 year(s) and three months from the effective date of the Contract.	We payment to be made Annual In Advance	No change in terms and conditions of the RFP.
18	70	Appendix B,6- Certificate of Local Content	Make in India	Oracle may not be able to provide this	Please refer to Corrigendum #1 Dated 26.06.2025
19	75	Appendix-I - Penalties for SLA uptime. (i) RCA for any issues should be provided by OEM within 48 hours. The penalty of Rs. 2,00,000.00 per day will be applicable on delay beyond 48 hours unless approved by Bank in advance for specific cases.	Penalties for SLA uptime	Kindly waive off all the penalties for Uptime and RCA	No change in terms and conditions of the RFP.

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20	39	43.TERMINATION FOR CONVENIENCE:	The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).	Since OEM will not agree the Termination Clause,request to remove this clause.	No change in terms and conditions of the RFP.
21	47	Appendix-B,3	The Bidder must have an average turnover of a minimum of Rs. 11.00 crore during last 03 (three) financial year(s) i.e. FY2023-24, FY2022-23 and FY2021-22.	Please change the average Turn Over to 100 Cr.	No change in terms and conditions of the RFP.
22	48	Appendix-B,6	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	Please remove this Clause Since this is for the AMC contract and as per Oracle mentioned Hardwares are not under Make In India.	Please refer to Corrigendum #1 Dated 26.06.2025
23	49	Appendix-B,12	The Bidder should provide the Authorization letter from OEM confirming that they shall continue to be authorized channel partner of OEM for 5 years from the effective date of SLA and back-to-back OEM service support for the duration of contract as per the scope of the RFP	Please confirm whether mail from OEM is enough.	No change in terms and conditions of the RFP.
24	58	Appendix-E	the Bidder shall keep sufficient stock of spares at Bank's premises or at the premises of The Bidder.	Please confirm whether it mandatory to keep the spares at customer site, In that case please share the list of critical Spares.	No change in terms and conditions of the RFP. It is the responsibility of the service provider to ensure the availability of spare parts as and when required, so as to adhere to the SLA Timelines.
25	59	Appendix-E,2	Preventive maintenance activities on every alternate months to be arranged along with reactive support as and when needed. The vendor's service engineer will also be required to perform the tasks including but not limited to the following, as & when required by the Bank: -Firmware Updating / Patching as and when released by OEM. - Follow with Oracle for closure of incidences. -Perform server administration tasks and respond to hardware issues as they arise.	These support will not cover under Oracle Premier Support. Please confirm whether Bank require OEM ACS engineer or Bidder Engineer to depute Onsite to perform the mentioned tasks. Please confirm Locations and number of Onsite Engineers required.	No change in terms and conditions of the RFP. ACS/OEM Support will be resorted to as and when required.
26	60	Appendix-E,5	The Solid / Hard disk Drives (SSD or HDD) and any Storage Devices are non-returnable as per Bank's policy.	Oracle will charge average 3-4 Lakhs for each defective Disks which is not returning.Request you to return the disks after degaussing. Otherwise need to factor the cost in the Quote.	No change in terms and conditions of the RFP.

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27	61	Appendix-E,12&13	All the regulatory and Compliance requirements of the Bank must be fulfilled by selected bidder within given timelines. Details of regulatory and compliance requirements will be shared with selected bidder from time to time. Selected vendor to ensure implementation of security requirements as per Bank's security policy. Security observations from various auditing entities including Bank's security team or any regulatory agencies for the devices covered under AMC shall be closed by selected bidder within given timelines	Mentioned Scope will not cover under Oracle Premier Support. Require ACS support to perform the mentioned tasks.	No change in terms and conditions of the RFP. ACS/OEM Support will be resorted to as and when required.
28	68	Appendix-I,g	Penalties for SLA	Please make the penalty cap as 10%.	No change in terms and conditions of the RFP.