UCO BANK
Department of Information Technology
Request for Proposal (RFP) For Supply, Implementation and Maintenance of CTS Southern Grid RFP REF NO: UCO/DIT/75/2016-17 Date: 12/04/2016 Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's

SL. No.	Pg No / Clause No	Terms& Conditions as per RFP	Queries/Suggestions by the Bidder (s)	Bank's Response (s)
1	11/8.VII	Warranty/AMC shall not become void even if UCO Bank buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty will not apply to such hardware installed. Besides the above, the vendor will have to enter into Service Level Agreement with the Bank.	Warranty/AMC will not be void if customer will connect/install any third party hardware in the proposed hardware connectivity ports/connectors. But if third party hardware will be installed within the hardware chassis then none of the OEM will provide warranty.	Clause stands as per RFP
2	26/Server type-1 Point No-2	2 x Intel Xeon Hexa Core Processor, 3.5 GHz	Hexa core processors are available with max. 2.4GHz of base frequency. Request you to either change the Speed or specify any particular processor model no. (like. Intel Xeon E5-2620 V3, 6 Core)	Clause stands as per RFP
3	26/Server type-1 Point No-5	Integrated SAS RAID Controller, SVGA Controller	Servers have integrated Graphics. There is no such term of SVGA in any of the OEM Servers	There is requirement of SVGA Controller/ Integrated Graphics

4	26/Server type-1 Point No-11	Min 1 Serial, 2 x 1 Gbps Ethernet ports, 1 VGA, 2 * 1 Port 8Gbps	Do you require "two cards with single 8Gbps port on each card" or "one card with dual 8Gbps port"? As it incur some cost as well as consume PCIe Slots.	Clause stands as per RFP
5	26/Server type-1 Point No-19	2x8 Gbps Fibre HBA card (Multipathing and load sharing)	Do you require "two cards with single 8Gbps port on each card" or "one card with dual 8Gbps port"? As it incur some cost as well as consume PCIe Slots.	Clause stands as per RFP
6	26/Server type-1 Point No-20	LTO 6 with backup software, connectors & at least 02 cartridge.	*What will be the data that needs to be backed up on LTO 6 drive? * Is there any database that needs to be back up? *Do you require Cleaning cartridge also.	Clause stands as per RFP
7	27/Server type-II Point No-11	Min 1 Serial, 2 x 1 Gbps Ethernet ports, 1 VGA, 2 * 1 Port 8Gbps	Do you require "two cards with single 8Gbps port on each card" or "one card with dual 8Gbps port"? As it incur some cost as well as consume PCIe Slots.	Clause stands as per RFP
8	27/Server type-II Point No-7	SAS Controller, SVGA Controller	Servers have integrated Graphics. There is no such term of SVGA in any of the OEM Servers	There is requirement of SVGA Controller/ Integrated Graphics

9	28/SAN Storage Point No-1	Raw 30 TB External Storage System with two RAID Controllers. Each Raid array controller should support Raid levels,5 and 10 implementation. Storage should have high availability feature with no single point of failure Storage system shall be scalable upto 50 TB. Storage should have minimum 32 Gbps front end throughput and minimum 8 no. of FC front end ports. Storage should be supplied with all required licenses to connect atleast 24 no: of servers as well OS such as windows & Linux.	You have asked for 16port switch expandable to 24 ports. So, Ideally we can connect only 14 servers and 2 ports for SAN storage per switch. 1. How many servers you want to connect (9 or 24)? 2. To connect 24 no. of server, Do you have any existing FC switch? 3. Also, if we go with 24 port SAN switch, it is not possible to connect 24 Servers. Either we need to purchase more SAN switch or we should have free ports in existing SAN Switches	FC SAN switch is already mentioned in the list of items to be procured vide the ongoing tendering process. SAN with 12 TB RAW space which can be upgraded to 20TB in future is required.
10	31/Annexure –II Firewall (Point 2),Performance Specifications	Should have high availability Active/Active and Active/Standby	Can be in Active/Active mode or Active/.Standby, cannot be both at the same time	Firewall must have capability to support active/active or active/stand by.

11	Backup		1. What will be the total no. of servers? 2. OS and Application Details with its version 3. Is there any Cluster environment? If yes, What type of cluster 4. Is there any virtualization; If yes is it Hyper V or VMware? (With its version) 5. What will be total data size which needs data protection 6. I understood from RFP, Complete requirement is to perform Disk to Tape Backup, Please Confirm. 7. DR site considered as Cold DR, Please confirm. 8. What will be the backup and retention policies? 9. What is a Storage mode and what will be total usable capacity. 10. What will be the database with its version?	Clause stands as per RFP

12	Scope of work		1. Do we require to install the application? 2. Do we require to install SQL Server? 3. Do we require to install Antivirus? 4. Do we need to integrate the new hardware to the existing hardware, If yes, then we requires details of existing hardware also?	Supply, install & maintain the Servers, SAN Storage, Firewall, Switch, Monitor, LTO, MS SQL Database, Rack and accessories as per specification furnished in Annexure-II. Application installation will be taken care by Bank. The vendor to help the application vendor if required during the installation of the application. The detailed documentation of firewall and switch configuration to be shared by the vendor to the Bank team.
13	Page No-7/Eligibility Criteria Point NO-3	The bidder should be profit making company and should have posted net profit for last three financial years i.e 2012-13, 2013-14 and 2014-15	The Bidder should be a profit making company and should have posted net profit in any two of the last three financial years i.e 2012-13, 2013-14 and 2014-15	Subject clause stands modified. Company should have posted net profit in any two of last three financial years.
14	Page No-26/ Server type-1 Point No-2	2 x Intel Xeon Hexa Core Processor, 3.5 GHz	2 x Intel Xeon Hexa Core Processor, 3.4 GHz	Clause stands as per RFP

15	Page No-29/ Technical Specification- SAN Storage Point No-13	Minimum of 8 x 8-Gbit ports per trunk, Minimum 16 ports scalable upto 24 ports. Each port should be 8 Gbps with auto sensing support for 4 Gbps. must have in-built diagnostics, power on self test, command level diagnostics, online and offline diagnostics capabilities, support online firmware upgrades, must have redundant Control Units, Power supply, Fan Assembly and all the components shall be Hot Swappable, etc.	Minimum of 8 x 8-Gbit ports per trunk, Minimum 16 ports scalable upto 24 ports. Each port should be 8 Gbps with auto sensing support for 4 Gbps.must have in-built diagnostics, power on self test, command level diagnostics, online and offline diagnostics capabilities, support online firmware upgrades, must have redundant Power supply, Fan Assembly and all the components shall be Hot Swappable, etc.	Clause stands as per RFP

| 16 | Page No-9/Payment terms | 70% of the order value along with VAT / Octroi and other applicable duties on actual basis will be paid on delivery, installation, commissioning and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, Installation note & User Acceptance Report signed with date by an authorized official of UCO Bank at the respective sites, original Octroi, receipt, waybill etc.
II. Remaining 30% of the cost along with applicable taxes would be paid after completion of three year from the date of project commissioning sign off or on submission of Bank Guarantee for equivalent value and time period. | 90% of the order value along with VAT / Octroi and other applicable duties on actual basis will be paid on delivery, installation, commissioning and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report signed with date by an authorized official of UCO Bank at the respective sites, original Octroi, receipt, waybill etc.
II. Remaining 10% of the cost along with applicable taxes would be paid after completion of three year from the date of project commissioning sign off or on +submission of Bank Guarantee for equivalent value and time period. | 70% of the order value along with VAT / Octroi and other applicable duties on actual basis will be paid on delivery, installation, commissioning and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, Installation note & User Acceptance Report signed with date by an authorized official of UCO Bank at the respective sites, original Octroi, receipt, waybill etc.

20% after three months of successful live run.
Remaining 10% of the cost along with applicable taxes would be paid completion of three year from the date of project commissioning sign off or on submission of Bank Guarantee for equivalent value and time period. |

17	Page No-13/Performance Guarantee	The Performance Guarantee should be valid for a period of 60 months	We are unable to provide 60 Months upfront Bank Guarantee. Instead of 60 Months upfront we will provide below: We can give a BG for 60 Months comprising of 36 Months and then extend that with a 24 months guarantee. Request you to please accept this.	The Performance Guarantee should be valid for a period of 60 months; vendor may also choose to give the BG's initially valid for three years (36 months) and the BG to be extended for the next 2 years during the 34th Month on the same terms and conditions.
18	26/Server type-1 Point No-2	2 x Intel Xeon Hexa Core Processor, 3.5 GHz	2 x Intel Xeon Hexa Core Processor, 3.4 GHz	Clause stands as per RFP
19	Page No-29/ Technical Specification- SAN Storage Point No-13	Minimum of 8 x 8-Gbit ports per trunk, Minimum 16 ports scalable upto 24 ports. Each port should be 8 Gbps with auto sensing support for 4 Gbps. must have in-built diagnostics, power on self test, command level diagnostics, online and offline diagnostics capabilities, support online firm ware upgrades, must have redundant Control Units, Power supply, Fan Assembly and all the components shall be Hot Swappable, etc.	Minimum of 8 x 8-Gbit ports per trunk, Minimum 16 ports scalable upto 24 ports. Each port should be 8 Gbps with auto sensing support for 4 Gbps. must have in-built diagnostics, power on self test, command level diagnostics, online and offline diagnostics capabilities, support online firmware upgrades, must have redundant Power supply, Fan Assembly and all the components shall be Hot Swappable, etc	Clause stands as per RFP
20	Page No-9/Payment terms	70% against delivery and installation and 30% against PBG for 3 Year	80% against delivery, 10% against installation and rest 10% against submission of PBG for 3 years	Clause stands as per RFP
21	Page No-9/Point No-5.ll	Installation should be completed within 7 working days of delivery	14 days after handed over the ready site.	Clause stands as per RFP

23	Page 31 of 43	Should have high availability Active/Active and Active/Standby	Should support high availability Active/Active and Active/Standby. Should be configured in high availability Active/Active or Active/Standby.	Firewall must have capability to provide active/active or active/stand by
24	Page 9	Supply, install & maintain the Servers, SAN Storage, Firewall, Switch, Monitor, LTO, MS SQL Database, Rack and accissories as per specification furnished in Annexure-II.	Are there any migration / Database related configurations required ? Please share details.	Mentioned clause is self explanatory
25	Page 9	The servers being supplied are to be configured in cluster as per the requirement of the Bank and in coordination with the application vendor.	What kind of cluster is required. Is there a virtualization in the scope or physical machines to be clustered	OS and Db level clustering and there is no virtualization in the scope
26	Page 11	A minimum uptime of 99.95% during the working hours per equipment has to be guaranteed on quarterly basis.	How will the bank measure SLA. Uptime is for the hardware ? or the service? Operating system ?	SLA will be calculated on number of monthly working hours of the delivered items as per this RFP.
27	Page 11	All the items Supplied should be repaired within 24 hours Resolution time)	Is this a remote support or onsite support	Onsite support is required

28	Page 38	#MS SQL Server 2014 Standard Edition (with Software Assurance) with an option for downgrading to SQL Server 2012 – Per core based license for data base servers to be operated in active passive mode. No of "2-Pack" SKUs of core licenses.	1. How many nodes will be there in the SQL cluster? 2. How many cores will be assigned to each nodes? 3. Are there any virtualization, please give details. 4. Are we supposed to quote under any agreement or in open license? 5. Is Chennai the location of support?	Mentioned clause is self-explanatory
29	Page No 8/43	Point number 3 mentioned that SAN Storage with two switches Point number 4 mentioned two 24 port switch	Should we factor over all 4 switches? 2 as mentioned under SAN Storage and 2 as mentioned in point number 4.	SAN storage with two switches, further two network switches are also required.
30	Page NO 28/43	Point 1 says that Storage should be scalable upto 50 TB And Point 5 says that The Storage shall be scalable to minimum 96 number of drives using 600 GB or higher which is equal to 57.6 TB	Which one should we consider as maximum capacity	12 TB RAW SAN, upgradable to 20TB.
31	Page No 26/43	Microsoft Windows 2012 Standard Edition with Up-grade option.	Kindly let us know, upgrade is required for how many years	Sub clause stands modified. Bank requires MS 2012 fresh Edition version
32	Page No 26/43	Anti -Virus with latest definitions being regularly updated (Offline)	Kindly let us know, upgrade is required for how many years	Upgradation required during the contract period

33	**Corrigendum**	Last date of bid submission is on 09/05/2016 at 03:00 PM and opening of technical bid is on 09/05/2016 at 03.:30 PM		Last date of bid submission is extended up to 19/05/2016 at 03:00 PM and opening of technical bid is on 19/05/2016 at 03.:30 PM