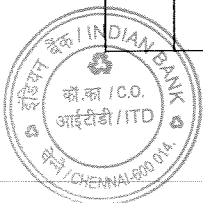


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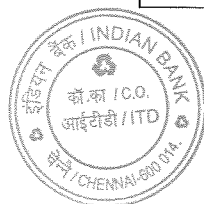
Clarifications

S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
1	41	Section V.2 QUALIFICATION CRITERIA	The bidder should be a net profit earning organization for the last three audited balance sheet years of the bidder.	The Company should have made net profit at least in any one of the last 3 financial Years. i.e.(FY 2015-16, 2016-17, 2017-18)	Please Adhere to Tender Terms & Conditions.
2				The bidder should have made Net Profit after taxation in at least one year in the last three financial years viz.2015-16, 2016-17 and 2017-18.	
3	4	Section I.6	The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017)	Request for EMD and Tender cost document as being followed in other tender for MSME Vendor registered under Udyog Aadhar and NSIC ,as per public Procurement Policy for Micro and Small Enterprise (MSEs)Order ,2012	Please Adhere to Tender Terms & Conditions.
4	4	Section I.7	This RFQ is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.- II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017	Request to Include MSME/ NSIC exemption	Please Adhere to Tender Terms & Conditions.
5				Request for Preference for MSME / NSIC certified vendor as per Public Procurement Policy	
6	7	Section II. 5.1 Bid Security	The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs.30,00,000/- (Rupees Thirty lakhs	Request for exemption of EMD and Tender cost document as being followed in other tender for MSME Vendor registered under Udyog Aadhar and NSIC ,as per public Procurement Policy for Micro and Small Enterprise (MSEs)Order ,2012	Please Adhere to Tender Terms & Conditions.



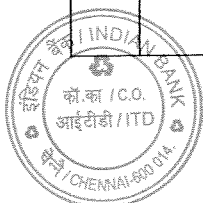
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			only) and valid for forty five days (45) days after the validity of the bid (i.e. Bid validity 180 days + 45 days = 225 days from the last date for submission of bid). Bank may seek extension of Bank Guarantee, if required		
7	59	NA	<p>1. Any other equipment, devices, software required to install above hardware need to be provided and installed without any financial implications.</p> <p>2. All the hardware/software supplied should be under back to back support from OEM, OEM letter for the same to be submitted.</p> <p>3. All equipments supplied should be factory assembled.</p> <p>4. Call logging facility to be made available on 24*7 basis.</p> <p>5. Make and Model of the quoted products should be furnished.</p> <p>6. Part numbers for Hardware and System Software components should be furnished</p> <p>7. Supplier has to install and reinstall (if needed) all the hardware necessary software and licenses without additional cost to the bank.</p> <p>8. Supplier has to provide technical documents, brochure etc. for all the items quoted to prove future scalability requirements</p>	Request bank to share the detailed Scope of work for the implementation.	<p>A brief overview of scope of the project is given below for reference:</p> <p>>Installation including power/network/fiber cabling (including labelling & dressing) for all Hardware supplied as a part of tender.</p> <p>>Installation and configuration of all the software supplied as per Bank's input</p> <p>>Clustering (VMware & Hyper-V)/ virtual machine/backup/replication/VMware configuration etc. is under the scope of the successful bidder.</p>
8				Please define the Pre-requisite Scope to arrive the BOQ	
9				<p>Page 19 Clause 23. Installation speaks only about installation of the equipment and testing it with software operations.</p> <p>Kindly request more clarity from the Bank on whether the Bidder would be required to do the software installation as well and configure clustering of application/database servers. Also would there be specifications available from the Banks Application vendor and/or involvement of DevOps/SysOps teams.</p>	



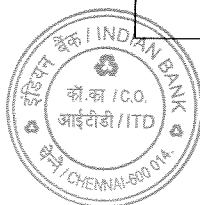
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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
10	25 & 27	Section 1V - Annexure I - Technical Specification	The Storage System shall have a dual controller configuration running in an active-active mode configured as a 2-Way Cluster with automatic failover capabilities in case of one controller failure.	We request M/s. Indian Bank to consider amending the " <u>The system should have native NAS & SAN protocol delivered from the controllers as Unified. Necessary licenses have to be provisioned from day one/ Analytics (BIG DATA) can leverage existing file serving mounting path (NFS) to analyse the data. So storage system should support both NAS & SAN from day one</u> ".	The Storage System should be configured with two controllers running in active-active mode. The system must function without business disruption in case of a controller failure.
11				The storage system shall have a dual controller configuration running in an active - active mode configured as with automatic failover capabilities in case of one controller failure	
12				Active Active controllers would mean that a LUN is accessible from both controllers simultaneously and concurrently. Some vendors have a concept where the LUN is active on one controller and passive on another controller. Request the bank to clarify, if the bank is looking for a Controllers as well as LUNs being active-Active at all times. The storage system shall have dual controller configuration running in Active-Active with a LUN being accessed and presented from both the controllers simultaneously. The Architecture should not have any active passive configuration of a LUN being active on one controller and passive on another controller. The Storage array should support 2-Way clustering with automatic failover	



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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
				capabilities in case of one controller failure without impacting host performance.	
13				The storage system shall have a dual controller configuration running in an active - active mode configured as a 2-Way cluster with automatic failover capabilities in case of one controller failure	
14				Kindly request you to consider, The equipment should be delivered with 6-8 weeks from the date of issue if Purchase order Installed within 8 weeks from date of delivery	
15	13	DELIVERY SCHEDULE	The equipments should be delivered within five (5) weeks from the date of issue of purchase order and installed within six (6) weeks from the date of delivery. On delivery the Program Manager / Account Manager of successful bidder is expected to contact the respective in-charge, plan the installation in coordination with Indian Bank team and should complete the installation within the schedule.	We request M/s. Indian Bank to consider amending the clause as " <u>The equipments should be delivered within Six (6) weeks from the date of issue of purchase order and installed within six (6) weeks from the date of delivery. On delivery the Program Manager / Account Manager of successful bidder is expected to contact the respective in-charge, plan the installation in coordination with Indian Bank team and should complete the installation within the schedule.</u> "	Please Adhere to Tender Terms & Conditions.
16				We request Delivery Timeline of 6 weeks and Installation within 6 weeks. Total of 12 weeks	
17				We request to increase the delivery timelines as 8 week.	
18	15	COMPREHENSIVE ONSITE WARRANTY AND AMC	All the equipments supplied and installed will be under a comprehensive onsite warranty of three years from the date of installation and comprehensive onsite	Bidder confirms that all goods delivered are subject to the warranties provided by the OEM. Please note that insofar as is legally and contractually permissible, Bidder will pass onto, resell, or assign to Bank all the third	Please Adhere to Tender Terms & Conditions.



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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
19	15		AMC has to be renewed for subsequent two years after warranty period II. This warranty shall remain valid for 36 months for Hardware after the Goods have been installed at the final destination indicated in the Contract, or for forty two (42) months for the hardware after the date of receipt of shipment at the destination, whichever period concludes earlier. The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty	party warranties. Kindly acknowledge and confirm this understanding. We request that warranty of three year shall commence either from the date of installation or on completion of 90 days from date of delivery, whichever is earlier.	
20			If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% for each location. If the equipments are not delivered in time, the Bank may consider termination of the contract. The date of delivery of last item to a location will be taken as the date of delivery for entire set of system to that location, for the purpose of calculation of Liquidated Damages	Kindly request you consider " max capping up to 5%"	
21	16	LIQUIDATED DAMAGES		We request that LD should be calculated only on the undelivered portion not on the entire Invoice value.	Please refer to point no. 9 of Amendment Corrigendum.

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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
22	17	TERMINATION FOR CONVENIENCE	The Purchaser, by 30 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective	We request to change the clause as: "Bank may terminate the contract for reasons to be recorded in writing by 90 days written termination notice/ Cure period to the Bidder. In case of termination of the contract, Bank shall be liable to pay the bidder all the dues (for the goods delivered or services rendered, cost incurred, or irrevocable committed to) payable till the effective date of termination.	Please Adhere to Tender Terms & Conditions.
23	19	MAINTENANCE AND SUPPORT (SLA)	During the Warranty the Supplier should respond within 2 hours to call logged and commence repair work within 4 hours. If The problem is not sorted out within next 4 hours penalty @ Rs.10,000 for every additional two hours or part thereof will be levied from the successful bidder (i.e. after 8 hours from time of logging call) and the accumulated penalty will be deducted from the payment due to the vendor	We request the Bank to relax the penalty as Rs. 2000/- for every additional 2 hours	Please Adhere to Tender Terms & Conditions.
24				We request the Bank to consider the resolution time as 24 Hours	
25				Request you to change the penalty amount to 2000/- for additional two hours	
26				Please amend the restore timeline to 6 hours since majority of the OEM hardware delivery timelines are 4 hours.	
27				We request to reduce the penalty as; "If The problem is not sorted out within next 4 hours penalty @ Rs.1000 for every additional two hours or part thereof will be levied from the successful bidder (i.e. after 8 hours from time of logging call) though the maximum penalty levied in a year (during warranty /AMC) shall not be more than the 10% of total AMC amount payable (exclusive of Taxes) for one Year."	

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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
28	39	Other Terms and Conditions:	2) Bidder has to provide warranty/support services for 5 years (3 yrs warranty + 2 year AMC) for all the hardware supplied by the bidder.	Does that mean bank provide all Microsoft OS & DB licenses and vendor to provide only Software Assurance	Please refer RFP: Page no: 39 Other Terms & Conditions. Point no. 4. Successful bidder need to supply all software licenses required as per RFP and also provide software support, subscription & assurance for those supplied licenses as per RFP terms.
29			3) Bidder has to provide support & subscription for all software licenses (except Microsoft software licenses) supplied by the bidder for a period of 5 years. 4) Bidder has to provide Software Assurance for 4 years For Microsoft software products.	Please confirm that Bank will provide 5 year PO.	
30	21	BANK'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD	The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order	We request that change in the quantity shall be limited to 10% within bid validity period.	Please Adhere to Tender Terms & Conditions.
31	16	Conditions of Contract: Sec.17.2 Termination for Default	The Purchaser, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Supplier, may terminate this Contract in whole or in part	The excess costs should be capped at 10% rather than 50%. Moreover kindly clarify and acknowledge that any dues till the termination date shall be cleared with 30 days of such termination.	Please Adhere to Tender Terms & Conditions.



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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
32	17	Conditions of Contract: Sec.19 Termination for Convenience	The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect: a. to have any portion completed and delivered at the Contract terms and prices; and / or b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier	Please confirm that any costs incurred by Bidder due to such termination shall be reimbursed in actuals.	Please refer RFP page no. 17/ section no. 19.1 TERMINATION FOR CONVENIENCE point (a) & (b)
33	20	Conditions of Contract: Sec. 29 Limitation of Liability	Supplier's aggregate liability under the contract shall be limited to 100% of the contract value. This limit shall not apply to third party claims for a. IP Infringement indemnity. b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose of the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim, under this tender	Please note the aggregate liability of bidder needs to be without any exclusion. Kindly confirm. Further, neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential loss or damages.	Please Adhere to Tender Terms & Conditions.



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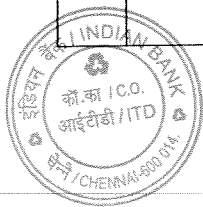
S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
34	20	Conditions of Contract: Sec. 27 Indemnity	If at the time of your supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified in that behalf	All indemnities are limited to third party proven claims arising out of direct damages caused by third-party IP infringement. Kindly acknowledge.	Please Adhere to Tender Terms & Conditions.
35	70	Qualification Criteria Clause 5	5. The Bidder should have supplied minimum of 30 Intel processor based servers (minimum of 10 Intel processor based rack server per order) to Banks/ Financial Institutions/ Government Organizations in India in the last three financial years	Request the Bank to change the order quantity to 20 instead of 30	Please Adhere to Tender Terms & Conditions.
36	15	Comprehensive onsite warranty and AMC	II. This warranty shall remain valid for 36 months for Hardware after the Goods have been installed at the final destination indicated in the Contract, or for forty two (42) months for the hardware after the date of receipt of shipment at the destination, whichever period concludes earlier. The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty	Request you to change the terms to 37 months warranty from the date of delivery.	Please Adhere to Tender Terms & Conditions.

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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
37	20	Training	For each hardware and software installed, the Supplier is required to provide training to the designated Bank's personnel to enable them to operate effectively. A team of up to 15 Bank staff have to be trained on the administration of all the installed products.	Request you to update the location of this training and is there any certification to be done after the training. Hope this training is on administration of solution implemented.	The location of the training will be in Chennai. The training has to be given to the personnel nominated by the Bank and will be covering the administration, management and monitoring hardware, software supplied as part of this contract
38	39	Other terms and conditions	As and when OS/Storage/VMware/Database Patches, New Firmware Version is announced, Bidder has to inform the bank and install the same without any financial implications during Warranty and AMC period	Patches get releases every now and then by OEM. This should be limited to any Major patch release and limited to Quarterly once.	Please Adhere to Tender Terms & Conditions.
39	39	Other terms and conditions	All cables and accessories to implement connectivity between Server, SAN Switches, Core Switches & Storage to be provided by the bidder	Since Servers has 10G network ports bank to confirm the make/model/IOS and the slots/SFP availability for connecting 10G ports to Network switches.	Please Adhere to Tender Terms & Conditions.
40	39	Other terms and conditions	VMware vCloud Suite, VMware vCenter, VMware SRM, CA Arcserve and MS Windows Server Operating System will be upgraded to latest compatible versions available during the entire contract period	Some applications provided by an Application Vendor make use of APIs specific to an OS version. There is a possibility that certain API functions/libraries change in a new version of the Virtualization Platforms i.e. VMware in this case. Request the Bank to modify the clause that the compatibility of the applications being hosted on the existing VMware versions would be upgraded so as to enable installation of upgraded versions of VMware	Please Adhere to Tender Terms & Conditions.

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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
41				Please note almost every year OEM releases new versions so upgrade all stacks would take considerable amount of time and efforts and downtime – kindly change this to SI/Vendor need to do one upgrade or due to any bugs within the maintenance period	
42		Section Qualification Criteria V	The bidder has to offer the complete system as project. The bidder will offer all peripheral equipment like DIMM, System Boards, and NIC etc. to work in active-active dual production mode. However the Bank reserves the right to not to procure the peripheral equipments from the bidder. The evaluation will consider whether the bidder has assured upgradations as and when required for the duration of the project. In case of upgradations, the Bank will have the right to renegotiate the rates (depending on the prevailing rates) and go in for higher configurations (as per technological developments at that time). The bank has the right to not procure the system required for upgradations	Requesting M/s. Indian Bank to provide more clarity on this point.	Please refer to point no. 3 of Amendment Corrigendum.
43				The OEM might be providing the entire system with the peripherals as an integral deliverable. The peripherals might also be specifically tuned by the OEM for performance boosting and/or other enhancement criteria.	
44	41			Kindly request the Bank to clarify on how we need to proceed on this as there might be warranty and commercial issues from the OEM. Alternatively, request to delete the line for on-procurement from bidder.	
45	12	Clause Performance Security 4	Within 15 days of issue of Purchase Order, the supplier shall furnish to the Purchaser the Performance Security equivalent to 10% of the Contract Amount in the form of a Bank Guarantee, valid for 63 months with further one month claim period, in the format enclosed	To be changed to 5% of the contract amount.	Please Adhere to Tender Terms & Conditions.

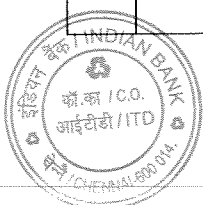


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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
46	15	Clause 13 Payment Terms	I. On Delivery: Eighty (80)% of the price of the Systems delivered will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy. II. On Installation: Twenty (20)% of the price of the Systems delivered and installed will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative	To be changed to 90% on delivery and 10% on Installation	Please Adhere to Tender Terms & Conditions.
47	41	Section V Qualification Criteria	The Bidder should have supplied minimum of 30 Intel processor based servers (minimum of 10 Intel processor based rack server per order) to Banks/ Financial Institutions/ Government Organizations in India in the last three financial years	We, Sonata have minimum of 22 Intel process based servers supplied to CSPDCL and one po with 18 no of Power server. Kindly confirm us any relaxation on the min eligibility criteria. - Can we have relaxation on changing the same to only 30 Server in place of (Intel based Rack Server) and minimum PO of 10 Servers not only Intel rack serves.	Please Adhere to Tender Terms & Conditions.
48	39	Other Terms and conditions	Bidder has to provide Software Assurance for 4 years For Microsoft software products	Currently MS can offer only 3 years. 4 yrs is not possible	Please Adhere to Tender Terms & Conditions.
49	39	Other Terms and conditions	6) Any future releases/Version upgrades of OS/VMware and related system software, firmware of the systems to be installed/re-installed/upgraded without any financial implications during Warranty and AMC period	Does application deployed in the respective should have the compatibility with the upgrades. As a vendor We can update the releases. Does Bank take full responsibility if any compatibility issue or performance issue	The application dependency will be under the scope of Bank, but bidder has to extend necessary support to the Bank for resolving any compatibility/performance issue pertaining to hardware and software quoted in the tender.
50	NA	General Technical queries	NA	Does Indian Bank consider all flash storage	Please Adhere to Tender Terms & Conditions.

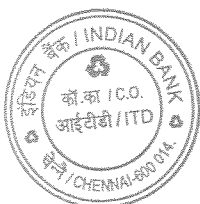
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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
51	NA	General Technical queries	NA	Whether we can use bigger disk? In the RFQ, customer limited the capacity of single disk, for SSD disk (3.84T/1.92T/960G), how about 7.84T? and for SAS disk (1.8T),how about 2.4T	Please Adhere to Tender Terms & Conditions.
52	15	PAYMENT	II. On Installation: Twenty (20)% of the price of the Systems delivered and installed will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative	We request M/s. Indian Bank to confirm on the timeline within which the Payment will be released.	Please Adhere to Tender Terms & Conditions.
53	25 & 28	Controller Cache Requirements	The system should be configured with 1024 GB cache across the two controllers with an ability to protect data on cache. In the event of unplanned power failure, data in the cache should be safely de-staged to the disks to protect data from loss. Minimum 256 GB should be provided as on-node cache (128 GB per controller), additional cache can be provided as on-node or SSD based cache. Cache should be mirrored and battery backed.	We request M/s. Indian Bank to consider amending the clause as "The system should be configured with 2TB GB cache across the two controllers with an ability to protect data on cache. In the event of unplanned power failure, data in the cache should be safely de-staged to the disks to protect data from loss. Minimum 256 GB should be provided as on-node cache (128 GB per controller), additional cache can be provided as on-node or SSD based cache. Cache should be mirrored and battery backed".	Please refer to point no. 2 of Amendment Corrigendum.
54				SSD Cache deployment for most vendors is a read only cache and does not serve the Caching fundamentals for write performance acceleration. SSD Cache response time is in milliseconds and DRAM Cache response is in nanoseconds. Without a write caching on SSD, the performance of the storage is not symmetric as the data on the SSD Cache is read only and for writes it has to go through the DRAM cache and in turn to the disks.	



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				<p>Request the bank to consider Read-Write SSD Cache or increase the Cache on the controller to 512GB. Alternately, a vendor can offer SSD tier as a write target and then tier the data to the SAS Tiers to ensure that the priority is always given to the Writes and reads from SSD tier.</p> <p>The system should be configured with 512GB Cache across the two controllers with an ability to protect data on cache. In the event of unplanned power failure, data in the cache should be safely destaged to the disks to protect data from loss.</p> <p>SSD Cache if offered shall be read-Write and not read only. If a Vendor is able to offer Read Write SSD cache, the Controller cache of 128GB may be offered with SSD Cache of 1TB RAW. The cache should be protected with battery backed at all times.</p> <p>If a particular model does not offer SSD Read Write Cache, the vendor should be able to offer Mirrored configuration of SSD Disks with an ability to write the data first to the SSD tier and then move the data to the underlying SAS disks.</p>	



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55				Performance of 1TB as cache provided as memory DIMMs on controller is not the same as providing 75% of this on SSDs which are on enclosures. The SSD cache (Cache Tiering) would only marginally improve the performance of the slower Hard disk drives. And should not be considered as a replacement to actual On-node Cache itself. Hence to bring parity, we would request bank that all OEMs propose models which can provide 1TB cache as memory DIMMs across the dual controller.	
56	25 & 28	Host Interface Support	The Storage System Shall have support for 16 Gbps FC & 1Gbps iSCSI Host Connectivity Protocols	Please include that storage support 10 Gb iSCSI support as well	Please adhere to tender specifications
57				Please include that storage support 10 Gb iSCSI support as well	
58				We request M/s. Indian Bank to please <u>consider 10 GB connectivity for iSCSI, NFS, CIFS and replication from one storage to another.</u>	
59	39	Software Licenses (DC, DR Site):-	JBoss Premium (16 cores pack)	We would request M/s. Indian Bank to help us understand on how the Redhat Sizing is Done. M/s. Redhat wanted to verify the application details basis which the JBoss sizing is prepared.	Jboss licensing has been done by factoring the cores allocated to the VMs where Jboss will be configured.
60	39	Software Licenses (DC, DR Site):-	IBM MQ / IBM MQ High Availability Replica	We request the bank to consider and separate the IBM software from the RFP since it can be quoted only by IBM specialized vendors who would have a direct commercial advantage over the others	Please refer to point no. 1 of Amendment Corrigendum.
61				Kindly consider Microsoft & Vmware licences only for this RFP other this might lead to issue in support & may bring pricing issue due to OEM dependency in Licences	

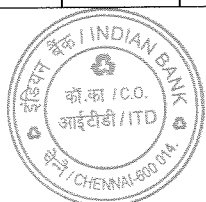
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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
62				This specific Requirement will provide considerable commercial advantage to specific IBM Partner / specific Bidder aligning with IBM for their Storage in this RFP. Hence We request M/s. Indian Bank to remove this requirement from this RFP in order to provide an Equal platform for all Bidders to participate.	
63	25 & 28	Storage Capacity	The storage system should be capable to scale up to at least 450 drives when using SAS physical storage capacity should scale up to at least 1000 TB.	Please change The storage should be scalable to minimum 700 drives.	Please adhere to tender specifications
64				Please change The storage should be be scalable to minimum 700 drives	
65	26 & 28	Storage Capacity - DC & DR	SAS pool of 1.8 TB 10K SAS disks	We here by request Indian Bank to kindly consider standard available options in SAS drives to include for sizing, as all vendors may not have 1.8TB drives. Requesting you to kindly propose as "SAS Pool of 2.4TB/1.8TB/1.2TB 10K SAS Disks..." or "SAS Pool of drive not higher than 1.8TB 10K SAS Drive and should have useable capacity of 75TB configured in RAID6 or equivalent" This will ensure all standardized enterprise vendors to submit proposals without compromising the performance expectation of Indian Bank	Please refer to point no. 4 of Amendment Corrigendum.
66	27 & 29	Storage Built in Functionality	The Storage system should support scale up/scale out architecture. The system should support minimum 4 controllers.	This clause is restrictive to a few vendors and the leading vendors into eh market will not be able to bid. Further the bank has already mentioned the scalability requirements. Request the bank to specify the Scalability in TB and in performance in terms of IOPS and not controllers.	Please refer to point no. 5 of Amendment Corrigendum.



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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
67				Request deletion of this clause.	
				<p>We hereby request Bank to kindly consider in providing scalability values in terms of performance, availability and capacity for which the number of controllers be designed by each vendors. And same can be asked to submit in the bid with supportive documents. Requesting you to kindly propose as "The Storage system should support scaleup/scale out architecture and guarantee performance ofIOPs with proposed model without addition of controllers/controller swap. Solution also should ensure minimum of 99.9999% availability. Required documents to be submitted for performance and availability with technical bid."</p> <p>We hereby submit that bank will obtain maximum availability with simplified architecture and ensure required performance is met. Also we submit on humble note that the 4 controller design mentioned is contradictory to line one which seeks scaleup/scale out architecture, as 4 controller model is only scale out</p>	



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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
68	27 & 29	Additional Advanced Software features supported	The Storage System should have the capability to support least disruption during data migration across volumes in the external storage pool to assist in data migration. Further, the storage system should have capability to support Non-Disruptive Data migration across Volumes in the same storage system	Requesting you to kindly provide number of external storages to be virtualized, capacity to be virtualized & migrated and number of hosts for which the data to be migrated. This details would help us with clarity to arrive at licenses and prepare implementation scope efforts.	Please adhere to tender specifications
69	25 & 28	SAN Storage - DC & SAN Storage - DR	The storage system should support raid levels 0,1,5,6,10 or equivalent and should provide the data protection and performance in-line with the raid levels 0,1,5,6,10. Further, in case of equivalent RAID other than RAID 0,1,5,6,10 the bidder has to provide the necessary documentation on the data protection and performance for the supported equivalent RAID configuration.	Different applications on a data center have different write patterns. The Storage system should have flexibility to have RAID 10, RAID 5 and RAID 6 within a single pool of storage. This will offer advantage of protecting the disks based on the IO pattern and also based on the application requirement. The Storage system should support RAID 1, 5, 6 or equivalent and should support mixing of RAID Types within a storage pool. The Storage array should support mixing of drive types within a pool and should be able to automatically tier data across the tiers of storage. This gives the flexibility of benefits of performance as well as capacity optimization based on the application needs.	Please adhere to tender specifications



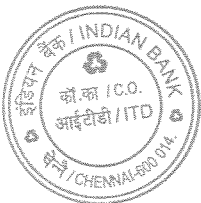
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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
70	25 & 28	SAN Storage - DC & SAN Storage - DR	The Storage system shall have the capability to support storage tiering to automatically manage hot spots in the system. The feature should automatically detect and non-disruptively move/promote individual volumes and sub-volumes between Solid state drives/Cache and spinning Drives (HDDs) to optimize price/performance ratio between SSDs and HDDs.	<p>This clause is offering capability to move/promote the volume to SSD tier. However, this clause not mentioning if it moving with the same pool or different pool, if the movement is across to a different pool, then there is a lot of copy of data and the higher tier (SSD Cache) in this case could be required to be of a much higher size. Request the bank to mention movement within the storage pool.</p> <p>The Storage system shall have the capability to support storage tiering to automatically manage hot spots in the system. The feature should automatically detect and non-disruptively move/promote individual volumes and sub-volumes between Solid state drives within the same Pool to avoid duplicate copies of data within the SSD Cache tier and the Disks. If the movement of data to the cache is required the Cache should be read-write capable.</p>	Please adhere to tender specifications



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S. No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
71	26 & 29	SAN Storage - DC & SAN Storage - DR	The Storage System shall support Synchronous & Asynchronous Replication for DR Strategy.	<p>The Clause says support and the next clause says appropriate licences, this is not giving clarity on the licence requirements. This clause is the present form could leave scope for interpretation</p> <p>The storage system should be supplied with Synchronous, Asynchronous replication licences for the entire storage array capacity. The Storage should be supplied with licences for Automated storage tiering across different tiers, Snapshots, Clones, QoS, Management software. Any dedicated workstations required for management should be supplied with the operating system licences and in a redundant manner.</p>	All the required licenses for full capacity of storage for features mentioned in the bid to be provided by the bidder.
72	22	Data Analytics SAS Application	2 nos. of 10 Gbps dual port Ethernet card with Trans-receiver and 25 m FCoE cables	its LC-LC cables	The bidder to supply 25m FC LC-LC Cables
73	31	Server Rack	RACK should be same make as that of server make i.e. OEM make	Request you to change, Rack Make can be of any reputed brand	Please adhere to tender specifications
74	34	RTGS/NEFT Database Server	4 PCI-Express 3.0 Slots or Higher with at least 2 free slots.	With 1 Proc populated we can give max 4 PCI slots, being 3 will be used only 1 will be empty for future expansion. (more slots are there, but will not be active as 2nd proc is not populated)	If a need arises for extra PCIe slots, Bank will populate the processor and activate the existing PCIe slots.



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Amendments

S. No.	Page#/ Clause No.	Section/ Point	Details Provided in RFP	Response to Query / Remarks from Bank
1	38	Software License	Software Licenses (DC, DR Site) IBM MQ & IBM MQ High Availability Replica	Supply of IBM MQ Software licenses stands removed
2	25 & 28	SAN STORAGE - DC & SAN STORAGE - DR	The system should be configured with 1024 GB cache across two controllers with an ability to protect the data in cache. In the event of unplanned power failure, the data in the cache should safely be de-staged to disks to protect data from loss. Minimum 256GB must be provided as on node cache (128GB per controller), additional cache can be provided either as on node or SSD cache. Cache should be mirrored and battery backed.	The system should be configured with minimum 384 GB cache across the two controllers (192 GB per controller) with an ability to protect data on cache. Cache should be mirrored and battery backed. In the event of unplanned power failure, the data in the cache should safely be de-staged to disks to protect data loss
3	41	Section V Qualification Criteria	The Bidder should have to offer the completed system as project. The bidder will offer all peripheral equipments like DIMM, System boards, NIC ECT. To work on Active - Active dual production mode. However the bank reserves the right to not to procure the peripheral equipments from bidder. The evaluation will consider whether the bidder has assured upgrades as & when required for the duration of the project. In case of upgradations, the bank will have the right to renegotiate the rates & go for higher configuration per technological development. The bank has the right to not procure the system required for upgrade.	The clause stands removed from the Qualification Criteria
4	26 & 28	Storage Capacity - DC & DR	SAS Pool of 1.8TB 10K SAS Disks	SAS Pool of 1.2 TB/1.8 TB 10K SAS Disks
5	27 & 29	Storage Built in Functionality	The Storage system should support scaleup/scale out architecture. The system should support minimum of 4 controllers	The clause stands removed from the technical specifications

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S. No.	Page#/ Clause No.	Section/ Point	Details Provided in RFP	Response to Query / Remarks from Bank
6	13	Delivery Schedule	--	The Software licenses are to be delivered within one (1) week after all the hardware have been installed at the respective sites and are ready for software installation and configuration.
7	15	PAYMENT	On Delivery: Eighty (80)% of the price of the Systems delivered will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy.	The revised clause is as follows: On Delivery: Eighty (80)% of the price of the Systems delivered will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy. Eighty (80)% of the price of the software delivered will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative.
8	15	PAYMENT	On Installation: Twenty (20)% of the price of the Systems delivered and installed will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative	On Installation: Twenty (20)% of the price of the Systems and software delivered and installed will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative
9	16	LIQUIDATED DAMAGES	If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% for each location. If the equipments are not delivered in time, the Bank may consider termination of the contract. The date of delivery of last item to a location will be taken as the date of delivery for entire set of system to that location, for the purpose of calculation of Liquidated Damages	If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price for each week or part thereof of delay until actual delivery or performance. If the installation and making the system up and running is not possible due to delayed item for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of total PO Value. If the equipments are not delivered in time, the Bank may consider termination of the contract. The date of delivery of last item to a location will be taken as the date of delivery for entire set of system to that location, for the purpose of calculation of Liquidated Damages

