



UCO BANK
Department of Information Technology

Request for Proposal (RFP) For Supply, Implementation and Maintenance of Near DR RFP REF NO:

UCO/DIT/86/2016-17 Date: 06/04/2016

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.	33/5.8(Payment terms (hardware))	5.8.3 The following payment terms will apply: 5.8.3.1 Hardware and Software Ø 80% of the delivered hardware cost would be payable on successful installation, commissioning of the hardware and successful implementation of Near site DR or on completion of three months from the date of placing the order whichever is later. Ø Balance 20% will be paid after 3 months of successful service from the acceptance date of hardware/ software which would include one successful DR drill, whichever is later.	Request modification as follows: 5.8.3 The following payment terms will apply: 5.8.3.1 Hardware and Software Ø-90% of the delivered hardware cost would be payable on successful installation, commissioning of the hardware and successful implementation of Near site DR Ø Balance 10% will be paid after 3 months of successful service from the acceptance date of hardware/ software which would include one successful DR drill, whichever is later.	<ul style="list-style-type: none"> • 40% of the delivered hardware cost would be payable on delivery of the ordered hardware, software. • 40% of the delivered hardware cost would be payable on successful installation, commissioning of the hardware and successful implementation of Near site DR or on completion of three months from the date of placing the order whichever is later. • Balance 20% will be paid after 3 months of successful service from the acceptance date of hardware/ software which would include one successful DR drill,

2.	33/5.8(Payment terms(connectivity))	<p>Ø The Bidder has to charge the link subscription charges quarterly in arrears based on the achievement of SLAs defined in the document. (The uptime of the link as specified under SLA clause will be assessed on monthly basis and the payment will be made at the end of each quarter). The vendor should submit the link-wise uptime achieved to enable the Bank to pay quarterly charges.</p> <p>Ø Bidder should raise invoices after deducting the applicable penalties i.e. penalties to be calculated based on SLA, extended.</p>	Bidder would like to clarify that payment would be "link wise" and billing to commence post successful delivery and AT of each link	Clause stands as per RFP.
3.	33,34/5.8	<p>5.8.3.5 Implementation</p> <p>Ø 80% of the implementation cost would be payable on successful implementation, commissioning and go-live of Near DR site.</p> <p>Ø Balance 20% will be paid after 3 months of running from the go-live date.</p>	<p>Request modification as follows:</p> <p>5.8.3.5 Implementation</p> <p>Ø 80% 90% of the implementation cost would be payable on successful implementation, commissioning and go-live of Near DR site.</p> <p>Ø Balance 10% will be paid after 1 month of running from the go-live date.</p>	Clause stands as per RFP.
4.	34/5.11	<p>5.11 Liquidated Damage</p> <p>All services (floor space / seating space/Electrical power etc.) along with required facilities/ infrastructure are to be delivered within 6 weeks of issue of purchase order. For any delay, Liquidated damages shall be applicable @0.50% of yearly charges of hired services (including power charges as stated above), per week or part thereof, for the delayed period. The bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.</p>	<p>Request modification as follows</p> <p>5.11 Liquidated Damage</p> <p>All services (floor space / seating space/Electrical power etc.) along with required facilities / infrastructure are to be delivered within 6 weeks 10 weeks of issue of purchase order. For any delay, Liquidated damages shall be applicable @0.50% 0.25% of yearly charges of hired "Undelivered portion of services" per week or part thereof, for the delayed period. The bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.</p>	Clause stands as per RFP.

5.	36/5.16	<p>Indemnity:</p> <p>Vendor shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from</p> <p>(i) an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Vendor, (iii) use of the deliverables and or services provided by the Vendor, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project. Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or property, loss of life, etc., due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however, (i) the Bank notify the vendor in writing immediately on becoming aware of such claim, (ii) the Vendor has sole control of defence and all related settlement negotiations, (iii) the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and (iv) the Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court. It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank (and/or its customers, users and service providers) rights, interest and reputation.</p>	<p>Request modification as follows</p> <p>Vendor shall indemnify, protect and save the Bank and hold the Bank harmless from and against all direct claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Vendor, (iii) use of the deliverables and or services provided by the Vendor, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Vendor shall further indemnify the Bank against any direct loss or damage to the Bank premises or property, loss of life, etc., due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however, (i) the Bank notify the vendor in writing immediately on becoming aware of such claim, (ii) the Vendor has sole control of defense and all related settlement negotiations, (iii) the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and (iv) the Bank does not make any statement or comments or presentations about the claim without prior written consent of the Vendor, except under due process of law or order of the court. It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank (and/or its customers, users and service providers) rights, interest and reputation.</p>	<p>In addition to the existing indemnity clause in the RFP</p> <p>The total liability of the selected bidder shall not exceed the total cost of the order value.</p>
----	---------	--	---	--

6.	New Addition	New Addition	Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs. Notwithstanding anything else contained in the Contract and except in cases of gross negligence and willful misconduct, the aggregate liability of the Contractor to UCO Bank whether under the Contract, in tort, or otherwise, shall not exceed the amount paid by UCO bank 12 months prior to the date of such claim *Do you require Cleaning	In addition to the existing indemnity clause in the RFP The total liability of the selected bidder shall not exceed the total cost of the order value.
7.	17/Eligibility Criteria	2.1-2 The prime bidder should have an annual turnover of at least Rs. 75 Crores per annum for last 3 financial years (i.e. 2012-13, 2013-14, and 2014-15)	Request to change to "The prime bidder/ subsidiaries should have an annual turnover of at least Rs. 75 Crores per annum for last 3 financial years (i.e. 2012-13, 2013-14, and 2014-15)	Clause stands as per RFP.
8.		2.1-3 The Bidder should be a profit making entity (profit after tax) in the last three financial years i.e. 2012-13, 2013-14, and 2014-15.	Request to change to "The Prime Bidder/ Subsidiaries should be a profit making entity (profit after tax) in the last three financial years i.e. 2012-13, 2013-14, and 2014-15.	Clause stands as per RFP.
9.		2.1-6 The bidder/consortium partner should be in Data Centre Co-hosting business for a minimum period of 5 years.	Please also consider the combined experience of bidder and its subsidiary company. Subsidiary company, earlier being a Data Centre arm of the parent company and later registered as a separate company.	Clause stands as per RFP.
10.	18/Eligibility Criteria	2.1-9 The prime bidder/consortium partner should have at least two of the below certifications /compliance document for the proposed DC site(s) (no i is compulsory): 1. ISO 27001 or BS 7799 – 3 Certified (Compulsory) 2. NFPA 70 & 75 3. IS 1893:1984 Seismic Compliance 4. TIA 942 compliance (for at least two of the following –Architectural, electrical, cooling and network.)	We request to change to "2.1-9 The prime bidder/consortium partner should have at least two of the below certifications /compliance document for the proposed DC site(s) (no i is compulsory): 1. ISO 27001 or BS 7799 – 3 Certified (Compulsory) 2. NFPA 70 & 75 3. IS 1893:1984 Seismic Compliance/ BCMS 4. TIA 942 compliance	The prime bidder/consortium partner should have at least two of the below certifications /compliance document for the proposed DC site(s) (no i is compulsory): 1. ISO 27001 or BS 7799 – 3 Certified (Compulsory) 2. NFPA 70 & 75 3. IS 1893:1984 Seismic Compliance

11.	17/Eligibility Criteria	2.1-4 The proposed Near DR site should be within 25 km from Bank's existing Data Centre (Tata Telecommunications Data centre, Sanjay Nagar, Bangalore)	Request to clarify if this distance is arial distance, fibre distance, building distance. Request to change to 30 KM.	The distance between DC and the proposed Near DR should be between 5km to 35km.
12.	22/Hardware	4.1.4 Prime Bidder/consortium partner would support the Bank's existing SI for CBS in integration of Near Site with existing hardware of DC & DR and also with the vendor providing bandwidth for seamless and flawless data flow between DC, DR and Near Site DR.	Our Support will be limited to Hardware and OS installation and not with the installation/support of Application or <u>database replication</u>	Please refer the scope of work and the additional clarification given as part of this pre bid clarification.
13.	23/data center site on hosted model	4.1.13 The power should be available from two different power supply / distribution corporations. Two separate power paths from the UPS to be provided to the Server room area and the network communication area. The UPS should be configured in redundant mode.	We request you to remove thus clause as Govt. of India does not allow to get two electrical connections from different power corporations at the same address.	The power should be available from two different power supply / sub stations. Two separate power paths from the UPS to be provided to the Server room area and the network communication area. The UPS should be configured in redundant mode.
14.	24/data center site on hosted model	4.1.20 Uptime of 99.99% is required for the Near DR Environmental Infrastructure and services.	As per TIA-942 standard/Tier-III standards the maximum uptime guarantee should be 99.982% annually, and we provide the same.	Uptime of 99.982% is required for the Near DR Environmental Infrastructure and services.
15.	24/data center site on hosted model	4.2.3 Space to occupy two racks of any type i.e. 44U, 42U, 36U etc.	Please specify the Rack Dimensions	19" 42 U rack
16.	24/data center site on hosted model	4.2.5 The Server room should have precision air conditioning with redundancy with 20±2 degree centigrade temperature maintained.	Request to change to 22±2 degree centigrade as per	The Server room should have precision air conditioning with redundancy with 22±2

17.	27/4.4	4.4.2 The SP shall regularly monitor the access to the Bank's Server room / cage by means of access control system, physical security, Biometric access and CCTV and should always make sure that they are functional 24x7x365 days. The Bank would require monthly reports in this regard. The access logs to the bank specific cage area, seating area and the server room area need to be maintained for the period of the contract. The log reports of bank's specific server cage area and seating area are to be provided on a monthly basis. The access to the logs of other facilities concerning the bank should be available on request. The service provider is expected to maintain the CCTV monitoring records for at least 1 month, post which the service provider is expected to archive such records (in form of a CD, tape, etc) and make the same available on bank' request through the	We can provide the CCTV recording after 1 month to UCO Bank in their own media. The media has to be provided by UCO bank.	Clause stands as per RFP.
18.	31/5.3	5.3.2 Bank reserves the right to cancel the bids if the Bidder includes the AMC/ATS prices in the products and quotes nil/ negligible price for AMC/ATS.		Clause stands as per RFP.
19.	32/5.6	5.6.2 Bank reserves the right to change location of installation at a later date with prior intimation to the Bidder. Relocation of the hardware will be done at the Bank's cost. However, Bidder will provide all the necessary assistance to facilitate this		Clause stands as per RFP.
20.	45/5.28.3	SLA Table	The maximum uptime should be 99.982%, please adjust the penalty amount accordingly. The penalty should be levied on only quarterly hosting services.	For calculation of penalty please read 99.99% as 99.982%. Other remains the same.
21.	51/annex-b	1 Space to occupy min. 2 racks of any type i.e. 44U, 42U, 36U etc.	Please specify the rack's width and Depth (for e.g. 600 mm x 1000mm)	19"42U rack for placing the server and network devices procured as part of this RFP and the other rack for the storage.

22.	44/5.28.1	Service Levels will include Availability measurements & Performance measurements. Availability Report will be provided on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to the Bank by the SP at the end of every month containing the summary of all incidents reported and associated SP performance measurement for that period. All Availability Measurements will be on a monthly basis for the purpose of Service Level reporting.	All Availability and performance Measurements should be done on a quarterly basis for the purpose of Service Level reporting.	Clause stands as per RFP.
23.		4.6.4 SP shall be responsible for providing the all required facilities (site should be ready with server caging, electrical cabling, and other facilities like access control system, Communication links, etc should be complete) at near site within 6 weeks from date of issue of purchase order. Site should be ready for pre-commissioning inspection at Near DR site within 4 weeks from date of issue of purchase order.	Please specify the segregated delivery timelines for Collocation site readiness, Hardware delivery and Link commissioning	There will be no separate timelines for delivery of hardware, hosting space readiness, link termination and go-live. The implementation/go-live of Near DR to be completed within 10 weeks from the issue of the purchase order. Implementation of Near DR inter alia includes the following <ul style="list-style-type: none"> • Delivery, installation and configuration of all the required hardware and software. • Space for hosting as per scope • Required number of link termination.

24.	11/1.6	1.6.1 The prime Bidder/System Integrator (SI) may form a consortium and bid for the RFP document, as it is the Bank's expectation to supply, maintain, implement and manage hardware and software products and maintain policies and procedures to serve the Bank. However, in this case the Bank will deal with only the Prime bidder/System Integrator as a single point of contact who shall have the sole responsibility for the entire assignment irrespective of the fact that it is only the part of the consortium. Each consortium shall name the prime bidder who shall have the single point responsibility for the consortium in their bid responses. The Prime bidder/System Integrator which shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point	Please confirm if Consortium partners can raise individual invoices of their services directly to UCO Bank	The Prime bidder/System Integrator which shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point responsibility of the bid. The prime bidder will raise all the bills along with the other supporting documents. For payment of link charges, invoices to be raised as per TRAI/Govt. guidelines.
25.	32/5.8	5.8 Payment Terms	Please specify the period within the payment will be made after the submission of invoice	Payment after deducting the penalty (if any) will be made within 30 days subject to submission of all the supporting documents.
26.	17/2.1	The Bidder should be a profit making entity (profit after tax) in the last three financial years i.e. 2012-13, 2013-14, and 2014-15.	Please accept bidder's/ bidder's parents credentials for the same, bidder being fully owned, 100 percent subsidiary of the parent company.	Clause stands as per RFP.
27.		Road Permit	Road permit/ any permission should be provided by the customer.	In case of States having Road Permit/entry tax, the selected bidder/prime vendor will has to obtain the necessary permissions from the respective authorities at their own cost. Obtaining the necessary permission will be the responsibility of the bidder. UCO Bank will not provide any Form C or Way Bill etc. Clearance of the equipment from Tax Authorities would be the responsibility of the bidder.

28.	billing		Please allow separate billing for each consortium partner, for its respective scope of work.	The Prime bidder/System Integrator which shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point responsibility of the bid. The prime bidder will raise all the bills along with the other supporting documents. For payment of link charges, invoices to be raised as per TRAI/Govt.
29.	No. consortium partner		Our understanding is that there can be 3 or more companies in a consortium. Please confirm	There is no limitation for formation of consortium; however the prime vendor will be solely responsible for delivery and maintaining the SLA. There will be a tripartite agreement between Bank, prime vendor and third party (if any).
30.	17/eligibility criteria	The prime bidder / consortium should have provided Dark fiber/fiber channel link of 1Gbps or high capacity to minimum 2 organisations	Please remove Dark fiber with Local Loop link. Please modify the clause The prime bidder/ consortium partner should have provided local Loop/NLD/Internet connectivity of 1 GBPS or higher capacity to minimum 2 Organisations.	Clause stands as per RFP.
31.	Scope of work	Detailed Scope of work	Request the bank to provide detailed Scope of Work for hardware and Software/connectivity part for project to have more clarity.	Please refer the scope of work and the additional clarification given as part of this pre bid clarification.
32.	11/1.6	Consortium and System Integrator	Role of Consortium Partner is not clear. Please confirm if a separate PO can be placed on consortium partner with separate billing from consortium partner and separate payment to consortium partner	The Role of the consortium partner is clearly mentioned in clause 1.6 of the RFP. No separate purchase orders will be placed on consortium partner.
33.	15/1.20	General Terms and Conditions During the period Bank may procure additional (maximum 50%) VC end point only.	Please clarify requirement of VC end point.	Please treat this clause as deleted.

34.	17/3 and Annex A	Eligibility Criteria Certificate issued from Chartered Accountant for net worth can be submitted	Please clarify whether submission of Audited Balance sheets for the last three financial years would suffice or we have to give Certificate also from a Chartered Accountant? If yes, we request you to kindly waive the requirement of Certificate, reason being we are submitting the Audited Financial Statements, which itself shows the net worth of the bidder.	Copy of the audited balance sheets of the company showing profit/loss & net-worth of the company should be submitted.
35.	17/7 and Annex-A	Eligibility Criteria The prime bidder/consortium partner must have provided DC or DRC or Near DR site co-hosting facility to at least 5 organizations in India, out of which at least one (1) should be of Public Sector Bank.	Please change Public Sector bank to BFSI organization in India.	Clause stands as per RFP.
36.	22/4.1.1	In order to achieve near zero data loss, bank wants to host a near DR site at Bangalore.	What will be the Recovery Time Objective (RTO) the duration of time within which CBS application must be restored after a disruption for this Near DR site since data replication is synchronous?	The RTO of 90 min is agreed for all critical systems.
37.	22/4.1.1	Bank has HP XP9500 SAN at DC (Bangalore) and the database server is HP BL 870C i4 with HP-UX 11iv3. The database used is Oracle 11G.	Do we need to procure and provide Oracle 11G License as part of solution or UCO bank will supply the Oracle 11 G License? Is it standard or Enterprise version?	Scope is self explanatory.
38.	22/4.1.4	Prime Bidder/consortium partner would support the Bank's existing SI for CBS in integration of Near Site with existing hardware of DC & DR	Reliance suggests that all services required in near DR site are clearly mentioned.	In addition to the existing clause, for more clarity please read clarification given below as part of the pre-bid reply.
39.	23/4.1.11	There is a need to install the equipments in racks with different rated power requirements ranging from 2 KVA to 12 KVA per rack. Therefore, Near DR site infrastructure (including electrical cabling, cooling etc.) should support rack up to 12 KVA rated power.	Please confirm what will be the initial requirement of power.	Average 6 KVA power per rack depending on power requirement of the hardware and network equipments provided as part of the RFP.
40.	23/4.1.13	The power should be available from two different power supply / distribution corporations.	Only single power distribution corporation available in Bangalore. Hence, maximum redundancy is possible through 2 different feeders and 2 different paths. Please confirm that this is acceptable	The power should be available from two different feeders/sub-station and two different paths.

41.	24/4.1.17	The Prime Bidder/consortium partner shall be responsible for LAN cabling between service providers communication room to the server cage area allocated to the Bank and server room & seating space area (if any) at the Near DR site.	Reliance requests Bank to confirm seating space required.	No seating space is required at near DR as of now but bank wants to discover the price for future.
42.	24/4.2.1	Bank requires dedicated clear space of for placing two racks to host Bank's IT infrastructure in the server room area. However, if there is change in requirement selected SP has to provide additional space on the same floor and adjacent to the space provided. The unit rate quoted by SP in the commercial bid will be considered for such requirement.	Reliance requests Bank to confirm additional space required.	As of now, bank wants space for placing two racks, However, per rack cost will be considered if there is any future requirement.
43.	25/4.2.11	Single phase and three phase power should be made available to bank to support Bank's equipments as per requirement in the caged area.	Please confirm the no of single phase and three phase requirement for rack.	Three phase power should be made available to bank to support Bank's equipments as per requirement in the caged area.
44.	25/4.3.4	A detailed layout diagram of fiber with redundant path along with declaration letter in this regard and a copy of approval taken for laying the fiber should be submitted with technical bid.	Reliance proposes to submit detailed layout diagram after receipt of purchase order.	Clause stands as per RFP.
45.	25/4.3.5	Bidder need to provide optical handoff at both ends. Link will be terminated on SAN switch (1 Gbps) and for 40 Mbps link will terminate at network router in Ethernet interface at both the ends.	Please clarify if optical handoff is required for 1 Gbps links only and Ethernet electrical handoff is required for 40 Mbps links	Clause stands as per RFP.
46.	27/4.4.6	The building & Server room area should be provided with Water Leak detection system and fire alarm system.	Please change the clause as follows – The server room, Mux room & utility area should be protected by Water LD and Fire Alarm system. Building should be protected by well planned drainage line.	The Server room, Mux room & utility area should be provided with Water Leak detection system and fire alarm system. The facility areas proposed for the Bank should be well within the coverage of water leak detection system.

47.	27/4.5.2	SP shall provide the link monitoring facility to the Bank which will enable the Bank to monitor the links in real time from their Data Center.	Since the links are P2P, SP will require separate access from their NOC to Bank's hardware infrastructure for link monitoring. Please confirm.	Clause stands as per RFP.
48.	27/4.5.3	The monitoring facility shall provide other link related monitoring parameters that may be necessary and required by the Bank.	Please specify the other link related monitoring parameters.	Clause stands as per RFP.
49.	28/4.5.5	The SP should be able to provide the desired bandwidth within the minimum time period (2 weeks) from such request made by the Bank by email / letter / phone call by Bank authorized personnel.	Reliance suggests that the clause be changed to "The SP should be able to provide the desired bandwidth upgrade from 40 Mbps to 100 Mbps within the minimum time period (4 weeks)	SP should provide the link performance report to the Bank on monthly basis. The SP shall provide the on-demand links between Near Site & DR during DR Failover or DR drill. Minimum will be 40 Mbps and Maximum will be 100Mbps. The SP should be able to provide the desired bandwidth within the minimum time period (4 weeks) from such request made by the Bank by email / letter / phone call by Bank authorized personnel.

50.	29/4.6.4	Near DR site should be ready for pre-commissioning inspection within <u>4 weeks</u> from date of issue of PO.	Delivery period and starting of LD date are not clear. Reliance suggests that near DR site should be ready for pre-commissioning inspection within 8 weeks from date of issue of purchase order.	There will be no separate timelines for delivery of hardware, hosting space readiness, link termination and go-live. The implementation/go-live of Near DR to be completed within 10 weeks from the issue of the purchase order. Implementation of Near DR inter alia includes the following <ul style="list-style-type: none"> . Delivery, installation and configuration of all the required hardware and software. . Space for hosting as per requirement . Required number of link termination. . Implementation/go-live of Near DR as per the scope.
51.	31/5.3.1	Bidders should maintain the equipment provided for at least 5 years (3 years warranty and 2 years AMC/ATS) from the date of acceptance by Bank. This shall be extendable by the Bank, for a minimum period of 2 more years, at the same rate as of year 5, or average rates of year 2 through year 5, whichever is lesser.	Reliance suggests to modify the clause: Bidders should maintain the equipment provided for at least 5 years (3 years warranty and 2 years AMC/ATS) from the date of acceptance by Bank. This shall be extendable by the Bank, for a minimum period of 2 more years, at the mutually agreed prices.	Bidders should maintain the equipment provided for at least 5 years (3 years warranty and 2 years AMC/ATS) from the date of acceptance by Bank. This shall be extendable by the Bank at the mutually agreed prices.

52.	31/5.4	<p>Performance Bank Guarantee</p> <p>The selected bidder, within 15 days from the date of purchase order will have to furnish a Performance Bank Guarantee, format as Annexure R, issued by any scheduled commercial bank equal to 10% of the order value valid for 63 months from the date of purchase order.</p>	<p>Reliance suggests revised clause: The selected bidder, within 30 days from the date of purchase order will have to furnish a Performance Bank Guarantee, format as Annexure R, issued by any scheduled commercial bank equal to 10% of the order value valid for 63 months from the date of purchase order.</p>	<p>Performance Bank Guarantee</p> <p>The selected bidder, within 30 days from the date of purchase order will have to furnish a Performance Bank Guarantee, format as Annexure R, issued by any scheduled commercial bank equal to 10% of the order value valid for 63 months from the date of purchase order.</p>
53.	32/5.6.3	<p>The delivery of the hardware should happen to the respective sites within six (6) weeks from the date of placement of Purchase Order.</p> <p>Commissioning should be completed by the Bidder within two weeks of Post Delivery Inspection, or within two weeks of site readiness, whichever is later.</p>	<p>Please confirm Delivery period and starting of LD date since there are multiple clauses regarding delivery.</p>	<p>There will be no separate timelines for delivery of hardware, hosting space readiness, link termination. The implementation/go-live of Near DR to be completed within 10 weeks from the issue of the purchase order. Implementation of Near DR inter alia includes the following</p> <ul style="list-style-type: none"> . Delivery, installation and configuration of all the required hardware and software. . Space for hosting as per requirement . Required number of link termination. . Implementation/go-live of Near DR as per the scope.
54.	32/5.7.1	<p>Prime bidder/SI has to arrange for such audits without any additional cost to the bank.</p>	<p>Please clarify audit scope and deliverable.</p>	<p>Audit to include inter alia the following</p> <ul style="list-style-type: none"> . Data centre site audit . Audit of the facility (as per the scope)

55.	33/5.8.3	Payment term for Hardware – 80% of the delivered hardware cost would be payable on successful installation, commissioning of the hardware and successful implementation of Near site DR or on completion of three months from the date of placing the order whichever is later.	Reliance suggests revised clause – 80% of the hardware cost shall be made to the Bidder after delivery of the Hardware at Near site DR	<ul style="list-style-type: none"> 40% of the delivered hardware cost would be payable on delivery of the ordered hardware, software. 40% of the delivered hardware cost would be payable on successful installation, commissioning of the hardware and successful implementation of Near site DR or on completion of three months from the date of placing the order whichever is later. Balance 20% will be paid after 3 months of successful service from the acceptance date of hardware/ software which would include one successful DR drill,
56.	34/5.11	<p>Liquidated Damage</p> <p>All services (floor space / seating space/Electrical power etc.) along with required facilities / infrastructure are to be delivered within 6 weeks of issue of purchase order. For any delay, Liquidated damages shall be applicable @0.50% of yearly charges of hired services (including power charges as stated above), per week or part thereof, for the delayed period. The bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified. All services (floor space / seating space/Electrical power etc.) along with required facilities / infrastructure are to be delivered within 6 weeks of issue of purchase order.</p>	Reliance suggests revised clause – All services (floor space / seating space/Electrical power etc.) along with required facilities / infrastructure are to be delivered within 12 weeks of issue of purchase order. For any delay, Liquidated damages shall be applicable @0.50% of yearly charges of hired services (including power charges as stated above), per week or part thereof, subject to maximum 10% of yearly charges for the delayed period. The bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.	Clause stands as per RFP.

57.	45/5.28.3	Penalty charges for Near DR Site and hardware Infrastructure Uptime – >= 99.99% No penalty >=99.9% & < 99.99% 10% >=99.8% & < 99.9% 20% >=99.7% & < 99.8% 30% >=99.6% & < 99.7% 40% >=99.5% & < 99.6% 50% < 99.5% 100%	Reliance suggests revised penalty rates as follows – >= 99.99% No penalty >=99.9% & < 99.99% 5% >=99.8% & < 99.9% 10% >=99.7% & < 99.8% 15% >=99.6% & < 99.7% 20% >=99.5% & < 99.6% 25% < 99.5% 100%	In place of 99.99%, it will be 99.982%, remaining is same as per the RFP.
58.	47/5.28.6	Penalty charges for links – >= 99.99% No penalty >=99% & < 99.99% 10% >=98.5% & < 99% 20% >=98% & < 98.5% 30% >=97% & < 98% 40% >=95% & < 97% 50% < 95% 100%	Reliance suggests revised penalty – >= 99.99% No penalty >=99% & < 99.99% 5% >=98.5% & < 99% 10% >=98% & < 98.5% 15% >=97% & < 98% 20% >=95% & < 97% 25% < 95% 100%	In place of 99.99%, it will be 99.982%, remaining is same as per the RFP.
59.	47/5.28.7	Penalties for extended downtime – Link down for a period of 4 hours continuously in a day = Rs.10,000/- per day	Reliance suggests penalty for Link down for a period of 4 hours continuously in a day = Rs.2,000/- per day	Clause stands as per RFP.
60.	22/4.1.2	SAN Switch Qty = 2	Please re-confirm BOQ	SAN Switch Qty = 4
61.	67/Annex-M	SAN Switch Qty = 4 Rack Qty = 1	-do-	SAN SWITCH 4 nos, one Storage with rack one 19" 42 U server rack
62.	Annex-M		Please add row for one time charges for Hardware else please clarify where to mention the OTC for hardware components	Commercial format for hardware modified and shared as part of this clarification.

63.	Annex-M	The Hardware will be delivered within six weeks of placement of Purchase Order.	Reliance suggests revised clause – The Hardware will be delivered within 12 weeks of placement of Purchase Order.	<p>There will be no separate timelines for delivery of hardware, hosting space readiness, link termination and go-live. The implementation/go-live of Near DR to be completed within 10 weeks from the issue of the purchase order.</p> <p>Implementation of Near DR inter alia includes the following</p> <ul style="list-style-type: none"> • Delivery, installation and configuration of all the required hardware and software. • Space for hosting as per scope • Required number of link termination. • Implementation/go-live of Near DR as per the scope.
64.			In order to have proper BCP, diversity of operator is recommended in outsourcing. Request bank to confirm the same.	NA
65.			We understand that Bank is presently using HPE XP 9500 storage in DC and wants to do storage based synchronous replication to a NDR site. XP 9500 is an enterprise class storage system therefore we need to propose another enterprise class storage system at NDR. Please confirm if this understanding is correct.	RFP is self explanatory
66.	61/Annexure G, SI no 5	Memory - Min 16 GB DDR3. Should be upgradable upto 32 GB, 6-Slot Mem Expansion Board.	We feel that it should be 32 GB memory rather than 16 GB upgradable to 32 GB	Clause stands as per RFP.
67.			Request you to clarify the applications which are in scope (CBS only / CBS , GBM , EB and iB)	CBS, GBM, CSIS
68.			SAN switch will be with 8 Gbps SW and LW ports. Please confirm whether the service provider should provide compatible ports to connect to SAN fabric both at DC and NDR.	Yes all the required ports to be provided as part of this RFP.

69.			Please clarify what will be the RPO and RTO changes to the master contract based on NDR Solution	RPO-near zero for NDR, RTO-90 min
70.			Please confirm whether bank has deployed any DR automation tools to manage and monitor the RPO and RTO Service level objectives	Presently bank does not have any DR automation tool.
71.			Please clarify whether the synchronous replication can be suspended during peak batch processing period like SD or TD interest booking	At all time replication is required.
72.	62/Annexure-H, serial no 4	Single IP based Management required to manage upto 16 switches in a cluster irrespective of geographic location	Request to kindly remove this clause. Single IP Management (SIM) is an SMB class switch feature and requirement here is for enterprise switch for DR. Please remove this clause	Clause stands as per RFP.
73.	63/Annexure I,	Throughput up to 36Mbps (1 Mpps)	Router through put are always expressed in terms of PPS and not Mbps. Request please mention the requirement in PPS as well.	36MPPS
74.	63/Addition of Clause in Annexure I		Request to add the following in the Annexure I - Router shall have VSS/equivalent feature for HA. HA for routers in DR is required. Please add.	Clause stands as per RFP.
75.	62/Addition of Clause in Annexure H		Request you to add the following in Annexure H - Switch shall have VSS/equivalent feature for HA. HA for switches in DR is highly required. Please add	Clause stands as per RFP.
76.	31/5.3.1.	Bidders should maintain the equipment provided for at least 5 years	Centralized monitoring is required to ensure proper replication sync at NDR. Please	Clause stands as per RFP.
77.		Specification for Storage Area Network (HP make)	Specification for Storage Area Network	Clause stands as per RFP.
78.		Additional information	Please share the configuration details of existing storages, controller type, cache configured, number of drive types and the quantity, number of front end and backend ports, throughput of present configuration.	To be shared with the selected bidder
79.		The Storage Array should have a bladed switched architecture with separate front end boards (configured in pairs) and separate backend boards (configured in pairs).	The proposed storage should have a fully redundant architecture, running in an active-active mode with automatic failover to each other in case of any one unit failure.	Clause stands as per RFP.

80.		The storage array should be based on an internal cross bar architecture or switched architecture.	As mentioned above.	Clause stands as per RFP.
81.		Offered Storage array shall also support ISCSI and FCOE ports.	Offered storage should provide 10 Gbps Ethernet and 16 Gbps FC connectivity ports	Clause stands as per RFP.
82.	11/1.6	Consortium and System Integrator	Kindly allow Partner DC rather than Consortium, SI will be SPOC for complete scope deliver for the RFP.	Clause stands as per RFP.
83.	24/4.1.14	The entire facility should be automatic with power supply from the transformer as the primary source and automatic switchover to DG sets as a secondary source.	Load Transfer to DG set will be Manual	Power backup from the DG to be available within 10 min from failure of primary source.
84.	25/4.2.6	CCTV surveillance coverage for full scan of complete caging area. Periodic CCTV footage to be provided.	Archived CCTV Footage will be available in the DC premises for viewing.	CCTV surveillance coverage for full scan of complete caging area. Periodic CCTV footage to be provided as and when required by Bank.
85.	25/4.2.11	Single phase and three phase power should be made available to bank to support Bank's equipments as per requirement in the caged area.	Kindly specify the exact requirement for 3 Phase and Single Phase power	RFP is self explanatory
86.	25/4.2.12	The service provider is required to make provision for separate dedicated power meter to measure power consumption for racks by the Bank. Payments will be made by the bank only on the basis of consumed power.	Device or capability to measure power consumption for all racks of the bank can be provided.	The service provider is required to provide Device or capability to measure power consumption for racks. Payments will be made by the bank only on the basis of consumed power.
87.	33/5.8.3.4	Hosted site - The payment shall be divided in 4 equal installments (for floor space, seating space (if any) & BMS etc.) for the year and shall be paid quarterly in arrears. One time charges applicable, if any, to be quoted separately. The same shall be paid upon completion of the related activity.	Quarterly in Advance	Clause stands as per RFP.

88.	50/Annexure-A point 15	The proposed Near DR site facility provided to the Bank under this RFP must be owned premises or leased premises. However the IT Infrastructure should be an owned one and not shared. In case of leased premises, an unexpired lease period must be for 15 years from the RFP response due date.	Unexpired lease period mentioned 5 years in point 12 annexure A, and also on page 18 point 12 eligibility criteria where as her it is mentioned as 15 years. It should be 5 years consistent across all points	The proposed Near DR site facility provided to the Bank under this RFP must be owned premises or leased premises. However the IT Infrastructure should be an owned one and not shared. In case of leased premises, an unexpired lease period must be for the next 10 years from the RFP response due date.
89.	15/1.23	The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value.	provide mutual indemnity as follows: Each party (the "Indemnifying Party") shall defend, indemnify, and save harmless the other party (the "Indemnified Party") and its officers and directors, employees, agents, and representatives from and against any losses, damages, costs, attorneys' fees, penalties, fees, liabilities, or expenses (collectively, "Losses") associated with any third party claim against the Indemnified Party connected with (i) death, or (ii) injury to persons or property, in each case resulting from the acts or omissions of the Indemnifying Party, its employees, agents or contractors.	In addition to the existing indemnity clause in the RFP The total liability of the selected bidder shall not exceed the total cost of the order value.
90.	33/5.8.3.2	The AMC, ATS cost would be paid quarterly in arrears after submitting all the required documents/services	The AMC, ATS cost would be paid quarterly in advance	Clause stands as per RFP.
91.	34/5.10	The sum total of penalties will not exceed 10% of the TCO. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.	The sum total of penalties will not exceed 5% of the Annual Contract Value. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.	Clause stands as per RFP.
92.	35/5.15	In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase	In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank,	Clause stands as per RFP.

93.	36/5.16	Indemnity	Provide mutual indemnity clause	In addition to the existing indemnity clause in the RFP, The total liability of the selected bidder shall not exceed the total cost of the order value.
94.	39/5.22	Exit Option and Contract Re-Negotiation: In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Selected Bidder.	To be deleted	Clause stands as per RFP.
95.	41/5.24	Termination	Change to mutual Termination: Either party may terminate this Agreement upon written notice to the other in the event that: (a) the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice (or ten (10) days in the event of non payment by Company); or (b) the other party becomes insolvent or bankrupt, assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets, becomes subject to any legal proceeding relating to insolvency or the protection of creditors' rights or otherwise ceases to conduct business in the normal course; provided that this right to termination shall not apply if the other party is ordered to be wound up by the court for the purpose of a bona fide reconstruction or amalgamation. In the event of termination hereunder, Customer shall pay the Bidder for services rendered and products delivered till the effective date of the termination	Clause stands as per RFP.

96.		Power charges changes during the terms of contract.	The rates quoted for IT Power Consumption charges shall be fixed for the first Year of Contract. During subsequent years of the Contract, IT power rates shall be revised annually. The IT power charges shall be revised (increased/decreased) proportionately by the amount equal to increase/decrease in the unit rates of electricity charges by the respective State Electricity Board/ Power Distribution Company.	As Bank is taking two rack space which include all the BMS facility and there is no separate cost for power to be paid to the vendor hence there is no requirement for this clause.
97.		Taxes and Duties	Payments shall be inclusive of any taxes or duties applicable to the contract. Any change in the applicable taxes from time to time, including any new levies or increase in existing levies relating to the proposal shall be borne by the Bank	Taxes will be paid by bank as per actual.
98.		Insurance	Bank shall, at its own cost, upon execution of this Agreement, take requisite insurance cover for all Bank material delivered and installed at Wipro Data Centre. Bank shall provide a certificate of insurance showing that such coverage is currently in force towards all the Bank material installed at Wipro Data Centre. Bank shall be solely responsible for renewing the Policy on case to case basis and management of claim in case of any contingencies during the terms of this contract.	Bank will be insuring the hardware after delivery.

99.		Mutual Non Hire	Both Parties agrees that during the term of this Agreement, and for a period of one year thereafter, the other parties will not directly or indirectly recruit, hire, employ, engage, or discuss employment with key identified employees, involved in the project, or induce any such individual to leave the employment of other party. Nothing herein shall prohibit the hiring of any personnel who has responded to an advertisement in any media inviting applicants for job vacancies	<u>Mutual Non Hire</u> Both Parties agrees that during the term of this Agreement, and for a period of one year thereafter, the other parties will not directly or indirectly recruit, hire, employ, engage, or discuss employment with key identified employees, involved in the project, or induce any such individual to leave the employment of other party. Nothing herein shall prohibit the hiring of any personnel who has responded to an advertisement in any media inviting applicants
100.	41/5.25	Reverse Transition: Same terms (including payment terms) which were applicable during the term of the contract/ purchase order should be applicable for reverse transition services	To be added: Any additional cost incurred shall be paid in advance.	Clause stands as per RFP.
101.	22/clause 4.1.2.1	SAN STORAGE OF 6TB ROW CAPACITY	We understand that Bank is presently using HPE XP 9500 storage in DC and wants to do storage based synchronous replication to a NDR site. XP 9500 is an enterprise class storage system therefore we need to propose another enterprise class storage system at NDR. Please confirm if this understanding is correct.	RFP clause is self explanatory
102.	61/Annexure G	Annexure G, Page no. 61. - Min 16 GB DDR3. Should be upgradable up to 32 GB, 6-Slot Mem. Expansion Board.	Please opt for 32 GB memory from day 1	The clause stands changed as follows: Min 32 GB DDR3. Should be upgradable up to 64 GB.
103.		Additional Query 2	SAN switch will be with 8 Gbps SW and LW ports. Please confirm whether the service provider should provide compatible ports to connect to SAN fabric both at DC and NDR.	All required hardware to be provided by the Prime Bidder.

104.		Additional Query 4	Please confirm whether bank has deployed any DR automation tools to manage and monitor the RPO and RTO Service level objectives	No DR automation tools to manage and monitor the RPO and RTO Service level objectives
105.		Additional Query 5	Please clarify whether the synchronous replication can be suspended during peak batch processing period like SD or TD interest booking	No
106.	62/Annexure-H	Annexure-H, Layer 3 Managed Switch, page no. 63 - Single IP based Management required to manage up to 16 switches in a cluster irrespective of geographic location	Request to kindly remove this clause.	Clause stands as per RFP.
107.	63	Addition of Clause in Annexure I	Request to add the following - Router shall have VSS/equivalent feature for HA	Clause stands as per RFP.
108.	62	Addition of Clause in Annexure H	Switch shall have VSS/equivalent feature for HA	Clause stands as per RFP.
109.	31	Warranty and Maintenance - Bidders should maintain the equipment provided for at least 5 years	Bidders should maintain and monitor the equipment with centralised tool provided for at least 5 years	Clause stands as per RFP.
110.	60	Gigabit Fibre Channel Switches with necessary cables (4 numbers)	Do the bidder need to supply 2 switches at DC and 2 switches at NDR. Please confirm	SAN Switches:4 Nos
111.	25/4.2.8	Complete Structured Network cabling (LAN) for racks/servers/storage etc. and terminated at patch panels in network racks, as per requirement. This shall include provisioning of 24 ports patch panel in each server rack and at its corresponding network rack, Patch cords for servers etc.	Since only one rack is required in the solution, please clarify the expectation in terms of Structured LAN cabling and patch panel	Clause stands as per RFP. As per the clause complete structured cabling to be provided to the rack.
112.	31/5.3.3.	Necessary assistance for any DR drill or Benchmarking exercise must be rendered by the Bidder for the contractual period, at no additional cost to the Bank.	Please mention the number of DR Drill to be considered	Quarterly once
113.	28/4.5.6	Near Site to DC link	Request Bank to clarify whether this link can be provisioned on L2 MPLS	Clause stands as per RFP.
114.	46/5.28.4	Latency less than 2 millisecond for the links between DC-NS	Request Bank to change the latency value from 2 millisecond to less than 5 millisecond	Clause stands as per RFP.

115.	25/4.2.7	4.2.7 Complete electrical cabling with 32amp. - Single phase/ three phase Industrial power sockets from 2 different sources for each rack. Three phase sockets shall be required for few racks viz. storage etc. For Server and Storage racks compatible power sockets will be required.	By default 1 pair of 32Amps power cabling is provided. In case of additional power cabling 32 amps single / 63 amps three phase it's provisioned with additional cost. Request bank to add these line items in commercial format.	As Bank requires rack space with required power and other BMS support, hence commercials for the same are not required.
116.	27/4.4.2	4.4.2 The SP shall regularly monitor the access to the Bank's Server room / cage by means of access control system, physical security, Biometric access and CCTV and should always make sure that they are functional 24x7x365 days. The Bank would require monthly reports in this regard. The access logs to the bank specific cage area, seating area and the server room area need to be maintained for the period of the contract. The log reports of bank's specific server cage area and seating area are to be provided on a monthly basis. The access to the logs of other facilities concerning the bank should be available on request. The service provider is expected to maintain the CCTV monitoring records for at least 1 month, post which the service provider is expected to archive such records (in form of a CD, tape, etc) and make the same available on bank's request through the period of the contract.	Monthly reports will be shared. CCTV/Access log will kept for max of 180 days only. Hope this will suffice or additional provisioning required.	The SP shall regularly monitor the access to the Bank's Server room / cage by means of access control system, physical security, Biometric access and CCTV and should always make sure that they are functional 24x7x365 days. The Bank would require monthly reports in this regard. The access logs to the bank specific cage area, need to be maintained for CCTV/Access log will kept for max of 1 year. The log reports of bank's specific server cage area and seating area are to be provided on a monthly basis. The access to the logs of other facilities concerning the bank should be available on request. The service provider is expected to maintain the CCTV monitoring records for at least 6 month, post which the service provider is expected to archive such records (in form of a CD, tape, etc) and make the same available on bank's request through the period of the contract.

117.	51/ Annexure B	A separate Cage dedicated for the Bank within the server room / Hall area	Please note that for caged area minimum 4 Racks i.e. 120 sq feet needs to be Hosted. Hence, request bank to change to 4 Racks from 2 Racks asked.	Clause stands as per RFP.
118.	52/Annexure B : Sr no 23	There should be CCTV monitoring for surveillance of the server hall area. The CCTV surveillance should cover Bank's Server caged area and other critical areas where Bank's components are placed. Activities to be recorded and the archival should be kept for at-least one month.	This will attract Additional cost if dedicatedly required for bank cage.	Clause stands as per RFP.
119.	22/clause 4.1.2.1	SAN switch and router 2 Nos mentioned under clause 4.1.2.1	Please change the SAN switch and router quantity to 4	SAN switch: 4 numbers
120.	22/clause 4.1.2.1	SAN STORAGE OF 6TB ROW CAPACITY	We understand that Bank is presently using HPE XP 9500 storage in DC and wants to do storage based synchronous replication to a NDR site. XP 9500 is an enterprise class storage system therefore we need to propose another enterprise class storage system at NDR. Please confirm if this understanding is correct.	Scope is self explanatory
121.	61/Annexure G	Annexure G, Page no. 61. - Min 16 GB DDR3. Should be upgradable up to 32 GB, 6-Slot Mem Expansion Board.	Please opt for 32 GB memory from day 1	Clause stands as per RFP.
122.		Additional Query 1	Request you to clarify the applications are in scope (CBS only / CBS , GBM , EB and iB)	CBS, GBM, CSIS
123.		Additional Query 2	SAN switch will be with 8 Gbps SW and LW ports. Please confirm whether the service provider should provide compatible ports to connect to SAN fabric both at DC and NDR.	The prime bidder to provide hardware and software required as per the scope.
124.		Additional Query 3	Please clarify What will be the RPO and RTO changes to the master contract based on NDR Solution	RPO: Near Zero, RTO: 90 Min
125.		Additional Query 4	Please confirm whether bank has deployed any DR automation tools to manage and monitor the RPO and RTO Service level objectives	No Bank has not deployed any DR automation tools
126.		Additional Query 5	Please clarify whether the synchronous replication can be suspended during peak batch processing period like SD or TD interest booking	NO

127	62/Annexure-H	Annexure-H, Layer 3 Managed Switch, page no. 63 - Single IP based Management required to manage up to 16 switches in a cluster irrespective of geographic location	Request to kindly remove this clause.	Clause stands as per RFP.
128	63/Annexure I	Annexure I, Page no. 63, Router Throughput up to 36 Mbps	Throughput up to 36Mbps (1 Mpps)	36MPPS
129	62	Addition of Clause in Annexure H	Switch shall have VSS/equivalent feature for HA	Clause stands as per RFP.
130	31	Warranty and Maintenance - Bidders should maintain the equipment provided for at least 5 years	Bidders should maintain and monitor the equipment with centralised tool provided for at least 5 years	Clause stands as per RFP.
131	63	Addition of Clause in Annexure I	Request to add the following - Router shall have VSS/equivalent feature for HA	Clause stands as per RFP.
132	32/5.6.3	The delivery of the hardware should happen to the respective sites within six (6) weeks from the date of placement of Purchase Order. Commissioning should be completed by the Bidder within two weeks of Post Delivery inspection, or within two weeks of site readiness, whichever is later.	Hardware delivery generally takes up to 8 weeks. Request to amend the clause and provide at least 8 weeks time for delivery of hardware	<p>There will be no separate timelines for delivery of hardware, hosting space readiness, link termination.</p> <p>The implementation/go-live of Near DR to be completed within 10 weeks from the issue of the purchase order. Implementation of Near DR inter alia includes the following</p> <ul style="list-style-type: none"> Delivery, installation and configuration of all the required hardware and software. Space for hosting as per requirement Required number of link termination. Implementation/go-live of Near DR as per the scope.
133	60	Gigabit Fibre Channel Switches with necessary cables (4 numbers)	Do the bidder need to supply 2 switches at DC and 2 switches at NDR. Please confirm	SAN Switches: 4 Nos

134	25/4.2.8	Complete Structured Net work cabling (LAN) for racks/servers/storage et c. and terminated at patch panels in net work racks, as per requirement. This shall include provisioning of 24 port s patch panel in each server rack and at it s corresponding at network rack, Patch cords for servers et c. The Storage and Tape Library racks may not require patch panels. Each such rack shall have 4 individual cables (wit h LAN connect ors at one end) coming from net work patch panels for LAN connectivity.	Since only one rack is required in the solution, please clarify the expectation in terms of Structured LAN cabling and patch panel	Clause stands as per RFP. As per the clause complete structured cabling to be provided to the racks.
135	25/4.2.8	Complete Structured Net work cabling (LAN) for racks/servers/storage et c. and terminated at patch panels in net work racks, as per requirement. This shall include provisioning of 24 port s patch panel in each server rack and at it s corresponding at network rack, Patch cords for servers et c. The Storage and Tape Library racks may not require patch panels. Each such rack shall have 4 individual cables (wit h LAN connect ors at one end) coming from net work patch panels for LAN connectivity.	Since only one rack is required in the solution, please clarify the expectation in terms of Structured LAN cabling and patch panel	Clause stands as per RFP. As per the clause complete structured cabling to be provided to the rack.
136	31/5.3.3.	Necessary assistance for any DR drill or Benchmarking exercise must be rendered by t he Bidder for t he contractual period, at no additional cost to the Bank.	Please mention the number of DR Drill to be considered	Quarterly
137	22	General : SCOPE OF WORK	We understand that Bidder's scope would be limited to supply and installation of the hardware and software (operating system) asked in the RFP. Application and other things would be taken care by Bank/their SI only.	Scope is very clear, The Prime bidder is responsible for 1. Hardware 2. Space for hosting 3. Link as per the RFP 4. Implementation of Near DR (go-live)
138	28/4.5.6	Near Site to DC link	Request Bank to clarify whether this link can be provisioned on L2 MPLS	As per the scope of the RFP.
139	46/5.28.4	Latency less than 2 millisecond for the links between DC-NS	Request Bank to change the latency value form 2 millisecond to less than 5 millisecond	Clause stands as per RFP.

140.	23/4.1.13	The power should be available from two different power supply / distribution corporations	Hope below understanding is Ok: Power supply from 2 different paths from the substation connected with different grid.	Yes
141.	24/4.1.20	Uptime of 99.99% is required for the Near DR Environmental Infrastructure and services.	As per Tier III , uptime is 99.982% and request Bank to change Uptime to 99.982%	Uptime of 99.982% is required for the Near DR Environmental Infrastructure and
142.	25/4.2.7	4.2.7 Complete electrical cabling with 32amp. - Single phase/ three phase Industrial power sockets from 2 different sources for each rack. Three phase sockets shall be required for few racks viz. storage etc. For Server and Storage racks compatible power sockets will be required.	By default 1 pair of 32Amps power cabling is provided. In case of additional power cabling 32 amps single / 63 amps three phase it's provisioned with additional cost. Request bank to add these line items in commercial format.	As Bank requires rack space with required power and other BMS support, hence commercials for the same are not required.
143.	27/4.4.2	4.4.2 The SP shall regularly monitor the access to the Bank's Server room / cage by means of access control system, physical security, Biometric access and CCTV and should always make sure that they are functional 24x7x365 days. The Bank would require monthly reports in this regard. The access logs to the bank specific cage area, seating area and the server room area need to be maintained for the period of the contract. The log reports of bank's specific server cage area and seating area are to be provided on a monthly basis. The access to the logs of other facilities concerning the bank should be available on request. The service provider is expected to maintain the CCTV monitoring records for at least 1 month, post which the service provider is expected to archive such records (in form of a CD, tape, etc) and make the same available on bank's request through the period of the contract.	Monthly reports will be shared. CCTV/Access log will kept for max of 180 days only. Hope this will suffice or additional provisioning required.	Monthly reports will be shared. CCTV/Access log will kept for 1 year.
144.	51/ Annexure B	A separate Cage dedicated for the Bank within the server room / Hall area	Please note that for caged area minimum 4 Racks i.e. 120 sq feet needs to be Hosted. Hence, request bank to change to 4 Racks from 2 Racks asked.	Clause stands as per RFP.

145.	52/Annexure B : Sr no 23	There should be CCTV monitoring for surveillance of the server hall area. The CCTV surveillance should cover Bank's Server caged area and other critical areas where Bank's components are placed. Activities to be recorded and the archival should be kept for at-least one month.	This will attract Additional cost if dedicatedly required for bank cage.	Clause stands as per RFP.
146.	22/4.1.4	Prime bidder/consortium partner would support the Bank's existing SI for CBS in integration of Near Site with existing hardware of DC & DR and also with the vendor providing bandwidth for seamless and flawless data flow between DC, DR and Near Site DR.	Request UCO Bank to share more detail in terms of SOW related support as mentioned	Please refer the scope of work in the RFP and the additional clarification given as part of this pre bid clarification.
147.	22/4.1.2.1	Hardware as per the specification mentioned in Annexure-F, G, H, I, J and the relevant software and other relevant technology components including system software at the Bank's Near site DR in order to cater the load due to CBS. All the hardware should come with 3 year warranty and 2 years AMC thereafter.	Request UCO Bank to provide more clarity on Software part	Software as per requirement of this project.
148.	23/4.1.12	Surveillance, access control system, fire suppression system, physical security and soft services as applicable for Data Center and as required for the proposed equipment on 24 x 7 basis in order to maintain uptime of all such facilities as per SLA. The complete electrical work is to be performed by the SP as per requirement of bank	Assuming UCO is not looking for it as Dedicated format	RFP is self explanatory
149.	22/4.1.2.4	Implement the Near Disaster recovery site: Implement Synchronous storage based replication between the data centre and near DR	As per our understanding the expectation here is to setup replication link between DC and near DR. Please elaborate on the "storage based replication"	Please refer the scope of work in the RFP and the additional clarification given as part of this pre bid clarification.
150.	23/4.1.5	Bank at its sole discretion may extend the AMC tenure beyond 5 years contract period at mutually agreed terms and conditions.	The AMC tenure of 5 years beyond 3 years warranty will depend upon the support extended by the OEM and in case of any End-of-Sale/Support is declared, the AMC support will be as declared by OEM.	No change

151	32/5.6.2	Bank reserves the right to change location of installation at a later date with prior intimation to the Bidder. Relocation of the hardware will be done at the Bank's cost. However, Bidder will provide all the necessary assistance to facilitate this	Please share more details on assistance required.	No Change
152	32/5.7.1	Bank will audit of its own or through third party auditors the hardware, hosted site, link etc which are part of this project on a quarterly/Half-yearly basis or as per the requirement of the Bank and the Prime bidder/SI has to arrange for such audits without any additional cost to the bank	Please share more details on audit requirements	Audit to include inter alia the following Data centre site audit Audit of the facility (as per the scope)
153	33/5.8.3.1	Balance 20% will be paid after 3 months of successful service from the acceptance date of hardware/ software which would include one successful DR drill, whichever is	As per the understanding, the Bank will conduct a DR drill. Please also confirm the time frame of successful DR drill	Quarterly
154	41/5.24	Termination	Terminations before the contract period would attract ETC.	As per SLA
155	45/5.28.3	For Near DR Site and hardware Infrastructure Uptime	SLA for 99.99% uptime and penalty calculation is extremely stringent. More over Collocation and hardware supply are separate lines of business and hence penalty calculation should be separate.	Uptime is 99.982%, penalty clause remains as per the RFP clause.
156	4.1.17	The Prime Bidder/consortium partner shall be responsible for LAN cabling between service provider's communication room to the server cage area allocated to the Bank and server room & seating space area (if any) at the Near DR site	How many cross connects are required? Also need the type of cross connect (Copper or Fiber).	RFP is self explanatory
157	4.1.20	Uptime of 99.99% is required for the Near DR Environmental Infrastructure and services	As per Tier 3 standards, 99.982% uptime is provided in the data center	Uptime of 99.982% is required for the Near DR Environmental Infrastructure and services

158	4.1.22	The Bank will at no point bear any additional cost for any Near DR site facility provided by SP to co-host Bank's Near DR site other than the quoted price in the commercial bid if any repair, upgrade, power, capacity enhancement etc. needed at the proposed site unless and until Bank specifically requests for it.	Power prices are variable and can be changed by the EB provider. The same will be passed on to the customer as and when the same changes.	The Bank will at no point bear any additional cost for any Near DR site facility provided by SP to co-host Bank's Near DR site other than the quoted price in the commercial bid if any repair, upgrade, power, capacity enhancement etc. needed at the proposed site unless and until Bank specifically requests for it.
159	4.2.1	Bank requires dedicated clear space of for placing two racks to host Bank's IT infrastructure in the server room area. However, if there is change in requirement selected SP has to provide additional space on the same floor and adjacent to the space provided. The unit rate quoted by SP in the commercial bid will be considered for such requirement.	Any additional power or space availability will be subject to feasibility at that point of time.	Clause stands as per RFP.
160	4.2.2	The Service Provider (SP) has to provide a dedicated server cage area for the Bank in the server room area. Caging should have both manual lock and biometric access facilities. Periodic logs to be provided for bio-metric/Proximity access	Cage Area can be made minimum of 10 Racks. For 02 Rack we propose Rack with Digital Keypad or Rack with Biometric access. Logs for the Biometric access logs can be downloaded directly from the racks and are not integrated with the BMS.	Clause stands as per RFP.
161	4.2.6	CCTV surveillance coverage for full scan of complete caging area. Periodic CCTV footage to be provided	For individual racks no dedicated CCTV can be provided, however we can provide Camera inside rack which will monitor respective rack only when rack door is opened	Clause stands as per RFP.

162	4.2.8	Complete Structured Network cabling (LAN) for racks/servers/storage etc. and terminated at patch panels in network racks, as per requirement. This shall include provisioning of 24 ports patch panel in each server rack and at its corresponding at network rack, Patch cords for servers etc. The Storage and Tape Library racks may not require patch panels. Each such rack shall have 4 individual cables (with LAN connectors at one end) coming from network patch panels for LAN connectivity	Complete scope of work needs to be defined and discussed	Clause stands as per RFP.
163	4.2.9	For SAN Storage & Tape Library connectivity from Servers, laying in conduit is to be done.	Scope of work needs to be defined along with Managed hosting team.	For SAN Storage from Servers, laying in conduit is to be done.
164	4.2.10	The Service Provider (SP) shall provide adequate power points in the Server cage area allocated to the Bank. Additional power if required shall be made available	Complete requirement needs to be given for each rack. Type and number of sockets need to be mentioned	As per the RFP scope
165	4.2.13	The service provider will be responsible for LAN cabling between server room and seating area (if any) at the Near DR site. The service provider should provide for 2 extra redundant network points apart from the 2 that will be provided for the seating space	By default one network point is provided. For any extra network points, the same will have a bearing on the commercial	Clause stands as per RFP.
166	4.2.14	The service provider will also be responsible for extension of links from SP communication room to server cage area	How many cross connects are required? Also need the type of cross connect (Copper or Fiber) along with the bandwidth requirement for each of them	The number of cross connects will be as per scope.

167	4.4.2	The SP shall regularly monitor the access to the Bank's Server room / cage by means of access control system, physical security, Biometric access and CCTV and should always make sure that they are functional 24x7x365 days. The Bank would require monthly reports in this regard. The access logs to the bank specific cage area, seating area and the server room area need to be maintained for the period of the contract. The log reports of bank's specific server cage area and seating area are to be provided on a monthly basis. The access to the logs of other facilities concerning the bank should be available on request. The service provider is expected to maintain the CCTV monitoring records for at least 1 month, post which the service provider is expected to archive such records (in form of a CD, tape, etc) and make the same available on bank's request through the period of the contract	We are proposing secure racks with Biometric access. For individual racks no dedicated CCTV can be provided, however we can provide Camera inside rack which will monitor respective rack only when rack door is opened	Clause stands as per RFP.
168		If required by the Bank the SP should be able to provide details of people accessing the Bank's Server room / cage by means of sharing the entries made in the security register, reports from access control system,	We are proposing secure racks with Biometric access. Logs for the Biometric access logs can be downloaded directly from the racks and are not integrated with the BMS.	Clause stands as per RFP.
169	4.4.9	All the Building Management system (BMS) activities are to be controlled centrally in a room specifically to be used for BMS activities. The SP should manage the BMS activities on a 24x7x365 days basis or as the Bank decides	The BMS is maintained 24x7x365 days a year irrespective of any load on the data center	Clause stands as per RFP.
170	62/annex-H	Single IP based Management required to manage up to 16 switches in a cluster irrespective of geographic location.	Please remove the clause.	Clause stands as per RFP.
171	63/annex-1	Throughput up to 36 Mbps	Throughput up to 36Mbps (1 Mpps)	Throughput upto 36MPPS
172	63/annex-1	Request for addition	Router shall have VSS/equivalent feature for HA	Clause stands as per RFP.
173	62/annex-H	Request for addition	Switch shall have VSS/equivalent feature for HA	Clause stands as per RFP.

174.		SAN switch and router 2 nos mentioned under clause 4.1.2.1	Please change the SAN switch and router quantity to 4	SAN Switch: 4 Nos
175.			We understand that Bank is presently using HPE XP 9500 storage in DC and wants to do storage based synchronous replication to a NDR site. XP 9500 is an enterprise class storage system therefore we need to propose another enterprise class storage system at NDR. Please confirm if this understanding is correct.	The bidder to propose the required hardware to achieve the latency as per the RFP scope and maintain the SLA.
176.		Annexure G, Page no. 61. - Min 16 GB DDR3. Should be upgradable upto 32 GB, 6-Slot Mem Expansion Board.	Please opt for 32 GB memory from day 1	The clause stands changed as follows: Min 32 GB DDR3. Should be upgradable up to 64 GB.
177.			Request you to clarify the applications are in scope (CBS only / CBS , GBM , EB and iB)	CBS, GBM, CSIS,
178.			SAN switch will be with 8 Gbps SW and LW ports. Please confirm whether the service provider should provide compatible ports to connect to SAN fabric both at DC and NDR.	The prime bidder is responsible for delivering all the hardware, software required for delivering as per the SLA.
179.			Please clarify What will be the RPO and RTO changes to the master contract based on NDR Solution	RPO: Near Zero RTO:90 Min
180.			Please confirm whether bank has deployed any DR automation tools to manage and monitor the RPO and RTO Service level objectives	No
181.			Please clarify whether the synchronous replication can be suspended during peak batch processing period like SD or TD interest booking	NO
182.	63/Annex-H	Request to kindly remove this clause.	Single IP Management (SIM) is a very SMB class switch feature and requirement here is for enterprise switch for DR. Pls remove	Clause stands as per RFP.
183.	63/Annex-1	Throughput up to 36Mbps (1 Mpps)	Router through put are always expressed in terms of PPS and not Mbps. Request pls mention the requirement in PPS as well.	36MPPS
184.	Annex-1	Request to add the following - Router shall have VSS/equivalent feature for HA	HA for routers in DR is highly required. Pls add.	Clause stands as per RFP.

185	Annex-H	Switch shall have VSS/equivalent feature for HA	HA for switches in DR is highly required. Pls add	Clause stands as per RFP.
186		Bidders should maintain and monitor the equipment with centralised tool provided for at least 5 years	Centralised monitoring required to ensure proper replication sync at NDR	Clause stands as per RFP.
187			Whether customer wants Dark fiber or Fiber channel?	As per scope of this RFP
188	28 4.5.6		Whether Customer wants 2 FC links from us (1 Gig each) or they want us to procure one off-net link & provide it to them. Point no2 to be clarified	As per scope of this RFP
189	47 5.28.2/3/4		Our standard SLA Commitment for protected CKT is 99.9%, hence no associated penalty would be applicable as service credit for meeting the same	Clause stands as per RFP.
190	Annexure B (Point 1)	Space to occupy min. 2 racks of any type i.e. 44U, 42U, 36U etc	We Recommend to use 42 U Racks	Clause stands as per RFP.
191	Annexure B (Point 6)	The design for cooling infrastructure at the data centre should be in line with standard guidelines to support high density cooling needs	UP TO 5 KW Running power can be managed with Existing cooling infrastructure. Anything more than that need customized cooling and will have bearing on commercial.	Clause stands as per RFP.
192	Annexure B (Point 9)	The humidity at the data centre should be maintained at 50 % +/-5% RH.	This is compiled to for 50 % +/- 10 % RH.	Clause stands as per RFP.
193	Annexure B (Point 9)	A separate Cage dedicated for the Bank within the server room / Hall area	Cage Area can be made minimum of 10 Racks. For 02 Rack we propose Rack with Digital Keypad Rack with Biometric access.	Clause stands as per RFP.
194	Annexure B (Point 9)	Access card entry for the caged area	Not Applicable	Clause stands as per RFP.
195	Annexure B (Point 20)	32 amps and 64 amps power sockets (as per requirement) will be made available by SP	Request to share Rack wise Requirement (do confirm whether 32 A Single phase or 32 A Three phase or 63 A Single Phase needed OR 63A Three Phase)	Racks will be housing Storage, server and network devices. Hence as per the requirement phase/power sockets to be provided in order to ensure SLA as per the RFP.

196.	Annexure B (Point 21)	Separate power meter should be provided to bank	Branch Circuit Monitoring system (BCMS) is installed. To calculate Rack level power consumption.	The service provider is required to provide Device or capability to measure power consumption for racks. Payments will be made by the bank only on the basis of consumed power.
197.	Annexure B (Point 22)	There should be CCTV monitoring for surveillance of the server hall area. The CCTV surveillance should cover Bank's Server caged area and other critical areas where Bank's components are placed. Activities to be recorded and the archival should be kept for at-least one month.	Not Applicable	Clause stands as per RFP.
198.	10 1.6.4.5	It is expressly clarified that even in the case of a Consortium, the selected Prime bidder/System Integrator shall have the single-point responsibility/liability to ensure the fulfillment of all obligations of the Prime bidder/System Integrator under the contract.	Please note that Colocation Services are provided by a subsidiary of the Bidder. Therefore, is Bidder required to get into a consortium agreement with its subsidiary for these services? If yes, will the Bidder be paid for colocation services or can the payment for these services be made directly to subsidiary.	The prime bidder (also called the consortium leader) will be the single point of contact for everything viz. issuing of purchase order, delivery, implementation, payment, penalty, call resolution, discussions, delivering the SLA etc.
199.	13 1.7 (c)	In case of the successful bidder, if the bidder fails: L To sign the contract in the form and manner to the satisfaction of UCO BANK.	Will the contract be mutually agreed with Bidder?	Clause stands as per RFP.
200.	15 1.23	The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them.	Please clarify that this is direct damage only.	Clause stands as per RFP.

201.	30 5.2	The vendor shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	Vendor will comply with laws applicable to it. It will not provide UCO Bank any updates on all laws that are applicable to it as it does not have any process to do so and because there are several services involved. Further, Vendor will be liable to indemnify for breach by it of its applicable laws but Vendor will not be responsible to comply with laws that are applicable to UCO Bank.	Clause stands as per RFP.
202.	30 5.2 & 5.16	However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	Is this Indemnity limited to Total PO value or not?	In addition to the existing indemnity clause in the RFP, The total liability of the selected bidder shall not exceed the total cost of the order value.
203.	32 5.7.1	Bank will audit of its own or through third party auditors the hardware, hosted site, link etc which are part of this project on a quarterly/Half-yearly basis or as per the requirement of the Bank and the Prime bidder/SI has to arrange for such audits without any additional cost to the bank.	Please note that (i) Vendor should be provided 30 days advance written notice before such audit; (ii) there should be only 1 audit conducted in a 12 month period; and (iii) there needs to be a scope agreed between the parties for the audit.	The number of audits will be as per regulatory requirement. The selected bidder will be informed about the audit 1 week in advance The scope of audit will be included in the agreement with the selected vendor.
204.	34 5.11	Liquidated Damage	Please confirm whether there is any limit to this LD in the way there is for Penalty payment	The LD will be limited to 10% of the total contract value beyond which, bank at its discretion may terminate the contract and take remedial action including revoking of EMD/PBG if required.

205.	26 5.15	In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract / purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor.	Vendor cannot be made liable for cost of appointment of any other Vendor	In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract / purchase order.
206.	26 5.15	Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries equal to exceed 10% of the TCO.	The meaning of this clause is not clear. Please explain.	The referred clause means if the Order sum total of penalties and deliveries equal to exceed 10% of the TCO then bank may at its own discretion cancel the order.
207.	26 5.15	Vendor shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly	Vendor will not be responsible for indirect claims or damages	Clause stands as per RFP.
208.	37 5.16 (ii)	Provided that the claims against customers, users and service providers of the Bank would be considered as a "direct" claim.	Kindly delete the mentioned para as all such claims cannot be direct claims on Vendor.	Clause stands as per RFP.
209.	38 5.21 & 5.26	The Arbitration and Conciliation Act 1996 or any statutory modification thereof the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties	This is contradictory to clause 5.21	RFP clause is very clear and the two are not contradictory.
210.	39 5.22	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.	Kindly delete this statement as prices cannot be decreased after agreeing under a contract	Clause stands as per RFP.

211.	39 5.22	The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder's offer does not match such lower	Vendor cannot agree to this clause	Clause stands as per RFP.
212.	40 5.22	Reverse Transition Clauses	There needs to be clearly stated time period for how long the Reverse Transition services by Vendor will continue and it cannot be perpetual	3 months
213.	41 5.24	Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.	Please refer to the arbitration clause in clause 5.21. Bank cannot override that and go straight to the Court.	Clause stands as per RFP.
214.	42 5.25	The selected bidder agrees that after completion of the Term or upon earlier termination of the assignment the selected bidder shall, if required by the Bank, continue to provide maintenance services to the Bank at no less favorable terms than those contained in this scope document. In case the bank wants to continue with the selected bidder's services after the completion of this contract/ purchase order then the selected bidder shall offer the same or better terms to the bank. Unless mutually agreed, the rates shall remain firm. The Bank shall make such prorated payment for services rendered by the selected bidder and accepted by the Bank at the sole discretion of the Bank in the event of clause of termination, provided that the Selected bidder is in compliance with its obligations till such date.	Please note that Vendor needs to be paid for services availed.	Clause stands as per RFP.
215.	8 1.3	Last Date and Time for receipts of tender bids is 18.05.2016 at 3.00 pm	Request to extend the last date for Submission by 4 weeks from the date of publishing of response to pre bid queries.	Last Date and Time for receipts of tender bids is extended upto 27.05.2016 at 3.00 pm
216.		RFP REF NO: UCO/DIT/86/2016-17 Date: 06/04/2016		Please read RFP REF NO as : UCO/DIT/86/2016-17 Date: 12/04/2016

Corrigendum

In addition to the existing scope for more clarity vendor has to do the following also

- The prime bidder shall Supply, Configure, integrate the Hardware and Software, configure for Synchronous storage based replication.
- The prime bidder shall configure Asynchronous replication between DR site at Kolkata and proposed NDR.
- The prime bidder to supply the required hardware to configure the NDR depending on the distance of the site proposed.
- The prime bidder shall adopt seamless / non-disruptive replication method as the Primary Site is operational as production IT Infrastructure for the Banking Business. Vendor shall submit such assurance in writing on the Company's Letter Head to the Bank along with OEM assurance letter for the execution of the project.
- The complete Solution document along with the execution plan for Storage, Servers, Network Components with diagrammatic presentation shall have to be submitted along with technical bid. Non submission of the same may lead to rejection of the proposal without stating any reason thereon.
- The installation of the required hardware and software for ensuring the Synchronous replication from Primary to Near DR Site shall be the responsibility of the prime vendor/selected bidder.
- FM services (24*7) for remotely monitoring the functioning of Near Disaster Recovery site (NDR) from our Bangalore data centre to ensure the SLA as per the scope.
- In case due to some technical reason the NDR/link is down then the transaction has to commit in the production so that the business is not hampered.

Technical Specifications-Server (Two Numbers)

Make: HP with HPUX 11iV3

10	PCI Express Slots	Min Two numbers of PCI-e based dual Port 8 Gbps FC HBA Cards. The server should be configured with 2 numbers of PCIe Gen 2 slots
----	-------------------	--

Annexure-M Commercial Bid Hardware

SI NO	Hardware (With 3 year warranty)	Quantity	Total Price (Exclusive of Taxes) (A)	AMC (Yr 4) (B)	AMC (Yr 5) (C)	Cost (5 years) D=A+B+C
1	Storage with all connecting cables and other required license	6 TB raw expandable up to 10TB				
2	SAN Switch	4				
3	Server	2				
4	Network Switch	2				
5	Network Router	2				
6	Rack	1 (in order to accommodate the above hardware), storage to come in a separate rack .				
7	Others (If any)					

Note: Please note that the taxes will be paid on actual

Total bid price (Column D): Rs _____

(Rupees _____)

- In case of discrepancy between unit price and total price, the unit price shall prevail.

We undertake that if our bid is selected/declared as L1, we agree to abide by the following and Bank has right to revoke our Bid Security of Rs. 30,00,000/- on non compliance of one or both the below mentioned conditions.

- a. The above commercial offer is valid for at least 180 days from the last date for submission of Bids.
- b. The Hardware will be delivered within six weeks of placement of Purchase Order.

We understand that the Bank is not bound to accept the lowest or any bid the bank receives and Bank has right to accept or reject in part or full any or all the offers without assigning any reason.

Place: _____ Signature & Seal of Bidder _____

Name of the Bidder _____

Date: _____ Company Name/Business: _____