



**UCO BANK**  
Department of Information Technology

**Expression of Interest (EOI) For “Selection of Vendor for Implementation of Near Disaster Recovery (NDR) Site at Bangalore**

**EOI Ref. No. UCO/DIT/EOI/2544/2016-17 Date: 17/03/2017”**

**Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum’s**

SL No	Page no	Clause	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	9	<b>PART –II</b> <b>2.1</b> <b>ELIGIBILITY</b> <b>CRITERIA</b>	<b>Clause No. 5:</b> Solution suggested as part of the EOI should have been implemented in at-least 2 banks (with at least 1000 branches each) by the bidder/consortium partner in India, and should have been running for the last 2 years.	Solution suggested as part of the EOI should have been implemented in at-least 2 banks (with at least 1000 branches each) by the bidder/consortium partner in India, and should have been running for the last 2 years for CBS running on Finacle	<b>The modified Clause may be read as:</b> Solution suggested as part of the EOI should have been implemented in at least 2 Scheduled Commercial banks in India (with at least 1000 branches each) by the bidder/consortium partner in India, and should have been running for the last 2 years for Core Banking Solution.
2.	13	<b>PART –IV</b> <b>4 SCOPE</b> <b>OF WORK</b>	The Bank invites proposal from the prospective bidders to provide solution along with the Data Center Hosting service for the solution for implementation of Near DR site of the Bank. However the required IT infrastructure viz: Server, Storage, Software etc. will be provided by the Bank.	Scope of work mentions that IT infrastructure will be provided by bank. Seems to be type error. Kindly rectify.	Will be procured as part of this tendering Process.

3	13	<p><b>PART –IV</b></p> <p><b>4 Scope of work – Clause No : 4.1.1</b></p>	<p>In order to achieve zero data loss, bank wants to host a near DR site at Bangalore, in which the Recovery point objective of 0 Seconds and RTO of 90 minutes is to be maintained. Bank has HP XP9500 SAN at DC (Bangalore) and the database used is Oracle 11. Bidders should suggest necessary solution for implementation of Near DR Site.</p>	<p><b>1. As part of this project NDR to be setup by bidder to achieve zero data loss and in case of disaster data to be updated on DR by bidder within stipulated time however DR is not in control of bidder and so the RTO to be taken care by respective DR operator at present. Please confirm</b></p> <ul style="list-style-type: none"> <li>• Single IP Management (SIM) is a very SMB class switch feature and requirement here is for enterprise switch for DR. Pls remove</li> <li>• Router throughputs are always expressed in terms of PPS and not Mbps. Request pls mentions the requirement in PPS as well.</li> <li>• HA for routers in DR is highly required. Pls add.</li> <li>• HA for switches in DR is highly required. Pls add</li> </ul> <p><b>2. Please share the specification of storage and capacity to be provided at NDR. Please specify if any compute/ server is also required at NDR</b></p> <ul style="list-style-type: none"> <li>• Centralised monitoring required to ensure proper replication sync at NDR</li> </ul> <p><b>3. Please share switch/ port along with type and speed details available at DC and DR where the link will be terminated.</b></p> <p><b>4. Since bidder is not aware of application landscape and its deployment please specify the compute and storage requirement at NDR along with specification and required software- OS and application/ DB if any and also specify the bidder's scope with respect to application/ software if any</b></p>	<p>1. RTO to be taken care by the Bank in case of disaster at DC. However bandwidth availability &amp; replication mechanism in between NDR and DR is the responsibility of the selected bidder for NDR.</p> <p>2. Complete requirement has to be considered by the bidder as part of the solution.</p> <p>3. Details will be provided with the RFP.</p> <p>4. To be proposed by the bidder.</p>
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4	13	<b>PART –IV</b>  <b>4 Scope of work – Clause No : 4.1.4</b>	In case of disaster at DC, data updation of DR site should be completed within 30 minutes to allow Bank to achieve the RTO of 90 Minutes.	This will depend on bandwidth available between DR and NDR. As part of this project if bandwidth between NDR and DR is to be provided by bidder please share the required bandwidth size between NDR and DR and Please share the rate of change of data.	Bidder has to size the bandwidth requirement in between DC to NDR and NDR to DR site.				
5	10	<b>PART –II</b>  <b>2.1 ELIGIBILITY CRITERIA</b>	<b>Clause No.12:</b> The prime bidder / consortium should have provided Dark fiber / fiber channel link of 1Gbps or high capacity to minimum 2 organizations.	Please confirm the interface type along SFP module type.	Will be provided or quoted by the bidder.				
6		<b>Additional Queries</b>	We are assuming the Roles and Responsibility of Tata Communications and UCO Bank for the current NDR EOI is as follows <table border="1" data-bbox="459 659 1088 1453"> <thead> <tr> <th data-bbox="459 659 741 730">Role of Tata Communications</th> <th data-bbox="741 659 1088 730">Role of UCO Bank / Existing SI</th> </tr> </thead> <tbody> <tr> <td data-bbox="459 730 741 1453">           a) Providing the COLO hosting – space and power, Racking stacking, structured cabling, procurement of servers, storage, network devices.            b) L1/L2/Inter DC connectivity shall be provided.         </td> <td data-bbox="741 730 1088 1453">           a) Implementation and management of the devices in the COLO space provided by TATA communications            b) Integration of the new system deployed with the existing Tool set for health monitoring, reporting            c) Configuration changes on the network devices at the Bangalore DC/Kolkata DC for the termination of the Inter DC connectivity from the Near DR.         </td> </tr> </tbody> </table>	Role of Tata Communications	Role of UCO Bank / Existing SI	a) Providing the COLO hosting – space and power, Racking stacking, structured cabling, procurement of servers, storage, network devices. b) L1/L2/Inter DC connectivity shall be provided.	a) Implementation and management of the devices in the COLO space provided by TATA communications b) Integration of the new system deployed with the existing Tool set for health monitoring, reporting c) Configuration changes on the network devices at the Bangalore DC/Kolkata DC for the termination of the Inter DC connectivity from the Near DR.	Request Bank to clarify if any additional scope need to added/identified.  <b>Kindly Validate</b>	Selected bidder has to be provided, managed and maintained all infrastructure facilities at NDR to achieve zero data loss in Banks CBS system in between existing DC and DR.
Role of Tata Communications	Role of UCO Bank / Existing SI								
a) Providing the COLO hosting – space and power, Racking stacking, structured cabling, procurement of servers, storage, network devices. b) L1/L2/Inter DC connectivity shall be provided.	a) Implementation and management of the devices in the COLO space provided by TATA communications b) Integration of the new system deployed with the existing Tool set for health monitoring, reporting c) Configuration changes on the network devices at the Bangalore DC/Kolkata DC for the termination of the Inter DC connectivity from the Near DR.								

7	<b>Additional Queries</b>	Kindly share the existing network LAN inventory details clearly reflecting the make, model of the switches, routers in place.	Request bank to clarify if any additional scope need to added/identified.	No additional Clause for EOI.
9	<b>Additional Queries</b>	Kindly share the make model of the firewall device placed in the existing Data centres.		No additional Clause for EOI.
10	<b>Additional Queries</b>	<b>Kindly share what is the current service level achieved within the Data centres in terms of</b> a) Links between DC and DR b) Environmental Infrastructure <b>Tata communications shall adherer to same while designing the NDR</b>		No additional Clause for EOI.
11	<b>Additional Queries</b>	<b>Kindly share what is the current resolution time achieved within the Data centers for</b> a) Links between DC and DR b) Environmental Infrastructure c) Servers, Software, storage, Network devices <b>Tata communications shall adhere to same while designing the NDR</b>		No additional Clause for EOI.
12	<b>Additional Queries</b>	Tata Communications shall leverage the existing UCO Bank's link monitoring solution for monitoring new links between NDR to DC & NDR to DR as well as NDR infrastructure like Server, storage, SAN, Router, Switches etc deployed between DC-Near DR, Near DR- DR.	<b>Kindly validate</b>	No additional Clause for EOI.
13	<b>Additional Queries</b>	Tata communications shall achieve the Service availability and problem resolution as per Industry best practices e.g., Tier III COLO as per Uptime Standards can provide 99.982% availability.	Kindly share the SLA parameters for all components.	No additional Clause for EOI.

14	9	<p style="text-align: center;"><b>PART –II</b></p> <p style="text-align: center;"><b>2.1</b></p> <p style="text-align: center;"><b>ELIGIBILITY</b></p> <p style="text-align: center;"><b>CRITERIA</b></p>	<p><b>Clause No.2 :</b> The bidder should have an annual turnover of at least Rs. 75 Crores per annum for last 3 financial years (i.e. 2013-14, 2014-15, and 2015-16)</p>	<p>Request you to amend the clause as "The bidder should have a minimum annual turnover of Rs.30 Crores or each of the last three (3) financial year's viz. FY 2013-14, 2014-15, 2015-16.</p> <p>We are 15 years old company &amp; managing 10000+ customer base serving in various type of industries &amp; segments of customers. We stand as a market player in SMB, Govt, Enterprise Sectors &amp; quality driven services company with various certifications like</p> <ol style="list-style-type: none"> <li>1. ISO 9001:2008</li> <li>2. CMMi Level – 5</li> <li>3. Tier – 3</li> <li>4. ISO 27001:2013</li> <li>5. ISO 20000-1:2011</li> <li>6. ISO 22301:2012</li> </ol> <p>Company is working into Datacenter, System Integration, Business Process Outsourcing, Development segment and looking forward to position as a leading IT company to serve most of the major indian Oil, Gas and Power, BFSI, Govt.PSU clients and some of our major clients are BPCL, Indane, BP, Power Grid, NTPC, Indian Oil, APDCL, PNB, IDBI bank.</p>	<p>Clause stands as per RFP.</p>
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