

Pre bid query responses *BID NO: PSB/HOIT/RFP/GEM2025/B/6523891/2025-26 dated 01.08.2025*******

Publish Date : 22.08.2025

<u>RFP clause</u>	<u>Clause/Technical Specification</u>	<u>Bidder's Query</u>	<u>Bank Response</u>
Eligibility Criteria	The bidder should be an authorized representative/partner of OEM in India. Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, OEM will provide contracted services within the stipulated time	As VMware has not signed the Agreement with any major System Integrators in India. Bidder will not able to submit the MAF for the same. Requesting Bank to exclude MAF clause for the VMware.	Please be guided as per RFP.
Eligibility Criteria	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response.	Suggestion : Bidder should have implemented/ managing (end to end) at least one private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India/Global in the last 5 Years. The private cloud experience should be in similar tool/hypervisor which is proposed by Bidder in this RFP's response.	Please be guided as per RFP.
Tender Fees	Tender document / Participation Fee (Non Refundable)* Rs. 10,000 + 18% GST (Non-refundable) should be submitted online only in favour of Punjab & Sind Bank before last date of bid submission in the following account:	As per GEM Tender Notification page 6 point 14 of this RFP "If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:- 14.Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be." Request the bank to amend and remove the clause of Tender Fee so as to comply with GeM's guidelines.	This clause stands deleted.
EMD	EMD (Bid Security) Rs. 2.50 Crore (INR Two Crore and Twenty-Five Lakh Only)	Please suggest if EMD is Rs. 2.5 Crore or Rs. 2.25 Crore as value in words and numbers is not matching.	Please refer to addendum.
General	General	Please allow extension of atleast 4-6 weeks from date of publishing of query responses.	Please refer to Addendum.

1.13 Performance Bank Guarantee (PBG)	Security Deposit should be submitted by way of Bank Guarantee in favor of Punjab & Sind Bank payable at Delhi for an amount of 5% of total project cost.	As per the latest amendment in GFR 2017, the Performance Security shall be from 3 to 5 percent of the contract value. Therefore, we request you to revise this clause with Security Deposit should be 3% of the total project cost.	Please be guided as per RFP
3.1 Payment Terms		For better cash flow, we request you to revise this payment term as 80% on delivery of Hardware 15% after Hardware implementation and project sign off by the Bank. 5% after conduction of successful DR drill and acceptance by the Bank.	Please be guided as per RFP
3.1 Payment Terms		For better cash flow, we request you to revise this payment term as 80% on delivery of Software 5% Hypervisor & Container platform implementation 5% Orchestration and automation implementation 5% after Software implementation and project sign off by the Bank. 5% after conduction of successful DR drill	Please be guided as per RFP
General, point 2	Should function in an agentless or lightweight agent model	A agent can compromise security plus might take additional resources. So we request to keep it agentless. "The platform should support OS native connection protocol like SSH, winrm and avoid agent based communication methods to save resources"	Please be guided as per RFP
Additional point	Additional point	As automation is an important aspect integrating different elements of infrastructure like hypervisor, OS, applications, NW and Security, vulnerability management and identity management etc which could be multivendor the platform should leverage AI as a maker - checker element for validating and verifying the code and suggest best practices and improvements	Please be guided as per RFP
Additional point	Additional point	The platform should provide wide and agnostic implementation platforms including and not limited to ARM, Power, System Z and LinuxONE architectures to insure futuristic and wide deployment choices	Please be guided as per RFP

Additional Point	Certified Integration	Platform should have certified plugins / predefined and supported integration with major OS vendors, Container Engine vendors, Application and Middleware vendors, ITSM and CMDB vendors, Application and Infrastructure monitoring vendors so that adoption of automation would not be a challenge and troubleshooting will provide support from automation platform as well as automated end point vendor.	Please be guided as per RFP
Additional point	Additional point	As a government regulated stringent policy is implemented industry wide the platform should provide certified plugins / predefined and supported integration with security solutions like IDMs for enterprise wide identity management automation, integration for granular DR automation and data backup and restoration	Please be guided as per RFP
Introduce sepearate clauses for Container Platform	The proposed container platform should provide a base operating system image with software collections to build custom containers and should provide updates on base image for software collection updates and vulnerabilities. It must also include OEM tested and supported container base images for unlimited application instance deployments.	These features are required for optimal use of container platform in an organisation	Please be guided as per RFP
Introduce sepearate clauses for Container Platform	The Container platfrom must work in on-premise air-gapped (no internet) environments with no loss of features at all. Functionalities like logging, monitoring, auditing etc must work flawlessly in such disconnected environments.	This is important to meet the regulatory compliance of running the environment securely without exposing it to the outside world on internet.	Please be guided as per RFP
Introduce sepearate clauses for Container Platform	The container platform software shall provide a containerization layer that can sit directly on bare metal server hardware and operating system with no dependency on a virtualization hypervisor for greater reliability and security.	One it will save cost of virtualization layer and second it will provide better performance as it reduces virtualization layer in its requirements.	Please be guided as per RFP
Introduce sepearate clauses for Container Platform	Proposed solution shall include OEM tested and supported container base images for unlimited application instance deployments.	This will help in having the supported container base images for smooth application deployment.	Please be guided as per RFP
Introduce sepearate clauses for Container Platform	The platform shall have inbuilt pre-integrated management, monitoring, observability & container image registry capabilities out of the box. Monitoring/Observability solution must support user applications monitoring in a secure multi-tenant fashion. All the capabilities must work in a standalone disconnected (no internet) cluster without any dependency on any external service.	This is required for complete visibility and that too without need of having any sepearate component for Observability.	Please be guided as per RFP
Introduce sepearate clauses for Container Platform	The container platform must have the capability to manage GPU, CPU and memory. It must also be able to utilise GPUs from multiple vendors as well as certified with GPU vendors such as NVIDIA, Intel and AMD etc.	This is important as there are GPUs also mentioned in the RFP so you can manage them also along with CPUs using container Platform as single management layer.	Please be guided as per RFP
Introduce sepearate clauses for Container Platform	Container platform should provide a fully containerized web-IDE to provide IDE-as-a-service i.e. out of the box pre-integrated cloud-native development capabilities using a multi tenant hosted integrated development environment (IDE) tool. This shall enable developers to write code, test and deploy application code using just a secure browser with zero dependencies on local machines.	This will help developers develop container based applications using browser based IDE with no dependency on third party development platforms.	Please be guided as per RFP

Introduce separate clauses for Container Platform	The container platform should provide and support the Operator framework and HELM charts for automation and should have a diverse marketplace. It must also provide a supported Operator SDK for developers to build, test and deploy Operators.	Operators help in automating the management and lifecycle of applications and services make it easy to run and manage applications on Container platform.	Please be guided as per RFP
Scope of Work	The proposed solution should integrate the current SOC and Network infra of Bank and be guided with current security framework and tools (specifically SIEM, HIPS, PIM, DAM, WAF, ITSM etc) and future security tools. It is envisaged that Private cloud will be accessed through Bank Intranet as well as over internet by Bank users and external entities. Bank Private Cloud infrastructure will also have direct/API connectivity to other trusted organizations.	Can you share the details about the existing SOC tools and network infra / monitoring tools which have to be integrated.	Details will be shared with successful bidder.
Scope of Work	The Bidder shall integrate the private cloud platform with Bank's monitoring tools for measuring the service levels, performance and utilization of servers, storage etc. for generating periodic reports on utilization of resources as per SLA	Please help with details of monitoring tools to be integrated with private cloud platform	Details will be shared with successful bidder.
Scope of Work	Hardware Sizing cum technical specifications mentioned in Annexure XII are based on certain calculations and assumptions. These are based on minimum sizing specifications/requirements to be met in response to the RFP. Bidder should make their own calculations, investigations, decisions to size their products/ solutions/services appropriately to meet the requirements of the RFP (such as Redundancy, high throughput, IOPS etc.).	Please add clause to validate hardware and software components compatibility by adding "The bidder should ensure proposed hardware and software components are compatible and supported"	Please refer to addendum
Scope of Work	Should be able to send e-mail or Mobile –SMS to predefined users for faults and reached threshold value of CPU, RAM and space utilization.	Please confirm if SMS Gateway will be provided for sending SMS to internal users by bank	Yes. SMS Gateway will be provided for sending SMS to internal users by bank
Scope of Work	Low Level Design (LLD) for private cloud platform and Backup solution will be done by OEM and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials	Please modify design components to include respective OEM and modify to "Low Level Design (LLD) for private cloud platform and Backup solution will be done by <i>respective</i> OEM (private cloud components , backup , server , storage & object storage) and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials"	Please refer to addendum
Scope of Work	Open Source Tools: In case of open source, Bidder must submit self-declaration on letter head with authorized signatory that the proposed solution is not community version and support will be provided by bidder via Back lining agreement with OEM / support provider during the contract period.	The use of opensource tool would create a risk to the stability and security of the solution, can you make it mandatory for OEM to provide support directly?	Please be guided by RFP
Scope of Work	The bidder shall provide perpetual licenses for all software components asked in this RFP and should be in name of Bank.	All software components are available only as subscription , ask for perpetual should be removed.	Please refer to addendum

Annexure X11 , Technical Compliance Sheet (Section -B) , Private Cloud Software Defined network	The solution should enable integration of leading third- party network and security solutions through open architecture and standard APIs. The bidder shall provide a list of ecosystem vendors that integrate with the framework.	Please help with details of current network stack and security solution which has to be integrated with proposed software defined network solution.	Please be guided by RFP
1.26 Eligibility Criteria	The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e.2022-23, 2023-24 & 2024-25).	The bidder should have a minimum turnover of INR 100 Crore+ per annum for each of the past 3 financial years (i.e.2022-23, 2023-24 & 2024-25). Being Industry standard turn over of Mid size system integrators for IT infra products and services, we request from the competent authority to relax the turnover class so that we can also participate for the said RFP	Please be guided as per RFP.
1.26 Eligibility Criteria	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore	Bidder / OEM should have implemented and managing (end to end) at least One private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore	Please be guided as per RFP.
Project timelines	Hardware and Software delivery to all locations -3 Weeks from the date of the acceptance of PO	Hardware and Software delivery to all locations min.6-8 Weeks from the date of the acceptance of PO being Enterprise class product manufacturing from OEM respective plant locations with back to back delivery arrangements	Please refer to addendum.
	Hardware Implementation at DC & DR-6 weeks from the date of the acceptance of PO	Hardware Implementation at DC & DR-8-10 weeks from the date of the acceptance of PO	Please refer to addendum.
	Hardware Implementation at DR-7 weeks from the date of the acceptance of PO	Hardware Implementation at DR-8-10 weeks from the date of the acceptance of PO	Please refer to addendum.
	Software Implementation at DC-10 weeks from the date of the acceptance of PO	Software Implementation at DC-10-12 weeks from the date of the acceptance of PO	Please refer to addendum.
	Software Implementation at DR - 11 weeks from the date of the acceptance of PO	Software Implementation at DR - 11 - 13 weeks from the date of the acceptance of PO	Please refer to addendum.
General Scope of Work:	Migration of existing servers to Private cloud platform (P2V and V2V).	As per the RFP, there are 600 VMs running in the existing environment. Could you please confirm if all these VMs are to be migrated? Also, kindly provide a bifurcation between DC and DR — how many VMs are to be migrated to DC and how many to DR? Additionally, please share the capacity details of the VMs and any other relevant information.	VM distribution across DC and DR is in ratio of 60:40. As of now Bidder has to consider all VMs for migration. However during planning stage, Bank may decide to migrate the VMs in phased manner.

General Scope of Work:	Backup solution for Private Cloud Infrastructure with backup and recovery.	As per the RFP, all 600 old VMs have been migrated from the old infrastructure to the new infrastructure. These VMs will be backed up using the new backup software. The maintenance responsibility for the previously backed-up data, which the bank already possesses, lies with the bank. As per the RFP, all 600 old VMs have been migrated from the old infrastructure to the new infrastructure. These VMs will be backed up using the new backup software. The maintenance responsibility for the previously backed-up data, which the bank already possesses, lies with the bank.	VMs has to be backed up using new Backup tool.
General Scope of Work:	44. Post implementation, scope includes (but not limited to) support and implementing of the following activities from time to time: (a) Firmware Upgrades, (b) Faulty Parts replacement, (c) Hardware System monitoring, (d) Troubleshooting & Performance Tuning, (e) Operating System patches & Upgrades, (f) patches & Upgrades of supplied software, (g) Advisories on software upgrades & vulnerabilities, (h) Support during DR Drills, (i) Any support required to make systems & software up and running and technical recommendations suggested by regulatory body.	The scope mentioned in this clause is clear. We kindly request confirmation regarding the software/tool to be used, particularly for OS patch management. Please confirm who will be responsible for providing it.	Patching tool for OS will be provided by Bank.
General Scope of Work:	Bidder should facilitate migration of application on the cloud infrastructure, cloud provider will host the application & DBs both at DC and DR. Bank intends to migrate various applications & DB to Private Cloud in phased. However, after full-fledged implementation of private cloud environment, bidder shall be responsible for facilitating the migration of applications.	As per our understanding, the bidder's role is limited to migrating the VMs hosting the application load. All other responsibilities related to the application lie entirely with the application owner.	Application level configurations will be done by a
General Scope of Work:	15. Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform. The current infrastructure comprises approximately 600 virtual machines across DC and DR.	Your current environment includes approximately 600 virtual machines (VMs) running on legacy servers. With the procurement of new servers, these existing VMs—currently hosted on older hardware and hypervisors—are expected to be migrated to the upgraded infrastructure. In this regard, we seek clarification on the following points: 1. What will be the precise scope of responsibilities assigned to the new bidder? 2. Will the bidder be responsible solely for the deployment and support of the new infrastructure and newly provisioned VMs? 3. Or is the bidder expected to manage and support the entire environment, including both the migrated VMs and any newly created VMs on the upgraded hardware? 4. Additionally, we understand that there are 16 legacy servers (8 in DC and 8 in DR) currently in use. Please confirm who will be responsible for the management and support of these old servers.	The bidder has to manage and support the entire environment (new platform as well as 16 legacy servers), including both the migrated VMs and any newly created VMs.

General Scope of Work:	10. The proposed solution should integrate the current SOC and Network infra of Bank and be guided with current security framework and tools (specifically SIEM, HIPS, PIM, DAM, WAF, ITSM etc) and future security tools. It is envisaged that Private cloud will be accessed through Bank Intranet as well as over internet by Bank users and external entities. Bank Private Cloud infrastructure will also have direct/API connectivity to other trusted organizations.	With reference to Point 10, please share the make, model, and version of the existing SOC and network infrastructure to be integrated. Also, kindly confirm the list of currently deployed security tools (e.g., SIEM, HIPS, PIM, etc.) along with their OEMs and versions. Additionally, please clarify the expected integration method (API, agent-based, etc.) and the security mechanism for accessing the private cloud over intranet and internet, including API connectivity with external trusted entities	Details will be shared with selected bidder.
General Scope of Work:	35. All software components should come with 1-year warranty; subsequently, the Bidder shall provide ATS support for the next 4 years. In case subscription, subscription cost shall be equally distributed in 5 years. The bidder shall propose Support & Subscription services from the OEM with unlimited number of support requests, remote support, access to product updates/upgrades and 24x7 supports for issues.	Please note that Microsoft does not bundle OEM-level 24x7 support with unlimited tickets, product updates, and upgrades with standard license purchases. Such support is typically provided under a separate Microsoft Unified Support agreement. Kindly confirm whether Microsoft licenses are expected to be covered under the same support model mentioned in the RFP, or if a separate Unified Support arrangement will be acceptable	Please be guided as per RFP.
ANNEXURE – XII Technical Compliance Sheet	g) Backup Storage and Tape Library i) Object Storage: k) SAN Storage:	The required capacity is not clearly mentioned, as there are contradictions between the RFP document and the Bill of Material. We request you to kindly clarify the usable space for these asked devices	Please refer to addendum.
Eligibility Criteria	The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25).	The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2021-22, 2022-23, 2023-24).	Please refer to addendum.
Eligibility Criteria	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.	Bidder should have implemented and managing (end to end) at least one private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization in India in the last 5 Years. The private cloud experience should be similar tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 11 Crore.	Please be guided as per RFP.
Eligibility Criteria	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 7 years to any Govt./PSU organization.	Please be guided as per RFP.
Eligibility Criteria	Bidder must have at least 250 technical manpower on their payroll, out of which at least 50 resources with experience in the proposed tools/solution as on the date of submission of the bid.	Bidder must have at least 100 technical manpower on their payroll, out of which at least 10 resources with experience in the proposed tools/solution as on the date of submission of the bid.	Please refer to addendum.

Point 2	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last 5 years as on RFP date.	We understand that the Demerged companies also can participate based on the NCLT Court Order	Please refer to addendum.
Point 4	The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25).	We are a demerged company and readily have the annual Balance sheet of FY24-25 only, Prior to that We will be able to submit the balance sheet of Our Parent Organization Quess Corp Limited	Please refer to addendum.
Point 6	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.	We request you to change the Eligibility to consider the experience of OEM in cloud set using the sophisticated tools and techniques for any Commercials/BFSI/Govt Org. and also minimum Work order of 60Cr should not be applicable, Since the kind of work is very new in BFSI	Please be guided as per RFP.
Point 10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Eligibility clause 6 should be excluded and This is good to go for experience.	Please be guided as per RFP.
Point 25	The offered disk based appliance/storage should be sized appropriately for backup of front-end data of 100 TB (60% DBs, File system & VMs 40%) as per below mentioned backup policies:	Since we are the new entity, we have capability for the back end data with minimum threshold of 1 TB, while other opportunities are at proposal stage for the this kind set up, Request you to consider the minimum threshold for eligibility	Please be guided as per RFP.
-	-	Request to Provide the extension, as the sizing is big and lots of technical criterial to be meet	Please be guided as per RFP.
3.1	Payment Terms - The selected Bidder will have to submit the documents (Delivery challans with all the part codes of OEM which shall be reconciled with BOM) at the Bank's office along with a request letter for payment. No advance payment will be made. Payment will be made in Indian Rupees only. All taxes to be paid will be subject to GST applicability. TDS will be applicable.	We advise Payment to be made with 30 days from the date of receipt of invoice and any delayed payment beyond the stipulated period will attract a penalty of 1.5% per month.	Please be guided as per RFP.
3.2	3.2 Assignment & Subcontracting - a) The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract. b) If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this tender shall be assigned to the new entity and such an act shall not affect the rights of the Agency under this tender.	We suggest to relax this clause giving Digitide the right to Subcontract this agreement to any of its Affiliates, subsidiaries or group entities with notice.	Please be guided as per RFP.

3.4	<p>Liquidated Damages -</p> <p>The Bank will consider the inability of the bidder to deliver or install the equipment & provide the services required within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/services) by the bidder.</p>	We suggest to delete liquidated damages in the entire process as and where mentioned and applicable	Please be guided as per RFP.
3.5 (b)	<p>Termination for Cause -</p> <p>The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:</p> <ul style="list-style-type: none"> i. Non submission of acceptance of order within 7 days of order. ii. Excessive delay in execution of order placed by the Bank. iii. The selected bidder commits a breach of any of the terms and conditions of the bid. iv. The bidder goes into liquidation voluntarily or otherwise. v. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 	We suggest that all the Termination clauses to be bilateral in Nature with 15 days cure period for any defaults	Please be guided as per RFP.
3.5 (c)	<p>3.5b. Termination for Convenience-</p> <p>Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.</p>	We suggest that all the Termination clauses to be bilateral in Nature with 90 days Notice Period	Please be guided as per RFP.
3.7	<p>Audit by Third Party-</p> <p>The selected bidder (Service Provider), if required, has to get itself annually audited by internal/external empanelled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.</p>	We suggest Bank to provide prior notice of 7 days to conduct and audit expenses shall be borne by the bank	Please be guided as per RFP.

4.5	<p>Force Majeure-</p> <p>Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:-</p> <ol style="list-style-type: none"> 1. Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics and pandemics 2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos 3. Terrorist attack, public unrest in work area 	<p>We propose to add the below clause</p> <p>In situations like lock down of the Cities / Towns (experienced in Covid 19 periods), or any other similar unforeseen situations, where the Service Provider, in order to restore operations, plan working from home or make special arrangements to service from office, the Customer agrees to bear such additional costs to hire computers, other infrastructure, bear / reimburse additional transport costs etc.</p>	Please be guided as per RFP.
4.6	<p>Confidentiality-</p> <p>This document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to internal business information of the Bank, affiliates, and/or business partners. Disclosure of receipt of any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidder, premature termination of the contract, or legal action against the bidder for breach of trust. The information provided / which will be provided is solely for the purpose of undertaking the services effectively.</p> <p>No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent of Bank. Reproduction of this RFP, by photographic, electronic, or other means is strictly prohibited.</p>	<p>We suggest the all the Confidentiality clauses to be bilateral in Nature</p>	Please be guided as per RFP.
4.9	<p>Intellectual Property Indemnity & Indemnity against Misuse of License -</p> <p>The selected vendor(s) has to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, arising out of the performance of this contract.</p>	<p>We suggest the all the Indemnity clauses to be bilateral in Nature</p>	Please be guided as per RFP.

4.12	<p>Inspection of Records-</p> <p>Subject to receipt of prior written notice, all Vendor(s) records/premises with respect to any matters covered by this Tender shall be made available to the Bank or its designees and regulators including RBI, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.</p> <p>Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Vendor(s), provided that the auditors would be permitted to submit their findings to the Bank pertaining to the scope of the work, which would be used by the Bank.</p> <p>The cost of the audit will be borne by the Bank.</p>	We suggest Bank to provide prior notice of 7 days to conduct and audit expenses shall be borne by the bank	Please be guided as per RFP.
4.15	<p>Limitation of Liability-</p> <p>Vendor(s) aggregate liability under the Contract shall be limited to a maximum of the Contract value. This limit shall not apply to third party claims for IP Infringement indemnity, bodily injury (including Death) and damage to real property and tangible property caused by vendor(s)/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor(s) that gave rise to claim, under this Tender. Vendor(s) shall not be liable for any indirect, consequential, incidental or special damages under the Agreement/ Purchase Order.</p>	<p>We suggest to limit the Liability of the Service Provider with the following Clause stated below:</p> <p>Notwithstanding anything contained in this Agreement, Either Party's liability to the other party for damages, from any cause whatsoever and regardless of the form of action, whether in contract or in tort, including proven negligence, shall be limited to the actual amount billed by Service Provider to customer in the two (2) calendar months prior to the cause of action first arose which are subject to proven.</p>	Please be guided as per RFP.
SCOPE OF WORK	At DR site (Noida), bidder has to provide FMS support as and when required by Bank.	Can the Bank clarify the minimum number of resources required for on-site support at the DR site and the SLAs for response and resolution times for this support? Are these resources will be additional to provided resources or same resources may be used for this.	Please be guided as per RFP
SCOPE OF WORK	"The resource requirement is indicative, and the bidder may deploy additional resources if needed"	We will share the rate card for resources and Bank will place the additional order as per rates, is that our understanding correct?	Please be guided as per RFP
Manpower Proposal Sheet	"The resource shift timings are specified for L1/L2 roles."	for the resources other than the 24x7 roles (Backup & Storage, Database Management, etc.), what are the expected working days per week?	7 Days a week as per Shift

SCOPE OF WORK	The proposed solution should integrate the current SOC and Network infra of Bank and be guided with current security framework and tools (specifically SIEM, HIPS, PIM, DAM, WAF, ITSM etc) and future security tools. It is envisaged that Private cloud will be accessed through Bank Intranet as well as over internet by Bank users and external entities. Bank Private Cloud infrastructure will also have direct/API connectivity to other trusted organizations.	Can you pls. specify the name and versions of the tools used	Details will be shared with successful bidder.
SCOPE OF WORK	The Bidder shall integrate the private cloud platform with Bank's monitoring tools for measuring the service levels, performance and utilization of servers, storage etc. for generating periodic reports on utilization of resources as per SLA.	Can you Pls. specify which monitoring tool is been used by Bank	Details will be shared with successful bidder.
SCOPE OF WORK	Bidder has to provide physical servers for Backup solution components such as Master Server, Media Server etc. The Backup solution servers should be in High Availability and there should not be any single point of failure. Sizing of Backup servers should be as per Backup OEM's recommendation.	Can we use Backup Master servers as Virtual (VM), Media Servers can be physical	Please refer to addendum.
SCOPE OF WORK	There will be separate virtual machines for Web Server (DMZ), Application Server, and Database Server (MZ) etc. and all are in different logical zones/VLAN separated. Accordingly, the connectivity should be established for making them operational. DMZ to MZ or vice versa, traffic will flow via Bank's physical Firewall.	TOR switches of MZ & DMZ different or they logical isolated	Yes, MZ & DMZ switches are different.
General Scope of Work	Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform. The current infrastructure comprises approximately 600 virtual machines across DC and DR.	Kindly provide the Make, Model & Sr. No of the servers and existing contract expiry date	Please refer to addendum.
RFP Specification	Technical Specification	Request for the excel format of the RFP specification for prepration of compliance purpose	Please be guided as per RFP
Scope of Work	The proposed solution should integrate the current SOC and Network infra of Bank and be guided with current security framework and tools (specifically SIEM, HIPS, PIM, DAM, WAF, ITSM etc) and future security tools. It is envisaged that Private cloud will be accessed through Bank Intranet as well as over internet by Bank users and external entities. Bank Private Cloud infrastructure will also have direct/API connectivity to other trusted organizations.	Can you share the details about the existing SOC tools and network infra / monitoring tools which have to be integrated.	Please be guided as per RFP

Scope of Work	The Bidder shall integrate the private cloud platform with Bank's monitoring tools for measuring the service levels, performance and utilization of servers, storage etc. for generating periodic reports on utilization of resources as per SLA	Please help with details of monitoring tools to be integrated with private cloud platform	Please be guided as per RFP
Scope of Work	Hardware Sizing cum technical specifications mentioned in Annexure XII are based on certain calculations and assumptions. These are based on minimum sizing specifications/requirements to be met in response to the RFP. Bidder should make their own calculations, investigations, decisions to size their products/ solutions/services appropriately to meet the requirements of the RFP (such as Redundancy, high throughput, IOPS etc.).	Please add clause to validate hardware and software components compatibility by adding "The bidder should ensure proposed hardware and software components are compatible and supported"	Please refer to addendum.
Scope of Work	Should be able to send e-mail or Mobile –SMS to predefined users for faults and reached threshold value of CPU, RAM and space utilization.	Please confirm if SMS Gateway will be provided for sending SMS to internal users by bank	Yes. SMS Gateway will be provided for sending SMS to internal users by bank
Scope of Work	Low Level Design (LLD) for private cloud platform and Backup solution will be done by OEM and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials	Please modify design components to include respective OEM and modify to "Low Level Design (LLD) for private cloud platform and Backup solution will be done by <i>respective</i> OEM (private cloud components , backup , server , storage & object storage) and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials"	Please refer to addendum.
Scope of Work	Open Source Tools: In case of open source, Bidder must submit self-declaration on letter head with authorized signatory that the proposed solution is not community version and support will be provided by bidder via Back lining agreement with OEM / support provider during the contract period.	The use of opensource tool would create a risk to the stability and security of the solution, can you make it mandatory for OEM to provide support directly?	Please be guided as per RFP
Scope of Work	The bidder shall provide perpetual licenses for all software components asked in this RFP and should be in name of Bank.	All software components are available only as subscription , ask for perpetual should be removed.	Please be guided as per RFP
Annexure X11 , Technical Compliance Sheet (Section -B) , Private Cloud Software Defined network	The solution should enable integration of leading third- party network and security solutions through open architecture and standard APIs. The bidder shall provide a list of ecosystem vendors that integrate with the framework.	Please help with details of current network stack and security solution which has to be integrated with proposed software defined network solution.	Please be guided as per RFP

6	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank/Govt/BFSI) in India in the last 5 Years. The private cloud experience should be in any tool/hypervisor which is proposed by Bidder in this RFP's response. The cumulative minimum Work Order value should be of amount INR 60 Crore.	Please be guided as per RFP.
10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Is this credential required from proposed OEM	Yes this clause is for OEM (Specific to Private Cloud Solution only).
9	Bidder must have at least 250 technical manpower on their payroll, out of which at least 50 resources with experience in the proposed tools/solution as on the date of submission of the bid.	Kindly amend this clause: Bidder must have at least 60 technical manpower on their payroll, out of which at least 10 resources with experience in the proposed tools/solution as on the date of submission of the bid.	Please be guided as per RFP.
7	The bidder must possess below certifications, at the time of bidding: ☐ ISO 27001 ☐ ISO 9001	Kindly request to consider ISO TL9000/9001	Please be guided as per RFP.
8	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.	Kindly amend this clause: Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in one project or separately in different projects in past 5 years to any Govt./PSU organization.	Please be guided as per RFP.
Eligibility Criteria Sr. No. 4	The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25).	ESDS has consistently maintained strong financial performance with average Annual Turnover of INR 200+ Cr, along with a proven track record of delivering large-scale cloud and datacenter projects for government and banking clients. We assure full compliance with technical and delivery expectations outlined in the RFP. Hence we request you to amend the clause as; The bidder should have a minimum Average turnover of INR 200 Crore past 3 financial years (i.e. 2021-22, 2022-23, & 2023-24)	Please be guided as per RFP.

Eligibility Criteria Sr. No. 6	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.	Kindly amend the clause as; Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank/District co-op Bank) in India in the last 7 Years. The private cloud experience should be in similar tool which is proposed by Bidder in this RFP's response. The minimum Work Order value of the one of the projects should be of amount INR 25 Crore.	Please be guided as per RFP.
Eligibility Criteria Sr. No. 8	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.	Kindly consider revising or removing this clause, as it seems to be tailored to a particular vendor, which may restrict participation from other qualified bidders.	Please be guided as per RFP.
Eligibility Criteria Sr. No. 10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Kindly clarify whether the "50 nodes" requirement refers strictly to physical compute nodes (hypervisors), or if it can include virtual nodes or a combination, as per OEM architecture. Additionally, kindly confirm whether "50 nodes" implies 50 physical/virtual servers or simply 50 CPU cores (vCPUs or physical cores). Please also confirm if the count is expected to be per site (DC or DR) or can be cumulative across DC and DR.	50 pyhsical nodes.
Migration / Scope of Work	Bidder should facilitate migration of application on the cloud infrastructure, cloud provider will host the application & DBs both at DC and DR. Bank intends to migrate various applications & DB to Private Cloud in phased. However, after full-fledged implementation of private cloud environment, bidder shall be responsible for facilitating the migration of applications.	1.Kindly share the list of applications and databases (including their current platforms, OS, and DB engines) that are to be migrated to the new private cloud infrastructure. 2.Kindly confirm the phasing strategy or migration plan/timeline envisioned by the bank for moving the applications and databases.	Please be guided as per RFP.
Scope of Work	Oracle 11g Standard Edition	We would like to highlight that Oracle 11g has reached End of Life (EOL) and may not receive critical updates or security patches, which could impact long-term maintainability and compliance.Kindly confirm whether the Bank intends to retain Oracle 11g Standard Edition as-is, or if there are plans to upgrade to a supported version (e.g., Oracle 19c) as part of the migration.	There are no Oracle 11g DB used in Bank.
		Kindly confirm if the bank has any preferred training curriculum or specific focus areas (e.g., orchestration, DR, virtualization, monitoring, etc.) for the 5-day session.	It will be finalized with sucessful bidder.

Training / Scope of Work	After completion of installation the successful bidder will arrange for 5 days training for a group of Twenty (20) people for management & maintenance of private cloud environment in Bank premises.	Kindly confirm whether the training sessions are expected to be conducted onsite (offline) only, or if online/virtual training is acceptable considering logistics or availability	It will be finalized with successful bidder.
		Kindly confirm if the bank expects certification-level training (OEM-backed) or custom operational training specific to the deployed environment.	No certifications required.
Backup / Scope of Work	The bidder will also supply backup solution one each at DC and DR site along with purpose built backup storage, tape library, etc. Backup server should be physical on both DC & DR location and it should not be single point of failure.	Kindly confirm whether the bank expects the backup solution at DR to function independently (not just as a replica of DC) and if DR data backup operations (retention, restore) are to be managed separately.	Data replication feature is required. (Either by Backup Software or Backup Storage/Appliance)
Uptime / Scope of Work	The bidder shall guarantee a 24x7x365 availability with quarterly uptime of 99.9999% for storage solution and 99.99% for other components of solution (except for storage).as specified in Scope of Work, during the entire period of the Contract.	Kindly consider relaxing the uptime SLA for solution components (excluding storage) to 99.98%, in alignment with standard industry benchmarks and operational realities of on-premises infrastructure. This will ensure sustainable SLA compliance.	Please be guided as per RFP.
Hardware Cost	70% on delivery of Hardware 20% after Hardware implementation and project sign off by the Bank. 10% after conduction of successful DR drill and acceptance by the Bank.	Kindly consider allowing a partial OTC (One-Time Charges) payment in advance, to help initiate procurement of critical hardware with long lead times. This will help ensure timely project delivery and readiness in line with RFP timelines.	Please be guided as per RFP.
General	All the software components must be supported by the OEM and should not use any open source and community supported editions.	Can the bidder propose public cloud and also support Vmware on the same?	The RFP is for on-premises solution only.
General	The proposed solution shall provide continuous availability for critical application workloads in the event of server failures by creating a live shadow instance of a virtual machine that is always up to date with the primary virtual machine with zero downtime	We assume "Near zero downtime" for the said clause keeping in mind the practical behavior of OS/cloud/environment. Please confirm.	Please be guided as per RFP.
General	On demand single click upgrade for the complete infrastructure including, hypervisor element manager, BIOS, Drive/NIC Firmware, Hypervisor, etc.	Not clear on the " On demand Single click upgrade for complete infrastructure" Can you please elaborate what is expected here?	Please be guided as per RFP.
Storage	The solution shall provide the ability to boot from iSCSI, FCoE, Fibre Channel SAN and locally attached USB storage.		Please be guided as per RFP.
1.8, Normalization of Bids	The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are on the same technical ground.	What would this entail? Please provide more details. What components can be asked to be updated?	Please be guided with RFP.
1.15.3.1, Scoring Methodology for Stage A:	Evaluated as 'Out of Box' functionality of the Solution	It is possible that some feature will not be available as 'Out of Box', but can be provided. A good measure would be to have 90% as 'Out-of-box' requirement	Please be guided with RFP.
B2: Customer Feedback:	The Bidder will provide contact details of two customers, out of which one should be in Public Sector Bank where a proposed solution has been implemented	Requested to drop the mandatory requirement of Public Sector Bank as there aren't many implementations of Private Cloud in Banks	Please be guided with RFP.

Eligibility Criteria - 1	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last 5 years as on RFP date.	We request to ammend the clause to let the demerged entiity bid. You may pls ref the memorandum from department of expenditure which allows the demerged entities as per below: The demerged entities (by virtue of corporate restructuring exercise, etc.) may bid in this RFP in line with Office Memorandum No. F.8/78/2023-PPD dated 12.10.2023 of (Department of Expenditure (DoE), Ministry of Finance (MoF), Government of India. Also, the line of business of demerged entity must be in line with the business for which this RFP is intended.	Please refer to addendum.
Eligibility Criteria - 7	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response.	We request that experience criteria is relaxed to include Enterprise as well given that the criteria is already validating experience in the Private Cloud tool proposed.	Please be guided with RFP.
Eligibility Criteria - 8	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.	As the criteria is limited to supply of specific components, experience should not be restricted to Govt/ PSU only. Enterprise experience should also be allowed	Please be guided with RFP.
Eligibility Criteria - 9	Bidder must have at least 250 technical manpower on their payroll, out of which at least 50 resources with experience in the proposed tools/solution as on the date of submission of the bid.	It is understood that the 50 resources in total need to have experience in all tools/ solutions put together. Please confirm if the understanding is correct.	Please be guided with RFP.
Eligibility Criteria - 10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Not a lot of PSU banks have Private Cloud setup which makes this criteria restrictive. Please allow experience across any organisation with minimum 50 nodes	Please be guided with RFP.
Scope of Work, Clause 3	The Quantity mentioned in the RFP is indicative only. Bank at its discretion may increase or decrease the no. of estimated quantity at the time of placing order. The line items may change as per Bank discretion	The unit prices mentioned in the commercial bid are a function of quantity. Any change in the quantity impacts the unit prices and overall costing done by the bidder. It is therefore, requested that minimum procurement quantity is fixed in the RFP. Order for additional quantity may be placed at discovered unit rates, on need basis.	Please be guided with RFP.
Scope of Work, Clause 14	The Bidder should quote all the latest versions of products, software, hardware's etc. The quoted products, software, hardware, servers, other Infrastructures, etc. should not be declared as end of support during the contract period of agreement from the date of issue of purchase order.	This clause should be merged with Clause 33 as the Clause 33 provides more details	Please be guided with RFP.
Scope of Work, Clause 28	Bank if intends may request POC (Proof of Concept) of the products before issuance of Purchase Order and the successful bidder shall arrange the same at no additional cost to Bank.	Each PoC requires efforts and cost to be invested. As PoC assessment is being done at the evaluation stage, a second PoC should not be required. Hence, the requirement may please be dropped.	This POC is not mandatory, however Bank at its own discretion may ask for POC if proposed solution doesn't seems to meet required specification.

Project Timelines		Timelines need revision as hardware delivery itself would take 8-12 weeks. It is not possible to achieve this within 6 weeks	Please refer to addendum.
EMD(Security)	Rs. 2.50 Crore (INR Two Crore and Twenty-Five Lakh Only)	As far GEM GTC company holding turn over more than 500 Cr revenue should be exempted from EMD submission. We are following under this category and according to GTC we are not able to submit EMD	Please be guided as per RFP.
	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore	Request you to consider only 1 order of 50cr plus in any scheduled commercial Bank/BFSI/Govt Organization in India in the last 5 Years. The private cloud experience should be in similar tool/hypervisor which is proposed by Bidder in this RFP's response.	Please be guided as per RFP.
1.26 Eligibility Criteria	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization	Please clarify, can we give multiple PO.	Yes multiple PO can be provided.
1.26 Eligibility Criteria	Bidder must have at least 250 technical manpower on their payroll, out of which at least 50 resources with experience in the proposed tools/solution as on the date of submission of the bid.	Requested to change it to atleast 25 resources in similar tools/solution	Please refer to addendum. (Repeated Query)
Delivery of ordered hardware & Software at DC and DR.	Within 06 weeks from issue of Purchase Order (PO)	Delivery should be in 8 weeks instead of 10 weeks (if site is not ready bank should sign bidder's SNR report and process the payment)	Please refer to addendum. (Repeated Query)
Penalty / Liquidated Damages (Delivery of ordered hardware & Software at DC and DR.)	1 % of Contract price of delayed items for each week of delay or part thereof	Request to consider LD penalty as 0.5% of Contract price of delayed items for each week of delay or part thereof requested	Please be guided as per RFP.
Installation and Configuration of hardware at DC and DR	Within 7 weeks (for DC) and 8 Weeks (for DR) from issue of Purchase Order (PO)	Delivery should be in 12 weeks instead of 7 weeks and for DR its should be 14 weeks instead of 8 weeks	Please be guided as per RFP.
Penalty / Liquidated Damages (Installation and Configuration of hardware at DC and DR)	₹ 1,00,000/- for each week of delay or part thereof	Request to reduce penalty as ₹ 1,000/- for each week of delay or part thereof and d	Please be guided as per RFP.
Installation and Configuration of software/licenses at DC and DR	Within 10 weeks (for DC) & 11 Weeks (For DR) from issue of Purchase Order (PO)	Request to extend timeline as 12 weeks(for DC) instead of 10 weeks and for DR its should be 14 weeks instead of 11 weeks	Please refer to addendum. (Repeated Query)
Penalty / Liquidated Damages(Installation and Configuration of software/licenses at DC and DR)	₹ 1,00,000/- for each week of delay or part thereof	Request to reduce penalty as ₹ 1,000/- for each week of delay or part thereof and d	Please be guided as per RFP.

Closure of Audit, UAT acceptance, Project Sign-off & finalization of SOP Documentation	Within 15 weeks from issue of Purchase Order (PO)	Within 18 weeks from issue of Purchase Order (PO)	Please refer to addendum. (Repeated Query)
Penalty / Liquidated Damages(Closure of Audit, UAT acceptance, Project Sign-off & finalization of SOP Documentation)	₹ 1,00,000/- for each week of delay or part thereof	Request to reduce penalty as ₹ 1,000/- for each week of delay or part thereof and d	Please be guided as per RFP.
Migration of existing Virtual/Physical Servers from VMware Esxi/HyperV platform to new Private cloud Platform	40 Weeks from the date of acceptance of PO	50 Weeks from the date of acceptance of PO	Please be guided as per RFP.
Penalty / Liquidated Damages (Migration of existing Virtual/Physical Servers from VMware Esxi/HyperV platform to new Private cloud Platform)	₹ 1,00,000/- for each week of delay or part thereof	Request to reduce penalty as ₹ 1,000/- for each week of delay or part thereof and d	Please be guided as per RFP.
3.1 Payment Terms	Hardware Cost- 70% on delivery of Hardware 20% after Hardware implementation and project sign off by the Bank. 10% after conduction of successful DR drill and acceptance by the Bank	Request to consider 80% on delivery of Hardware. 15% after Hardware implementation and project sign off by the Bank. 5% after conduction of successful DR drill and acceptance by the Bank	Please be guided as per RFP.
3.1 Payment Terms	Software License Cost-60% on delivery of Software .15% Hypervisor & Container platform implementation .15% Orchestration and automation implementation .5% after Software implementation and project sign off by the Bank. 5% after conduction of successful DR drill	Request to consider-70% on delivery of Software .15% Hypervisor & Container platform implementation .10% Orchestration and automation implementation 2.5% after Software implementation and project sign off by the Bank. 2.5% after conduction of successful DR drill	Please be guided as per RFP.
3.1 Payment Terms	Hardware Implementation cost-70% on successful installation & acceptance by the Bank.30% after completion of successful migration from existing platform.	Request to consider Hardware Implementation cost-90% on successful installation acceptance by the Bank.10% after completion of successful migration from existing platform.	Please be guided as per RFP.
3.1 Payment Terms	Software Implementation Cost-70% on successful installation & acceptance by the Bank.30% after conduction of successful DR drill	Request to consider Software Implementation Cost-90% on successful installation acceptance by the Bank.10% after completion of successful migration from existing platform.	Please be guided as per RFP.

3.1 Payment Terms	Hardware AMC / Software ATS-Quarterly in arrears and AMC will commence from the 1st of the next month of the date of completion of the warranty period	Request you to consider ATS payment yearly.	Please be guided as per RFP.
3.1 Payment Terms	FM Charges-Quarterly in arrears upon submission of invoice and after calculating the applicable penalties (subjected to actual deployment of FM resources with prior permission of the Bank and sign-off for the proposed solution)	Quarterly in arrears upon submission of invoice request to realise the payment within 15 days from the submission of invoice	Please be guided as per RFP.
1.15.3.2 Scoring Methodology for Stage B:	The Bidder is requested to host the evaluation of the POC and the product walk-through at the bidder own development centre /Lab. The bidder is expected to have all subject matter experts available to respond to queries promptly. Bank will be in contact with each bidder to finalise the dates of the evaluation and walk through.	Please drop this clause. Private cloud platforms are working for last 8-10 years in various customer including Banks and insurance. So, the technology and component of the solution you have asked for are already running in various customer. So, POC is not required. Also the type of hardware , software resources which are required is pretty difficult to get all these thing under the roof and create a poc setup.	Please be guided as per RFP.
Scope of work	Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform. The current infrastructure comprises approximately 600 virtual machines across DC and DR	Pls clarify whether bidder has to upgrade the existing hardware or to be migrated to the new hardware.	Please be guided as per RFP.
Scope of work	Option A: Bank has existing Dell EMC Powerstore 1000T (Service Tag: 8ZZ8MX2 and 8ZZ7MX2) and Powerstore 500T (Service Tag: GKZY983 and HKZY983) which needs to be upgraded with additional 100TB each (usable without deduplication and compression) storage at each DC and DR site along with renewal of support services for 5 years from OEM. Bidder has to install and configure both storages (Powerstore 1000T) and to be formatted for reuse in private cloud project and will be managed by Bidder for complete project duration contract. Or o Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage.	Option A: Is advantageous to bidders offering Dell. So, request bank to give the below options. To drop this requirement and take the price of upgrade from Dell and give it to all bidders and add it to L1 bidder to arrive at the TCO for the final.	Please be guided as per RFP.
Operations & Maintenance Serv	The Bank has a right to interview and reject resources deployed by the Bidder.	Request to append this clause for L3 only.	Please be guided as per RFP.
Indicative resource requirement	Indicative resource requirement:	What about Network and middleware support, there is no resources mentioned for the same. Who will manage this.	Network within private cloud platform will be managed by Bidder. While Network beyond Private cloud platform will be provided by Bank.Middleware which are part of Operating system has to be managed by Bidder.

Indicative resource requirement	L1 - FMS	what is role and responsibility of these resources at Mumbai DC.	Please be guided as per RFP.
Indicative resource requirement	At DR site (Noida), bidder has to provide FMS support as and when required by Bank.	Can you specify the tentative frequency or no. of such visit per year.	As per need basis.
		please help with list of tools which the bidder can leverage to perform services like ITSM, NMS etc.	Details will be shared with successful bidder.
		from this, we understand that while the bank has specified the resource count in the RFP, the bidder may increase the count based on the solution requirements. Please confirm. If yes then bidder request to specify the resource count in RFP as per standard roster, e.g. to support 24/7 we need to have 5 resource count.	It has to be decided by bidder as per shift mentioned in the RFP.
Scope of work	Backup solution for Private Cloud Infrastructure with backup and recovery.	We assume that the new backup solution (software and hardware) will be deployed at both sites, and no migration of existing backup data will be carried out.	Yes, new backup solution (software and hardware) will be deployed at both sites.
Scope of work	Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform. The current infrastructure comprises approximately 600 virtual machines across DC and DR.	Please confirm if the following understanding is correct: 'The existing VMware version will be upgraded, and the same clusters will be retained for other workloads.' If so, kindly provide more clarity on the VMware components currently deployed at the DC and DR sites.	Please be guided as per RFP.
Scope of work	Migration of existing servers to Private cloud platform (P2V and V2V)	Please share the number of physical servers to be migrated as part of the P2V process, along with details of any database clusters and their respective sizes.	Please be guided as per RFP.
Scope of work	The bidder will also supply backup solution one each at DC and DR site along with purpose built backup storage, tape library, etc. Backup server should be physical on both DC & DR location and it should not be single point of failure.	Request the bank to confirm the backup appliance-based solution requirements at both the DC and DR sites instead of storage base solution.	Please be guided as per RFP.
Scope of work	The Quantity mentioned in the RFP is indicative only. Bank at its discretion may increase or decrease the no. of estimated quantity at the time of placing order. The line items may change as per Bank discretion.	Please confirm the quantity refers to which point mentioned in the RFP?	Please be guided as per RFP.
Project Timelines	Hardware and Software delivery to all locations "6 weeks from the date of the acceptance of PO"	We request the bank to consider revising the hardware delivery timeline from 6 weeks to 8 weeks from the date of purchase order (PO) acceptance, to ensure smooth coordination and logistics across all locations.	Please be guided as per RFP.

Project Timelines	Hardware Implementation at DC & DR "7 weeks from the date of the acceptance of PO"	We request the bank to consider extending the hardware implementation timeline at the DR site from 7 weeks to 10 weeks, along with the corresponding adjustments to the following milestones.	Please be guided as per RFP.
Project Timelines	Hardware Implementation at DR "8 weeks from the date of the acceptance of PO"	We request the bank to consider extending the hardware implementation timeline at the DR site from 8 weeks to 12 weeks, along with the corresponding adjustments to the following milestones.	Please be guided as per RFP.
Project Timelines	Closure of Audit, UAT acceptance, Project Sign-off & finalization of SOP Documentation	We request the bank to provide clarity on the UAT acceptance criteria as part of the sign-off process.	Please be guided as per RFP.
General Scope of Work	Operating System o Windows (datacenter editions) Licenses: 100 % of the HW resource (total core) used (Out of these licenses 10% of licenses with software assurance support & will be used for critical VMs)	We request the bank to provide clarity on the number of Windows and Linux virtual machines, along with their respective compute allocations, to help us accurately plan for operating system licenses. This is particularly important as the number of 'critical VMs'—which require licenses with Software Assurance—is currently unknown.	Addendum (Software assurance)
		Would request bank to confirm if understanding is correct "All management components required to operate the infrastructure—such as AD, DNS, DHCP, etc.—will be provided by PSB Bank."	Yes
		The RFP does not mention compute sizing. We request the bank to provide details of the existing workloads, including current resource allocation and utilization. Additionally, please share the projected growth for production and UAT/pre-production clusters at both the DC and DR sites to accommodate workloads over the next five years.	Please be guided as per RFP.
3.2-Assignment & Subcontracting	The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract.	We request that subcontracting be allowed given the scope of services.	Please be guided as per RFP.

3.5-Order Cancellation	<p>a. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the RFP For Delivery, Implementation and Management of on-premises Private Cloud Infrastructure Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:</p> <p>i. Delay in delivery of services in the specified period.</p> <p>ii. Serious discrepancies noted in the inspection.</p> <p>iii. Breaches in the terms and conditions of the Order.</p> <p>b. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:</p> <p>i. Non submission of acceptance of order within 7 days of order.</p> <p>ii. Excessive delay in execution of order placed by the Bank.</p> <p>iii. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>iv. The bidder goes into liquidation voluntarily or otherwise.</p> <p>v. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>vi. The progress made by the selected bidder is found to be unsatisfactory.</p> <p>vii. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p> <p>viii. If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during contracted period.</p> <p>ix. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.</p>	<p>1. Please clarify what you mean by "recovering expenditure"?</p> <p>2. We request that a notice cum cure period of atleast 30 days be provided to the bidder in the event of termination for any default.</p>	Please be guided as per RFP.
3.5-Order Cancellation	Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.	<p>We request that a period of atleast 90 days be given before termination of the contract for convenience. Also, please confirm that PSB shall additionally pay to the Bidder for all work done till the date of termination, as well as for the orders already placed with OEMs/Licensors, which orders cannot be cancelled with the OEMs/Licensors, cancellation costs, if any, levied by the OEMs/Licensors, and logistical and administrative expenses, if any, incurred by the Bidder on account of such cancellations, which expenses shall be billed on actuals.</p> <p>Further, if the Bidder is providing any products/goods on opex or lease model, then PSB shall pay the Bidder the residual value of the products.</p>	Please be guided as per RFP

3.5-Order Cancellation	The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.	We request that any dues payable only be recovered/adjusted with any liquidated damages or penalties levied against the bidder, and not against any other amount payable to the bidder for the services rendered.	Please be guided as per RFP.
3.4 Liquidated Damages	If Bidder fails to deliver/implement any or all application/hardware or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price (Solution and Implementation cost), as liquidated damages, a sum equivalent to 5% of the order value for each week of delay till maximum of 10 weeks. If the bidder fails to deliver/implement the same, the Bank may recover the complete cost of undelivered solution. The LD will be charged on order value for the items for which delivery/implementation is delayed.	Request to CAP the LD charges to 10% of contract value. Current situation is getting calculated upto 50% of order value (Solution & Implementation cost)	Please refer to addendum.
1.26 Eligibility Criteria (Sr. No. 4)	The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25). The bidder should have positive Net Worth as on 31/03/2025. The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years.	We request you to please change the criteria as below: <i>The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2021-22, 2022-23 & 2023-24).</i> <i>The bidder should have positive Net Worth as on 31/03/2024.</i> <i>The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years.</i> Justifications:- the audited sheets for financial yet not available for year 2024-25	Please refer to addendum.
General	General	Request to allow consortium bidding.	Please be guided as per RFP.
General	In addition to the initial Order placed, Bank may place subsequent orders for any item, if required, at any time during the contract period, at the unit rate finalized.	We request that any additional procurement during the contract period be made at the then-prevailing market rates or at rates and terms mutually agreed upon at the time of such order, to account for potential changes in market conditions and input costs.	Please be guided as per RFP.
Scope of Work	The proposed solution should integrate the current SOC and Network infra of Bank and be guided with current security framework and tools (specifically SIEM, HIPS, PIM, DAM, WAF, ITSM etc) and future security tools. It is envisaged that Private cloud will be accessed through Bank Intranet as well as over internet by Bank users and external entities. Bank Private Cloud infrastructure will also have direct/API connectivity to other trusted organizations.	Can you share the details about the existing SOC tools and network infra / monitoring tools which have to be integrated.	Details will be shared with successful bidder.

Scope of Work	The Bidder shall integrate the private cloud platform with Bank's monitoring tools for measuring the service levels, performance and utilization of servers, storage etc. for generating periodic reports on utilization of resources as per SLA	Please help with details of monitoring tools to be integrated with private cloud platform	Details will be shared with successful bidder.
Scope of Work	Hardware Sizing cum technical specifications mentioned in Annexure XII are based on certain calculations and assumptions. These are based on minimum sizing specifications/requirements to be met in response to the RFP. Bidder should make their own calculations, investigations, decisions to size their products/ solutions/services appropriately to meet the requirements of the RFP (such as Redundancy, high throughput, IOPS etc.).	Please add clause to validate hardware and software components compatibility by adding "The bidder should ensure proposed hardware and software components are compatible and supported"	Please refer to addendum.
Scope of Work	Should be able to send e-mail or Mobile –SMS to predefined users for faults and reached threshold value of CPU, RAM and space utilization.	Please confirm if SMS Gateway will be provided for sending SMS to internal users by bank	Repeated query.Already addressed.
Scope of Work	Low Level Design (LLD) for private cloud platform and Backup solution will be done by OEM and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials	Please modify design components to include respective OEM and modify to "Low Level Design (LLD) for private cloud platform and Backup solution will be done by <i>respective</i> OEM (private cloud components , backup , server , storage & object storage) and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials"	Repeated query.Already addressed.
Scope of Work	Open Source Tools: In case of open source, Bidder must submit self-declaration on letter head with authorized signatory that the proposed solution is not community version and support will be provided by bidder via Back lining agreement with OEM / support provider during the contract period.	The use of opensource tool would create a risk to the stability and security of the solution, can you make it mandatory for OEM to provide support directly?	Repeated query.Already addressed.
Scope of Work	The bidder shall provide perpetual licenses for all software components asked in this RFP and should be in name of Bank.	All software components are available only as subscription , ask for perpetual should be removed.	Please refer to addendum.
Annexure X11 , Technical Compliance Sheet (Section -B) , Private Cloud Software Defined network	The solution should enable integration of leading third- party network and security solutions through open architecture and standard APIs. The bidder shall provide a list of ecosystem vendors that integrate with the framework.	Please help with details of current network stack and security solution which has to be integrated with proposed software defined network solution.	Details will be shared with successful bidder.
Pt No 6	Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.	Request you to kindly remove the need to have a mandate project with public Sector bank . On Prem Cloud Setup capability can be demonstrated in any organization .	Please be guided as per RFP

Pt no g	In addition to the cancellation of purchase order, the Bank reserves its right to blacklist the vendor for non- performance and/or invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	Request you to remove blacklist from the clause and may add "appropriate action" will be taken	Please be guided as per RFP
Pt No f	If any information / data / particulars are found to be incorrect, bank will have the right to disqualify / blacklist the company and invoke the performance bank guarantee/ EMD.	Request you to remove blacklist from the clause and may add "appropriate action" will be taken	Please be guided as per RFP
Pt No 3	To validate the technical compliance points Bidder has to prepare LAB setup in India (preferable in NCR) in their environment with the devices / CI running in bank environment (details provided in RFP) which can demonstrated online/offline. Bank may ask for POC in bank environment. Bank will also validate the compliances during presentation of bidder.	Please elaborate the requirement of POC .	This POC is not mandatory, however Bank at its own discretion may ask for POC if proposed solution doesn't seems to meet required specification.
Eligibility Criteria- Point 4	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years.	We request to amend the clause as The Bidder should be profitable organization on the basis of Operating profit for at least 02 (two) out of last 03 (three) financial years.	Please be guided as per RFP.

Eligibility Criteria- Point 6	<p>Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore</p>	<p>Tool/ hypervisor proposed in any project is dependent on the technical specification / or on the proposed solution that best fits the requirement and scope of work.. Hence bidders experience on private cloud tool / hypervisor may vary on case to case basis. Emphasis on experience on proposed tool limits bidders to showcase similar experience and capability on other technologies in implementing similar project.</p> <p>Further, the value of the project is dependent on overall scope and customers may not implement project of similar scale.</p> <p>In view of the above and to invite wider participation from bidders having capability and experience, we request to amend the clause as:</p> <p>Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 organizations, at least 1 organization should be in Scheduled commercial Sector Bank) in India in the last 10 (Ten) Financial year Years. The private cloud experience should be using reputed tool/hypervisor by Bidder . The Cumulative Work Order value should be of amount INR 50 Crore</p>	Please be guided as per RFP
Eligibility Criteria- Point 8	<p>Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.</p>	<p>All the components required as experience may not be available in a single PO and during the duration mentioned from a customer.</p> <p>We request to amend the clause as:</p> <p>Bidder must have supplied at least 20 servers, 200TB SAN Storage OR 100TB Object storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription OR perpetual in past 7 (Seven years) Financial year to any Govt./PSU organization.</p>	Please be guided as per RFP
Eligibility Criteria- Point 10	<p>The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.</p>	<p>We understand the criteria has to be met by the proposed OEM.</p> <p>Please confirm.</p>	Yes this criteria is for Private Cloud Solution OEM.
		We request to amend the project timelines as:	

Project Timelines:	Project Kickoff , HLD and LLD finalization -3 Weeks from the date of the acceptance of PO	Project Kickoff , HLD and LLD finalization -6 Weeks from the date of the acceptance of PO	Please refer to addendum.
	Hardware and Software delivery to all locations -6 weeks from the date of the acceptance of PO	Hardware and Software delivery to all locations -8-12 weeks from the date of the acceptance of PO	Please refer to addendum.
	Hardware Implementation at DC & DR - 7 weeks from the date of the acceptance of PO	Hardware Implementation at DC & DR - 18 weeks from the date of the acceptance of PO	Please refer to addendum.
	Hardware Implementation at DR - 8 weeks from the date of the acceptance of PO	Hardware Implementation at DR -20 weeks from the date of the acceptance of PO	Please refer to addendum.
	Software Implementation at DC - 10 weeks from the date of the acceptance of PO	Software Implementation at DC - 18 weeks from the date of the acceptance of PO	Please refer to addendum.
	validation of platform by OEM - 11 weeks from the date of the acceptance of PO	validation of platform by OEM - 22 weeks from the date of the acceptance of PO	Please refer to addendum.
	Software Implementation at DR - 11 weeks from the date of the acceptance of PO	Software Implementation at DR - 22 weeks from the date of the acceptance of PO	Please refer to addendum.
	validation of platform by OEM - 12 weeks from the date of the acceptance of PO	validation of platform by OEM - 24 weeks from the date of the acceptance of PO	Please refer to addendum.
	Closure of Audit, UAT acceptance, Project Sign-off & finalization of SOP Documentation -15 weeks from the date of the acceptance of PO	Closure of Audit, UAT acceptance, Project Sign-off & finalization of SOP Documentation -28 weeks from the date of the acceptance of PO	Please refer to addendum.
	Migration of existing Virtual Servers from VMware Esxi (DR Site) platform to new Private cloud Platform -30 Weeks from the date of acceptance of PO	Migration of existing Virtual Servers from VMware Esxi (DR Site) platform to new Private cloud Platform -36 Weeks from the date of acceptance of PO	Please be guided as per RFP
	Migration of existing Virtual Servers from VMware Esxi (DC Site) platform to new Private cloud Platform - 40 Weeks from the date of acceptance of PO	Migration of existing Virtual Servers from VMware Esxi (DC Site) platform to new Private cloud Platform - 46 Weeks from the date of acceptance of PO	Please be guided as per RFP

3.4 Liquidated Damages	<p>If Bidder fails to deliver/implement any or all application/hardware or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price (Solution and Implementation cost), as liquidated damages, a sum equivalent to 5% of the order value for each week of delay till maximum of 10 weeks. If the bidder fails to deliver/implement the same, the Bank may recover the complete cost of undelivered solution. The LD will be charged on order value for the items for which delivery/implementation is delayed.</p>	<p>We request to amend the LD clause as:</p> <p>If Bidder fails to deliver/implement any or all application/hardware or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price (Solution and Implementation cost), as liquidated damages, a sum equivalent to 0.5 % of the order value for the items for which delivery/implementation is delayed. For each week of delay till maximum of 10 weeks. If the bidder fails to deliver/implement the same, the Bank may recover the complete cost of undelivered solution. The LD will be charged on order value for the items for which delivery/implementation is delayed.</p> <p>The overall Liquidated damages will be capped to maximum of 10% of the item for which delivery / implementation is delayed</p>	Please refer to addendum.
ANNEXURE – XII Technical Compliance Sheet	<p>a) General Compliance</p> <p>Proposed private cloud solution should have all native and built in capabilities like Compute Virtualization, Software Defined Networking, Software Defined Storage, Automation, Container Runtime, Distributed Firewall and Load Balancer from a single OEM.</p>	<p>Hope there is no limitation to application supportability, in terms of hypervisor i.e., VMware, Hyper-V, etc.</p>	Please be guided as per RFP
ANNEXURE – XII Technical Compliance Sheet	<p>c) SERVER TYPE 1 - RACK SERVER</p> <p>Disks configured</p> <p>Drives 2 x 1.92TB SSD for OS in RAID1, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure</p>	<p>In the specification, only the OS disk is asked, not the capacity disk; it means the proposed solution should have the SDS feature only. The capacity will be mounted from the external SAN storage with FC protocol only. Also, clarify that the hypervisor OS will be installed on the local disk, and the VMDK/VHDX, etc., will be provisioned on the external SAN storage. Hope our understanding is correct.</p>	Please be guided as per RFP

Eligibility Criteria- Point 8	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.	<p>We request to amend the clause as:</p> <p>Bidder must have supplied at least 20 servers, 200TB SAN Storage OR 100TB Object storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription OR perpetual in past 7 (Seven years) Financial year to any Govt./PSU organization.</p> <p>Since, all the components required as experience may not be available in a single PO and during the duration mentioned from the same customer. Hence, request you to consider experience of more than one customer.</p> <p>We request to all</p>	Please be guided as per RFP
ANNEXURE – XII Technical Compliance Sheet	c) SERVER TYPE 1 - RACK SERVER & d) SERVER TYPE 2 - RACK SERVER	Please confirm if these two types of servers will be considered in a separate cluster. Is it okay if these two clusters will be managed using a single management cluster? Also, confirm do we have to consider HA for the management at the hardware level? Hope the HA node has already been considered in each type of server (cluster).	Please be guided as per RFP
General Scope of Work:	Existing SAN Storage upgrade / New SAN Storage Option A: Bank has existing Dell EMC Powerstore 1000T (Service Tag: 8ZZ8MX2 and 8ZZ7MX2) and Powerstore 500T (Service Tag: GKZY983 and HKZY983) which needs to be upgraded with additional 100TB each (usable without deduplication and compression) storage at each DC and DR site along with renewal of support services for 5 years from OEM. Bidder has to install and configure both storages (Powerstore 1000T) and to be formatted for reuse in private cloud project and will be managed by Bidder for complete project duration contract.	What is the existing Storage capacity at both DC and DR? Also, share the existing disk details.	Please be guided as per Service tag provided
BOQ-Excel	Storage Upgrade 50TB Usable (without deduplication and compression)	In the BOQ, being asked for 50TB of usable capacity, could you help with the make, model, and serial number of the storage, and the existing drive details? Is it for both locations DC&DR?	This is w.r.t Option A for storage mentioned in RFP.
CHAPTER 2- SCOPE OF WORK	General Scope of Work: Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage.	If someone proposed a new SAN storage with a 300TB usable capacity, the specification must be in line with the asked in the RFP (SAN Storage). Hope that after proposing a new storage box, the AMC will not be quoted for the existing storage. Please confirm.	Bidder has to opt one option out of two (Either Option A & B). If Option B is opted then storage has to be provided as per mentioned specification.
CHAPTER 2- SCOPE OF WORK	General Scope of Work: Migration of existing servers to Private cloud platform (P2V and V2V).	Could you help with the total capacity that has to be migrated, in the case of new storage? Also, share the VMs' details that need to be migrated. VM must be categorised as critical, non-critical, and standard, etc.	Please be guided as per RFP.

CHAPTER 2- SCOPE OF WORK	General Scope of Work: Migration of existing servers to Private cloud platform (P2V and V2V).	How much downtime can the Bank sustain during the migration process? Also, share the timing?	These details will be shared with successful bidder at the time of planning/implementation.
CHAPTER 2- SCOPE OF WORK	General Scope of Work: Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform. The current infrastructure comprises approximately 600 virtual machines across DC and DR.	Could you elaborate in detail how you want to get an update of the existing 8 nodes, including hypervisor, licenses alignment, and hardware AMC. Do you want a complete license of the hypervisor and the AMC of existing hardware? If yes, what would be the AMC period and license subscription? Do you want to integrate the existing 8Nos. of servers with the proposed cluster for management purposes? Hope the OS and DB license will be taken care of by you for the existing 8Nos. of nodes.	Please refer to addendum.
BOQ	Windows Server License Windows Servers licenses (Datacenter Edition) as per licensing Policy and RFP SoW (for unlimited virtual machines on all compute nodes in environment)	Hope the Windows DC license has to be considered for both types, Type I & Type II servers.	Yes Windows and RHEL licenses, for both Type 1 and Type 2 servers
General		Since the database license has not been asked in the RFP, hope the bank will manage the DB license.	Bank has ULA with Oracle hence licenses will be provided by bank.
1.26 Eligibility Criteria point number 8	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.	For a fair, healthy and maximum participation with competitive bid, we request the PSB authorities to amend the said clause as : Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU/Private BFSI / Large Enterprise organizations.	Please be guided as per RFP
ELIGIBILITY CRITERIA point number 10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes	Please clarify the Scope of "Proposed OEM Solution". Is it restricted to Server/HCI OEM or all OEMs involved?	It is specific to Private Cloud Solution.
Existing SAN Storage upgrade / New SAN Storage	Option A: Bank has existing Dell EMC Powerstore 1000T (Service Tag: 8ZZ8MX2 and 8ZZ7MX2) and Powerstore 500T (Service Tag: GKZY983 and HKZY983) which needs to be upgraded with additional 100TB each (usable without deduplication and compression) storage at each DC and DR site along with renewal of support services for 5 years from OEM. Bidder has to install and configure both storages (Powerstore 1000T) and to be formatted for reuse in private cloud project and will be managed by Bidder for complete project duration contract. OR Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage.	Option A favors one OEM and the said clause restricts for maximum participation in RFP by other OEMs/Bidders for fair and competitive participation. So we request PSB authority for removal of Option A for fair and competitive participation.	Please refer to addendum.

General Scope of Work:Point number 33	The bidder will also supply backup solution one each at DC and DR site along with purpose built backup storage, tape library, etc. Backup server should be physical on both DC & DR location and it should not be single point of failure.	<i>We request the PSB authorities to remove the term "purpose built backup solution" and make the clause as:</i> The bidder will also supply backup solution one each at DC and DR site along with backup storage, tape library, etc. Backup server should be physical on both DC & DR location and it should not be single point of failure.	Please refer to addendum.
General Scope of Work:Point number 59	Proposed solution should not dependent on any hardware make and model from specific OEM.	Existing RFP has a dependance on Storage OEM for expansion and AMC and that restricts the bidders/OEMs for a competitive participation.	Please be guided as per RFP.
General Scope of Work:Point number 67	In addition to the indicative hardware procurement, Bank will augment additional hardware, storage space based on Bank's requirement from time to time at a price fixed as per Bill of Material and TCO of this RFP over a period of 2 years. For any future upgrades, Bank will use the price quoted in the Bill of Material as the reference price for arriving at the cost of newly required hardware or software on pro-rata basis and Upgradation will be done by selected bidder/OEM only during contract period.	<i>We request the PSB authorities to clarify this point as</i> looking the current global economic climate, No OEM have control over locking the prices for next 2 years nor can reasonably commit to fixed pricing for such an extended duration.	Please be guided as per RFP.
Project Timelines: Point number 2	Hardware and Software delivery to all locations-6 weeks from the date of the acceptance of PO	The Hardware and Software delivery to all locations is 6 weeks. <i>We request the PSB authorities to provide flexibility in Time Period for same and amend the said timeline to 10 weeks</i> from the date of the acceptance of PO.	Please refer to Addendum.
Project Timelines: Point number 3	Hardware Implementation at DC & DR -7 weeks from the date of the acceptance of PO	The Hardware Implementation at DC & DR is 6 weeks. <i>We request the PSB authorities to provide flexibility in Time Period for same and amend the said timeline to 12 weeks</i> from the date of the acceptance of PO. Time Period is required for completion in case of OEM dependencies or regulatory delays during the implementation of both solution.	Please refer to Addendum.
3.10 Service Level Agreement point number:xv	For all issues related to installed infrastructure, RCA (Root Cause Analysis) to be provided by the respective OEM within 3 working days. The delay in submission will lead to penalty @ Rs. 2000/day.	RCA has dependancy on underlying and surrounding factors, hence providing RCA in 3 days for every issue is not possible for any OEM/Bidder. Hence <i>We request the PSB authorities to remove the said penalty clause.</i>	Please be guided as per RFP
Introduce sepearte clauses for Container Platform	The proposed container platform should provide a base operating system image with software collections to build custom containers and should provide updates on base image for software collection updates and vulnerabilities. It must also include OEM tested and supported container base images for unlimited application instance deployments.	These features are required for optimal use of container platform in an organisation	Please be guided as per RFP
Introduce sepearte clauses for Container Platform	The Container platfrom must work in on-premise air-gapped (no internet) environments with no loss of features at all. Functionalities like logging, monitoring, auditing etc must work flawlessly in such disconnected environments.	This is important to meet the regulatory compliance of running the environment securely without exposing it to the outside world on internet.	Please be guided as per RFP

Introduce seperate clauses for Container Platform	The container platform software shall provide a containerization layer that can sit directly on bare metal server hardware and operating system with no dependency on a virtualization hypervisor for greater reliability and security.	One it will save cost of virtualization layer and second it will provide better performance as it reduces virtualization layer in its requirements.	Please be guided as per RFP
Introduce seperate clauses for Container Platform	Proposed solution shall include OEM tested and supported container base images for unlimited application instance deployments.	This will help in having the supported container base images for smooth application deployment.	Please be guided as per RFP
Introduce seperate clauses for Container Platform	The platform shall have inbuilt pre-integrated management, monitoring, observability & container image registry capabilities out of the box. Monitoring/Observability solution must support user applications monitoring in a secure multi-tenant fashion. All the capabilities must work in a standalone disconnected (no internet) cluster without any dependency on any external service.	This is required for complete visibility and that too without need of having any seperate component for Observability.	Please be guided as per RFP
Introduce seperate clauses for Container Platform	The container platform must have the capability to manage GPU, CPU and memory. It must also be able to utilise GPUs from multiple vendors as well as certified with GPU vendors such as NVIDIA, Intel and AMD etc.	This is important as there are GPUs also mentioned in the RFP so you can manage them also along with CPUs using container Platform as single management layer.	Please be guided as per RFP
Introduce seperate clauses for Container Platform	Container platform should provide a fully containerized web-IDE to provide IDE-as-a-service i.e. out of the box pre-integrated cloud-native development capabilities using a multi tenant hosted integrated development environment (IDE) tool. This shall enable developers to write code, test and deploy application code using just a secure browser with zero dependencies on local machines.	This will help developers develop container based applications using browser based IDE with no dependency on third party development platforms.	Please be guided as per RFP
Introduce seperate clauses for Container Platform	The container platform should provide and support the Operator framework and HELM charts for automation and should have a diverse marketplace. It must also provide a supported Operator SDK for developers to build, test and deploy Operators.	Operators help in automating the management and lifecycle of applications and services make it easy to run and manage applications on Container platform.	Please be guided as per RFP
Technical Specification point number 7	Offered storage/Appliance Fiber channel ports shall support connectivity of servers via SAN switches while supporting the both source and Target based de-duplication.	Offered storage/Appliance Fiber channel ports shall support connectivity of servers via SAN switches.	Please refer to addendum..
Object Storage Specifications point Number 8	Kubernetes Integration: CSI driver support for container workloads must be provided.	S3 can be consumed by containers without CSI driver. CSI supports for S3 object storage. As S3 is typically consumed via native APIs and not CSI, <i>So we request PSB authority to consider relaxing this clause or making it applicable only to block/file storage provisioning.</i>	Please refer to addendum. (Clause Deleted)
General, point 2	Should function in an agentless or lightweight agent model	A agent can compromise security plus might take additional resources. So we request to keep it agentless. "The platform should support OS native connection protocol like SSH, winrm and avoid agent based communication methods to save resources"	Please be guided as per RFP

Additional point	Additional point	As automation is an important aspect integrating different elements of infrastructure like hypervisor, OS, applications, NW and Security, vulnerability management and identity management etc which could be multivendor the platform should leverage AI as a maker - checker element for validating and verifying the code and suggest best practices and improvements	Please be guided as per RFP
Additional point	Additional point	The platform should provide wide and agnostic implementation platforms including and not limited to ARM, Power, System Z and LinuxONE architectures to insure futuristic and wide deployment choices	Please be guided as per RFP
Additional Point	Certified Integration	Platform should have certified plugins / predefined and supported integration with major OS vendors, Container Engine vendors, Application and Middleware vendors, ITSM and CMDB vendors, Application and Infrastructure monitoring vendors so that adoption of automation would not be a challenge and troubleshooting will provide support from automation platform as well as automated end point vendor.	Please be guided as per RFP
Additional point	Additional point	As a government regulated stringent policy is implemented industry wide the platform should provide certified plugins / predefined and supported integration with security solutions like IDMs for enterprise wide identity management automation, integration for granular DR automation and data backup and restoration	Please be guided as per RFP
TECHNICAL SPECIFICATIONS point number 4	Proposed storage solution should be offered with minimum 2 controller with minimum 64 CPU cores across controllers and minimum 1024 GB Cache memory on the entire storage Solution. It should scale to at least 2048GB Cache memory and scalable to at least 128 CPU cores by addition of controllers.	Proposed Storage Solution should be offered with minimum 2 controllers with minimum 48 CPU cores across controllers and minimum 256 GB cache memory on the entire storage solution. It should scale to at least 2048 GB cache memory and scalable to at least 128 CPU cores by addition of controllers	Please refer to addendum.

TECHNICAL SPECIFICATIONS point number 8	<p>The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on Industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs .</p> <p>Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the abovementioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption. The capacity to be configured as a single storage pool which should be accessible to both</p>	<p>The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the above-mentioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption.</p>	Please refer to addendum.
Price Bid Table Pt 5	Storage Upgrade - 50TB Usable (without deduplication and compression)	RFP asks 2 options in SAN Storage. The Price Bid only asks the value of 50TB Storage and is missing 300TB Storage	1- 50TB pack is being asked and qunatity is mentioned as 6. So 50TB * 6= 300TB.
Price Bid Table Pt 11	Backup Appliance/Storage - 250TB (Usable without deduplication and compression)	<p>RFP only mentions the Front End capacity and the Backup Policy, while all OEMs have a different calculation to arrive at the capacity to be given for Backup Storage</p> <p>Please clarify how is 250TB arrived at?</p>	Please be guided as per RFP.
EMD (Bid Security)	Rs. 2.50 Crore (INR Two Crore and Twenty-Five Lakh Only)	<p>As per GeM General Terms and Conditions (General Terms and Conditions on GeM 4.0 (Version 1.25) dt 14th July 2025 , Page 19),</p> <p>“v. Sellers / Service Provider having annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s) ” are eligible for EMD exemption.</p> <p>We would like to confirm that our organization has had an annual turnover exceeding ₹500 Crore in each of the past three financial years.</p> <p>Kindly confirm whether we are exempted from submitting the EMD, as per the above clause or if the EMD payment is still mandatory.</p>	Please be guided as per RFP.

Sr no 4	<p>ELIGIBILITY CRITERIA: The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25). The bidder should have positive Net Worth as on 31/03/2025. The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years. SUPPORTING DOCUMENTS TO BE SUBMITTED: Provide CA Certificate mentioning the turnover and net worth for each financial year. and Audited Financial statements (Balance sheet & Profit & Loss statement).</p>	<p>You are requested to amend this clause as below:</p> <p>The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2021-22 2022-23, 2023-24/2024-25). In case the audited financial statement for FY 2024–25 is not available.</p> <p>The bidder should have positive Net Worth as on 31/03/2024 or 31/03/2025.</p> <p>The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years.</p> <p>OR The bidder may submit a Chartered Accountant's certificate for the mentioned financial year, clearly indicating a valid UDIN.</p>	Please refer to addendum.
Sr no 6	<p>ELIGIBILITY CRITERIA: Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.</p>	<p>You are requested to amend this clause as below:</p> <p>Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/RBI/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Financial Institutions/RBI) in India in the last 5 Financial Years. The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.</p>	Please be guided as per RFP.
Sr no 8	Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.	Kindly clarify whether bidders are required to submit a single Purchase Order (PO) copy encompassing all the items mentioned in this clause, or if multiple PO copies may be submitted to collectively cover the specified items.	Multiple PO Copies can be submitted for the spec
	Additional Clause	Bidder should have implemented and managing at least 1 private Cloud setup using sophisticated tools and techniques in any Public Sector Bank in last 5 FY years.	Please be guided as per RFP
Payment Terms Hardware Cost	<p>70% on delivery of Hardware 20% after Hardware implementation and project sign off by the Bank. 10% after conduction of successful DR drill and acceptance by the Bank.</p>	<p>Please help with revised payment terms as this impacts our cash flow and costs. An optional payment terms can be as below:</p> <ol style="list-style-type: none"> 1. 90% on delivery of Hardware 2. 10% after Hardware implementation and project sign off by the Bank. 	Please be guided as per RFP

Payment Terms Software Cost	60% on delivery of Software 15% Hypervisor & Container platform implementation 15% Orchestration and automation implementation 5% after Software implementation and project sign off by the Bank. 5% after conduction of successful DR drill	Please help with revised payment terms as this impacts our cash flow and costs. 1. 90% on delivery of Software 2. 10% after Software implementation and project sign off by the Bank.	Please be guided as per RFP
Payment Terms Hardware Implementation Cost	70% on successful installation & acceptance by the Bank 30% after completion of successful migration from existing platform.	Please help with revised payment terms as this impacts our cash flow and costs. 100% on successful installation & acceptance by the Bank	Please be guided as per RFP
Payment Terms Software Implementation Cost	70% on successful installation & acceptance by the Bank 30% after conduction of successful DR drill	Please help with revised payment terms as this impacts our cash flow and costs. 100% on successful installation & acceptance by the Bank	Please be guided as per RFP
Payment Terms Hardware AMC/ Software ATS	Quarterly in arrears and AMC will commence from the 1st of the next month of the date of completion of the warranty period	Request to modify Annual in Advance payment terms since OEM policy is the same. This will help in - 1. Best Negotiated prices from OEM. 2. Easy to maintain spare parts considering advance notification.	Please be guided as per RFP
Payment Terms FM Charges	Quarterly in arrears upon submission of invoice and after calculating the applicable penalties (subjected to actual deployment of FM resources with prior permission of the Bank and sign-off for the proposed solution)	We are requesting to amend this clause as below Monthly in arrears upon submission of invoice and after calculating the applicable penalties (subjected to actual deployment of FM resources with prior permission of the Bank and sign-off for the proposed solution)	Please be guided as per RFP
Payment Terms OEM Design and Assessment Services	50% on successful submission of Low Level Design (LLD) and acceptance by Bank. 50% post validation of platform and acceptance by Bank.	We are requesting to amend this clause as below 100% on successful submission of Low Level Design (LLD) and acceptance by Bank.	Please be guided as per RFP
General Scope of Work: 21	The sizing requirement for DC and DR will be 1:1. DC site should have additional UAT environment.	Kindly suggest how bidder has to design the UAT environment, can bidder consider UAT environment as minature version of production with all components.	Please be guided as per RFP
General Scope of Work: 66	Bidder has to submit and maintain Software Bill of Material (SBOM) and Cryptography Bill of Material (CBOM) as per guidelines of CERT-In "Technical Guidelines on Software Bill Of Materials (SBOM)" and other regulatory bodies.	As per our understanding, bidder has to submit SBOM, CBOM (SPDX/CycloneDX) shared by OEM for their respective solution. Kindly confirm.	Please be guided as per RFP
Managed Services Scope of Work	Anti-virus scan and anti-virus update on the servers	We understand the supply of server security is not under the scope of this RFP. Kindly confirm	Antivirus solution will be provided by Bank.
Managed Services Scope of Work	Before live implementation / migration of the software solution in production system, the product may be audited by Bank's appointed Software Audit firm / in house team.	We understand that software audit activity is the responsibility of Bank and bidder is any responsible to fix any vulnerabilities / deviation arised during the software audit. Kindly confirm	Yes Audit is responsibility of Bank and bidder is responsible to fix any vulnerabilities / deviation arised during the software audit.

General Scope of Work	<p>2. Existing SAN Storage upgrade / New SAN Storage</p> <p>Option A: Bank has existing Dell EMC Powerstore 1000T (Service Tag: 8ZZ8MX2 and 8ZZ7MX2) and Powerstore 500T (Service Tag: GKZY983 and HKZY983) which needs to be upgraded with additional 100TB each (usable without deduplication and compression) storage at each DC and DR site along with renewal of support services for 5 years from OEM. Bidder has to install and configure both storages (Powerstore 1000T) and to be formatted for reuse in private cloud project and will be managed by Bidder for complete project duration contract.</p> <p>Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage.</p>	<p>OPTION A</p> <p>1. Please confirm our understanding as below:</p> <ul style="list-style-type: none"> - DC: 100 TB upgrade in Powerstore 1000T (Total 200 TB upgrade at DC) -DR: 100 TB upgrade in Powerstore 500T and (Total 200 TB upgrade at DR) <p>2. SOW and SOR upgrade capacity is contradictory, In SOW - 200 TB at each site has been asked whereas in SOR, 50 TB with 3 Qty for each site has been asked. Please help to clarify the exact upgrade details for each existing storage boxes.</p> <p>3. Option A favors one OEM and restricts maximum participation in RFP by other OEMs/Bidders. This RFP clause is propriety for DELL only & that OEM (DELL) will get commercial benefit because of asked storage capacity disparity in OPTION A & B. Moreover existing storage Powerstore 500T & 1000T are entry level obsolete products while new storage asked is with latest technology and not end of life. Existing storage will not match latest performance, Kindly remove option A.</p> <p>4. Please confirm if data of existing VMware platform is residing on Powerstore 1000T and 500T?</p> <ul style="list-style-type: none"> -Please confirm the scope of formatting if existing data is on these boxes. -What is the current capacity of existing boxes? 	Please refer to Addendum.
General Scope of Work	Migration of existing servers to Private cloud platform (P2V and V2V).	<p>Please share the details of existing servers to be migrated.</p> <p>1. From V2V- we understand 600 VMs to be migrated.</p> <p>2. P2V- Please confirm if there is any physical servers that needs to be migrated to proposed platform. If yes, Please help to share the complete details like- Count of Servers, and configuration.</p>	For P2V : It will be a regular operations task not part of initial implementation SLA.

General Scope of Work	2. Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform. The current infrastructure comprises approximately 600 virtual machines across DC and DR.	1. As per our understanding, existing VMware based infrastructure is based on legacy licensing model i.e. Socket based licensing and same needs to aligned with current licensing model. Please confirm. 2. Is vSAN is part of the existing infra? Or the cluster is connected to external storage as mentioned in SOW to Powerstore 1000T and 500T?	1- Yes ,understanding is correct. 2- vSAN is not used in existing infra.Currently the solution is running on Powerstore 500T SAN Storage.
General Scope of Work	5. The proposed Solution shall have unified management and dashboard for provisioning, automation and orchestration of resources. The proposed solution shall be based on Software defined Network and Controller based SAN Storage with No Single Point of failure architecture. There shall be dedicated clusters for MZ, DMZ & Management nodes (if any). The proposed Solution must support Virtualized and Containerized workloads.	Please share the existing Network architecture.	It will be shared with successful bidder.
General Scope of Work	7. Bank expects that the proposed solution architecture should be optimized in terms of cooling, power, and space (preferably 3/4 no. of racks each side) requirements.	1. Please confirm if racks to be provided by PSB? 2. Please share the power cooling and max load per rack. 3. We understand that existing KVM Switch will be utilized for monitoring purpose. Please confirm.	1- Racks will be provided by Bank. 2- Bidder has to submit their rated power & cooling requirements and accordingly Bank will manage the rack space, power and cooling. 3- No.
General Scope of Work	9. The proposed infrastructure at DR site will be replica (except UAT environment) of infrastructure at primary data center. The bidder is required to provide all assistance to bank official for successfully conducting the DR Drills as per bank's IT & BCP policy at least 4 times in a year (but not limited to).	DR site will be exact replica of DC whereas in SOR , you have asked GPU Servers in DC only and Qty of Non-GPU servers is also different for DC and DR. Please help to clarify.	Replica clause is referring to quantity and specification of items where Bank has not mentioned the quantity.
General Scope of Work	10. The proposed solution should integrate the current SOC and Network infra of Bank and be guided with current security framework and tools (specifically SIEM, HIPS, PIM, DAM, WAF, ITSM etc) and future security tools. It is envisaged that Private cloud will be accessed through Bank Intranet as well as over internet by Bank users and external entities. Bank Private Cloud infrastructure will also have direct/API connectivity to other trusted organizations.	Kindly clarify the bidder's scope regarding the new VMs under this clause.	Please be guided as per RFP.

General Scope of Work	11. The Bidder shall integrate the private cloud platform with Bank's monitoring tools for measuring the service levels, performance and utilization of servers, storage etc. for generating periodic reports on utilization of resources as per SLA.	Please share the existing Bank's monitoring tool details.	Please be guided as per RFP.
General Scope of Work	17. Utilization of Hardware resources in cloud environment should be less than 75%. Thereafter selected bidder should apprise/suggest to Bank in advance for resource augmentation.	Please confirm if this clause is for management cluster only, as compute nodes specifications have already been defined in RFP.	Yes, for sizing of management cluster.
	21. The sizing requirement for DC and DR will be 1:1. DC site should have additional UAT environment.	As per SOW, DC and DR will be 1:1. As per Price Bid, Non-GPU Servers at DC is 17 and at DR is 16. GPU Servers are 3 at DC and 0 at dr. Both the statements are contradictory. Please help to clarify the same.	1:1 clause is referring to quantity and specification of items where Bank has not mentioned the quantity.
General Scope of Work	22. After completion of installation the successful bidder will arrange for 5 days training for a group of Twenty (20) people for management & maintenance of private cloud environment in Bank premises.	With respect to this clause, our understanding is scope is only for knowledge transfer of proposed solution. OEM certification is not part of the training scope. Please confirm.	Yes this clause is for training only. (no certification)
General Scope of Work	26. Low Level Design (LLD) for private cloud platform and Backup solution will be done by OEM and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials.	Since the Low-Level Design (LLD), along with overall design and validation activities, have been requested by the OEM, we recommend engaging the OEM's professional services not only for these tasks but also for the broader project implementation. Leveraging their expertise will help ensure alignment with OEM standards and successful delivery. We kindly request you to define the minimum number of OEM man-days required for their professional services.	Please be guided as per RFP.
General Scope of Work	36. There will be separate virtual machines for Web Server (DMZ), Application Server, and Database Server (MZ) etc. and all are in different logical zones/VLAN separated. Accordingly, the connectivity should be established for making them operational. DMZ to MZ or vice versa, traffic will flow via Bank's physical Firewall.	Please share the details of existing network architecture, network zones and VLANs.	Please be guided as per RFP.

General Scope of Work	<p>46. The Private cloud solution must deliver service models such as IaaS (Infrastructure as a Service) and PaaS (Platform as a Service) as defined by NIST (in the service models section of the document SP 800-145). Bank is also in process of adoption of Public Cloud for hosting the Banking applications. Bank will also integrate On-Premise Private Cloud Infrastructure with Cloud Service Provider's (CSP) Public Cloud for moving the workload to the public cloud as and when urgent workload requirement arises. Bidder will provide the necessary software/solution if any, required for moving the workload to CSP's cloud infrastructure and coming back to Bank's On- Premise Private Cloud Infrastructure as and when such requirement arises. Bank may adopt multi-cloud infrastructure for hosting the applications. The solution provided under this RFP must be compatible to perform the above activities with four major CSP's cloud infrastructure i.e. AWS, Azure, Google Cloud and Oracle Cloud.</p>	<p>Kindly confirm or clarify on below understanding. As per the clause,</p> <ul style="list-style-type: none"> - Bank intends to utilize Public Cloud services exclusively for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). Native cloud services or applications are not required. - All costs associated with the provisioning of hyperscaler and connectivity, etc. will be borne by the Bank. 	This clause is for private cloud platform.
General Scope of Work	55. The bidder shall also be able to use online ticket logging system provided by the Bank.	Please share the existing Bank ticket logging system.	It will be shared with successful bidder.
General Scope of Work	78. Proposed solution must support automated cluster deployment, configuration and non-disruptive updates and migration.	Please confirm if we need to define workflows as well.	Yes workflow (if required) has to be defined by bidder.
Project Timelines	Project Timelines	Request you to please revise the timelines as:	
	Project Kickoff , HLD and LLD finalization- 3 Weeks from the date of acceptance of PO	3 Weeks from the date of the acceptance of PO	Please refer to addendum.
	Hardware and Software delivery to all locations- 6 weeks from the date of acceptance of PO	6 weeks from the date of the acceptance of PO	Please refer to addendum.
	Hardware Implementation at DC & DR- 7 Weeks from the date of acceptance of PO	7 weeks from the date of the acceptance of PO	Please refer to addendum.
	Hardware Implementation at DR- 8 weeks from the date of the acceptance of PO	8 weeks from the date of the acceptance of PO	Please refer to addendum.
	Software Implementation at DC- 10 weeks from the date of acceptance of PO	12 weeks from the date of the acceptance of PO	Please refer to addendum.
	validation of platform by OEM- 11 weeks from the date of acceptance of PO	14 weeks from the date of the acceptance of PO	Please refer to addendum.
	Software Implementation at DR- 11 weeks from the date of the acceptance of PO	24 weeks from the date of the acceptance of PO	Please refer to addendum.

	validation of platform by OEM- 12 weeks from the date of the acceptance of PO	25 weeks from the date of the acceptance of PO	Please refer to addendum.
	Closure of Audit, UAT acceptance, Project Sign-off & finalization of SOP Documentation- 15 weeks from the date of acceptance of PO.	30 weeks from the date of the acceptance of PO	Please refer to addendum.
	Migration of existing Virtual Servers from VMware Esxi (DR Site) platform to new Private cloud Platform- 30 Weeks from the date of acceptance of PO	40 Weeks from the date of acceptance of PO	Please be guided as per RFP.
	Migration of existing Virtual Servers from VMware Esxi (DC Site) platform to new Private cloud Platform- 40 weeks from the date of acceptance of PO	50 Weeks from the date of acceptance of PO	Please be guided as per RFP.
Project Timelines	Migration of existing Virtual Servers from VMware Esxi (DR Site) platform to new Private cloud Platform- 30 Weeks from the date of acceptance of PO	It is recommended to execute the migration in a phased approach—initially targeting the migration of the 10–12 most critical virtual machines (VMs). The remaining VMs can subsequently be migrated during the Operations and Maintenance (O&M) phase to	Please be guided as per RFP.
	Migration of existing Virtual Servers from VMware Esxi (DC Site) platform to new Private cloud Platform- 40 weeks from the date of acceptance of PO		Please be guided as per RFP.
Software/Application/Solution Cost with 1-year Support & 4 Years ATS	DC-DR Replication Software per VM	As per SOR, DC-DR replication is required for 250 Critical VMs only, Please confirm.	Please be guided as per RFP.
Software/Application/Solution Cost with 1-year Support & 4 Years ATS	Software defined Firewall for Private Cloud	Software Defined firewall for Private Cloud is required for 384 Cores at each site, i.e. 4 Nodes (Server Type-1) only. Please confirm.	Please be guided as per RFP.
Software/Application/Solution Cost with 1-year Support & 4 Years ATS	Windows Server Licenses- Windows Servers licenses (Datacenter Edition) as per licensing Policy and RFP SoW (for unlimited virtual machines on all compute nodes in environment)	As per our understanding, Windows Server DC Edition Licenses are required for 30 Compute Nodes at DC and 16 Compute Nodes at DR. Please confirm.	Yes for all compute nodes (wherever applicable).
Software/Application/Solution Cost with 1-year Support & 4 Years ATS	Backup Software and Backup Storage	Backup Software is required for 250 TB along with the 250TB Backup Storage frond-end capacity. Please confirm.	Please be guided as per RFP.
General	Network Switches	Please confirm is Network Switches to be provided by PSB. If yes, Please share the below details 1. Existing network Architecture 2. Type of ports available in the existing switches. 3. No. of free ports available. 4. Make/Model of existing Network Switches.	Network switches will be provided by Bank.
General Scope of work	Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage.	New SAN Storage is not mentioned in the price bid sheet/SoR. Please specify.	Please refer to addendum.

General Scope of work	Bidder shall ensure that all supplies (Solutions, Hardware and Software) must not be 'End of Life (EoL)', End of Support (EOS) and 'End-of-Software Support (EoSS)' for the duration of 7 years from the date of delivery of equipment. In case the OEM has not declared the EoL/EoS/EoSS dates for the equipment proposed by the bidder, the bidder has to submit along with the bids a letter of undertaking from the OEM on OEM's Letterhead confirming (a) OEM has not declared the EoL/EoS/EoSS dates for the equipment under reference which shall be on or after the floating date of the RFP, and (b) the equipment shall not be EoL/EoS/EoSS for the entire duration of the contract. However, if for reasons beyond the control of OEM/Bidder, the EoL/EoS/EoSS dates are declared by the OEM during the contract period and if those dates are prior to the date of end of contract period, the bidder has to arrange for the replacement of equipment with equivalent or higher specifications (working in Bank's environment) which will not reach EoL/EoS/ EoSS for the remaining duration of the contract plus two years, at no extra cost to the Bank. This replacement must be completed 6 months prior to the date of EoL/EoS/EoSS of the already supplied.	Hardware products gets updated in every 2-3 years depending upon the availability of the latest CPU/ Compatibility with the latest softwares/ Technologies. So the product may not be available for sales life for 7 Years but the support exists. So we request you to amend the clause keeping support availability for 7 Years without mentioning end of life/ end of sales.	Please refer to Addendum.
RACK SERVER	At least Dual 48 Cores Latest Intel Xeon Gold Series or latest AMD EPYC series with base clock speed of minimum 2.3Ghz upto 3.7 Ghz or better and with 256 MB cache or better with support for DDR-5 5200MT/s (1DPC) memory speed or higher CPU.	Since 48 cores Intel Xeon CPU is not available in Gold series. Request you to change this to Intel Xeon Platinum.	This is minimum requirement however bidder may propose any higher version as per specifications.
RACK SERVER	At least Dual 48 Cores Latest Intel Xeon Gold Series or latest AMD EPYC series with base clock speed of minimum 2.3Ghz upto 3.7 Ghz or better and with 256 MB cache or better with support for DDR-5 5200MT/s (1DPC) memory speed or higher CPU.	Since 48 cores Intel Xeon CPU is not available in Gold series. Request you to change this to Intel Xeon Platinum.	This is minimum requirement however bidder may propose any higher version as per specifications.
RACK SERVER	Minimum 4 Gold standard, hot plug fans	Gold is a specific OEM term. Request you to only mention Minimum 4 hot plug fans	Please refer to addendum.
Backup Solution Specifications	The bidder will also supply backup solution one each at DC and DR site along with disk based backup solution. Proposed hardware for backup solution should not be single point of failure.	The bidder will also supply backup solution one each at DC and DR site along with disk based backup solution. Proposed hardware for backup solution/Server should not be single point of failure and should have redundant Power and Cooling.	Please be guided as per RFP.
Backup Storage	Proposed backup solution with storage should have redundant components, HA mechanism in place to avoid Single Point of Failure and should have minimum of 4x16/32 GB FC ports & 2x32G ports on each controller for Host connectivity. Proposed Backup Solution should have scalability with respect to ports and cache in future.	Since backup appliance is a purpose built appliance and comes readily preconfigured Hence we request to please modify this clause as stated below; Proposed backup solution with storage should have redundant components like power supply, fans, minimum of 4x16/32 GB FC ports & 2x32G ports for host connectivity. Proposed Backup Solution should have scalability with respect to capacity in future.	Please refer to Addendum.
Backup Storage	The disk based backup solution must support global/in-line data duplication using variable block length de-duplication technology.	Depulication & compression is applicable either on source or target, since its already mentioned that deduplication will happen at source level. Hence request to remove this clause.	Please be guided as per RFP.

Object Storage	Offered object storage should be a hardware appliance in which all hardware and software is offered and supported by a single OEM.	To allow wider participation we request to change this clause; Offered object storage should be a hardware appliance/Software defined Object storage in which all hardware and software is offered by a single OEM.	Please be guided as per RFP.
Object Storage	Offered object storage should be with 200TiB usable capacity after data protection, with the capability of scaling 5 petabytes. Storage should be provided with 20% additional space over and above 200TiB usable, 10% for versioning and 10% for drive rebuilds. Storage should be configured with no data loss or data unavailability in the case of both scenarios (a) 4 simultaneous disk failures or	Please confirm the type of disk required for object storage.	Please be guided as per RFP.
Object Storage	Proposed storage should be able to deliver atleast 100000 IOPS (random read/write) with < 5ms latency for small object access.	While considering object storage IOPS are not relevant, hence request to change it Get & Put P/S. The system must demonstrate efficient Time to First Byte (TTFB) response for small objects and support multi-GB/s throughput for large-object streaming. The system should support parallel workloads such as backups, ingest, or replication using standard S3-compatible API calls.	Please refer to Addendum.
Object Storage	Object storage system must support a multi-site active- active architecture where data can span across multiple geographic locations and provide a global namespace with anywhere read and write access. Storage should be able to provide multisite failure tolerance support to enable seamless operation even though two sites are down	Bank has too ensure that For Active-Active RTT between two sites has to below 5 ms	Please be guided as per RFP.
Object Storage	Object Storage shall protect all objects with Erasure Coding without the dependencies of RAID storage. And the erasure coded data should be encoded equally efficiently, regardless of object size. Object metadata should be stored as 2 or more copies, so operations are not hampered due to any rebuild operation on metadata	This is a restrictive clause kindly amend for a wider participation. Object Storage shall protect all objects with Erasure Coding without the dependencies of RAID storage. And the erasure coded data should be encoded equally efficiently. Object metadata should be stored as 2 or more copies, so operations are not hampered due to any rebuild operation on metadata	Please refer to Addendum.

SAN Storage	<p>The proposed array should be an all-NVMe array with active- active multi-controller/node scale-out architecture. The array should be scalable to at-least 8 active-active storage controllers/nodes, Proposed Storage should support non-disruptively upgrades, and proposed storage should support single drive capacity upgrade. The proposed array should support data in place upgrade to higher models of the same storage family. Offered storage controller shall be based upon at-least PCI 4.0 technology.</p>	<p>The asked capacity and slalability can be achieved only with two controller. Where as scalability of controller is been asked for 8 which is restrictive clause. We are requesting to amend the clause as stated below;</p> <p>The proposed array should be an all-NVMe array with active- active multi-controller/node scale-out architecture. The array should be scalable to at-least 4 active-active storage controllers/nodes, Proposed Storage should support non- disruptively upgrades, and proposed storage should support single/Dual drive capacity upgrade. The proposed array should support data in place upgrade to higher models of the same storage family. Offered storage controller shall be based upon at-least PCI 4.0 technology.</p>	Please refer to Addendum.
SAN Storage	<p>The storage must be scalable to at-least 3x usable flash NVMe capacity on the same controllers. The storage should support volume movement within the cluster. Addition of controllers/nodes in the same cluster should not cause any downtime and the system should automatically detect and add new controllers/nodes to the cluster.</p>	<p>The asked functionality is Applicable for Old Legacy Federated Storage where Data need to be moved within the cluster to be accessed by the other nodes in the storage system. The current geneartion modern storage system does not require any data to be moved for allowing access by other controllers in the cluster. hence request to change the clause to "The storage must be scalable to at-least 3x usable flash NVMe capacity on the same controllers. The storage should support volume movement within the cluster. Addition of controllers/nodes in the same cluster should not cause any downtime and the system should automatically detect and add new controllers/nodes to the cluster."</p>	Please be guided as per RFP.

SAN Storage	<p>The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on Industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs . Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the above-mentioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption. The capacity to be configured as a single storage pool which should be accessible to both the controllers simultaneously for Read & Write operations.</p>	<p>As per RFP the asked capacity of 300TiB is without considering deduplication & compression technologies, whereas performance is asked with deduplication & compression turned On. Hence, we are requesting to amend the clause as-stated below;</p> <p>The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on Industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs . Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned OFF. OEM should submit the document / official sizing tool output stating the above- mentioned performance metrics capability of the proposed system. These performance numbers should be delivered before considering the overheads of deduplication, compression and encryption. The capacity to be configured as a single storage pool which should be accessible to both the controllers simultaneously for Read & Write operations</p>	Please refer to Addendum.
SAN Storage	<p>The proposed array must support the latest industry standard (No proprietary) dual ported NVMe TLC drives. Array should support mixing of drives of various sizes in same storage pool.</p>	<p>Intermixing of various sizes of drives in same storage is not recommendate for such a high performance oriented banking application. Hence requesting you to change this clause. The proposed array must support the latest industry standard (No proprietary) dual ported NVMe TLC drives.</p>	Please refer to addendum.
	<p>The proposed array should be proposed with native IP ports for remote replication to DR site with appropriate licenses. If separate FCIP routers are required for replication, then the same should be included in the BOM (Min 2 Nos per site). Proposed storage system should be capable of native storage based Synchronous & asynchronous replication with minimum RPO of 5 minutes.</p>	<p>5 Min RPO is very huge for a bank, in this scenario bank can loose the data of 5 min, since almost all enterprise storage supports Near Zero RPO in Async Replication to minimise the risk and provide a better RPO of 1min, hence request to please change RPO to 1min</p>	Please be guided as per RFP.
SAN Storage	<p>Proposed array should include LUN level priority based QoS (for IOPs and throughput) engine which is easy to manage. Proposed solution should also have functionality so that a volume with a high-performance policy can be configured handle more IOPS than a volume with a medium- performance policy.</p>	<p>QoS parameters should also consider Latency along with IOPs & throughput.</p>	Please be guided as per RFP.

SAN Storage	Proposed storage should include software to create VM consistent point-in-time copies with support for granular data restoration.	<p>Proposed storage should include software to create VM consistent point-in-time copies with support for granular data restoration or Crash Consistant Point-in-time copies.</p> <p>Secondly, We suggest to please ask for Native Ransomware Detection on the proposed Block Storage which is a critical capability asked by most of the Enterprise customers.</p>	Please be guided as per RFP.
Object Storage	Kubernetes Integration: CSI driver support for container workloads must be provided.	Please remove this point. S3 can be consumed by containers without CSI driver.	Please refer to Addendum.
Object Storage	Object Storage shall support protocols like S3, S3A, Swift, NFS, and CIFS and must support multi-access, allowing same data to be accessed simultaneously via 2 or 3 protocols at the same time, eg NFS and S3. Access to the Object storage should not be limited to a single writer at a time.	<p>RFP already includes a separate storage for block & file. There's no particular usecase of nfs/cifs for the given object storage requirement in this RFP.</p> <p>Object Storage shall support protocols like S3 & S3A. Access to the Object Storage should not be limited to a single writer at a time.</p>	Please be guided as per RFP.
SAN Storage	Proposed storage solution should be offered with minimum 2 controller with minimum 64 CPU cores across controllers and minimum 1024 GB Cache memory on the entire storage Solution. It should scale to at least 2048GB Cache memory and scalable to at least 128 CPU cores by addition of controllers,	<p>Request to revise this clause as:</p> <p>Proposed Storage Solution should be offered with minimum 2 controllers with minimum 48 CPU cores across controllers and minimum 256 GB cache memory on the entire storage solution. It should scale to at least 2048 GB cache memory and scalable to at least 128 CPU cores by addition of controllers</p>	Please refer to Addendum.
SAN Storage	The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on Industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs . Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the abovementioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption. The capacity to be configured as a single storage pool which should be accessible to both the controllers simultaneously for Read & Write operations.	The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the above-mentioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption.	Please refer to Addendum.

10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Please clarify the Scope of "Proposed OEM Solution". Is it restricted to Server/HCI OEM or all OEMs involved?	Repeated query.
General Scope of Work	The bidder will also supply backup solution one each at DC and DR site along with purpose built backup storage, tape library, etc. Backup server should be physical on both DC & DR location and it should not be single point of failure.	The bidder will also supply backup solution one each at DC and DR site along with backup storage, tape library, etc. Backup server should be physical on both DC & DR location and it should not be single point of failure.	Please refer to Addendum.
General Scope of Work	Proposed solution should not dependent on any hardware make and model from specific OEM	Contradictory to Pg 32, Point 2. Existing RFP has a dependance on Storage OEM for expansion and AMC and that restricts the bidders/OEMs for a competitive participation.	Please be guided as per RFP.
General Scope of Work	In addition to the indicative hardware procurement, Bank will augment additional hardware, storage space based on Bank's requirement from time to time at a price fixed as per Bill of Material and TCO of this RFP over a period of 2 years. For any future upgrades, Bank will use the price quoted in the Bill of Material as the reference price for arriving at the cost of newly required hardware or software on pro-rata basis and Upgradation will be done by selected bidder/OEM only during contract period.	Please clarify this point.	Please be guided as per RFP.
	For all issues related to installed infrastructure, RCA (Root Cause Analysis) to be provided by the respective OEM within 3 working days. The delay in submission will lead to penalty @ Rs. 2000/day	Please remove this clause. RCA has dependancy on underlying and surrounding factors, hence providing RCA in 3 days in not possible for any OEM	Please be guided as per RFP.
	Offered storage/Appliance Fiber channel ports shall support connectivity of servers via SAN switches while supporting the both source and Target based de-duplication.	Offered storage/Appliance Fiber channel ports shall support connectivity of servers via SAN switches. Backup software level deduplication is required in Point 47, Pg 102. Hence, source and target based deduplication is not required.	Please be guided as per RFP.
General, point 2	Should function in an agentless or lightweight agent model	A agent can compromise security plus might take additional resources. So we request to keep it agentless. "The platform should support OS native connection protocol like SSH, winrm and avoid agent based communication methods to save resources"	Please be guided as per RFP.
Additional point	Additional point	As automation is an important aspect integrating different elements of infrastructure like hypervisor, OS, applications, NW and Security, vulnerability management and identity management etc which could be multivendor the platform should leverage AI as a maker - checker element for validating and verifying the code and suggest best practices and improvements	Please be guided as per RFP.

Additional point	Additional point	The platform should provide wide and agnostic implementation platforms including and not limited to ARM, Power, System Z and LinuxONE architectures to insure futuristic and wide deployment choices	Please be guided as per RFP.
Additional Point	Certified Integration	Platform should have certified plugins / predefined and supported integration with major OS vendors, Container Engine vendors, Application and Middleware vendors, ITSM and CMDB vendors, Application and Infrastructure monitoring vendors so that adoption of automation would not be a challenge and troubleshooting will provide support from automation platform as well as automated end point vendor.	Please be guided as per RFP.
Additional point	Additional point	As a government regulated stringent policy is implemented industry wide the platform should provide certified plugins / predefined and supported integration with security solutions like IDMs for enterprise wide identity management automation, integration for granular DR automation and data backup and restoration	Please be guided as per RFP.
Introduce seperate clauses for Container Platform	The proposed container platform should provide a base operating system image with software collections to build custom containers and should provide updates on base image for software collection updates and vulnerabilities. It must also include OEM tested and supported container base images for unlimited application instance deployments.	These features are required for optimal use of container platform in an organisation	Please be guided as per RFP.
Introduce seperate clauses for Container Platform	The Container platfrom must work in on-premise air-gapped (no internet) environments with no loss of features at all. Functionalities like logging, monitoring, auditing etc must work flawlessly in such disconnected environments.	This is important to meet the regulatory compliance of running the environment securely without exposing it to the outside world on internet.	Please be guided as per RFP.
Introduce seperate clauses for Container Platform	The container platform software shall provide a containerization layer that can sit directly on bare metal server hardware and operating system with no dependency on a virtualization hypervisor for greater reliability and security.	One it will save cost of virtualization layer and second it will provide better performance as it reduces virtualization layer in its requirements.	Please be guided as per RFP.
Introduce seperate clauses for Container Platform	Proposed solution shall include OEM tested and supported container base images for unlimited application instance deployments.	This will help in having the supported container base images for smooth application deployment.	Please be guided as per RFP.
Introduce seperate clauses for Container Platform	The platform shall have inbuilt pre-integrated management, monitoring, observability & container image registry capabilities out of the box. Monitoring/Observability solution must support user applications monitoring in a secure multi-tenant fashion. All the capabilities must work in a standalone disconnected (no internet) cluster without any dependency on any external service.	This is required for complete visibility and that too without need of having any seperate component for Observability.	Please be guided as per RFP.
Introduce seperate clauses for Container Platform	The container platform must have the capability to manage GPU, CPU and memory. It must also be able to utilise GPUs from multiple vendors as well as certified with GPU vendors such as NVIDIA, Intel and AMD etc.	This is important as there are GPUs also mentioned in the RFP so you can manage them also along with CPUs using container Platform as single management layer.	Please be guided as per RFP.

Introduce seperate clauses for Container Platform	Container platform should provide a fully containerized web-IDE to provide IDE-as-a-service i.e. out of the box pre-integrated cloud-native development capabilities using a multi tenant hosted integrated development environment (IDE) tool. This shall enable developers to write code, test and deploy application code using just a secure browser with zero dependencies on local machines.	This will help developers develop container based applications using browser based IDE with no dependency on third party development platforms.	Please be guided as per RFP.
Introduce seperate clauses for Container Platform	The container platform should provide and support the Operator framework and HELM charts for automation and should have a diverse marketplace. It must also provide a supported Operator SDK for developers to build, test and deploy Operators.	Operators help in automating the management and lifecycle of applications and services make it easy to run and manage applications on Container platform.	Please be guided as per RFP.
h) SAN Switches:	The switch should have non-blocking architecture with 56 ports active with 32 G SFP+ modules, switch should also support 64G transceiver for future upgrades.	<p>The switch should Support 96Ports have non-blocking architecture with 64 ports active with 32 G SFP+ modules, switch should also support 64G transceiver for future upgrades.</p> <p>Justification - 2U -SAN Switch with 96 Ports Will provide Future Expandiblity for Ports prgrade and Solution will be scalable, this will provide support up next 7 Years for Future Growth.</p> <p>Price Bid format is ask for 48 Port San Switch request to check on this</p>	Please refer to addendum.
h) SAN Switches:	The switch must support maximum fabric latency of 460 ns including FEC	Request to delete this point as this is OEM specific and only one OEM mentioned the latency in their documents.	Please refer to addendum.
h) SAN Switches:	The switch should be 1U form factor and rack mountable in a standard EIA Rack	<p>The switch should be 1U/2U form factor and rack mountable in a standard EIA Rack</p> <p>Justification - 2U SAN Switch with 96 Ports Will provide Future Expandiblity for Ports prgrade and Solution will be scalable, this will provide support up next 7 Years for Future Growth.</p> <p>Price Bid format is as k for 48 Port San Switch request to check on this</p>	Please refer to Addendum.

General scope of work	Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform. The current infrastructure comprises approximately 600 virtual machines across DC and DR.	<p>This is favoring and biased to one specific hardware OEM who's hardware is existing so request kindly incorporate below options.</p> <p>Commercial of existing hardware infra AMC shouldn't be part of commercial & technical evaluation and PSB should interfere & ensure prices of AMC component should be same to all the bidder from respective OEM without any bias. This will ensure price control of AMC component in Bid and fairness of bid among all the bidders. Also, this AMC should be for 5 years warranty and 7 year support confirmation as per RFP clause on OEM letter head.</p> <p>OR</p> <p>Kindly allow bidder to Refresh the existing component with latest hardware which should integrate, compatible and have under single management domain of proposed new solution.</p>	Please refer to Addendum.
3.10 Service Level Agreement	Both the bidder and OEM will be totally responsible for the maintenance, configuration and fault free operations of supplied infrastructure i.e. hardware, software and its maintenance during the warranty and post warranty (AMC/ATS period) period	<p>Request to change it as "Bidder/ OEM will be responsible for the maintenance, configuration and fault free operations using OEM 24x7 TAC support of supplied infrastructure i.e. hardware, software and its maintenance during the warranty and post warranty (AMC/ATS period) period"</p> <p>OEM professional services is generally considered during design and Implementation phase. Post go live bidder takes care of the maintenance & troubleshooting with the help of OEM 24x7 TAC support. So request kindly change.</p>	Please be guided as per RFP.
C) - SERVER TYPE 1 - RACK SERVER	1.5 TB populated with 64GB RDIMMs 5600MT/s Dual Rank	<p>Request to change with 1.5TB Populated with 96GB RDIMMs x 16 QTY</p> <p>Justification - Intel 6th Gen Latest Generation CPU Support Balance Memory Configuration, Current memory configuration is imbalance which is 64GB RDIMMs x 24 (1.5TB), this as per Intel Guidelines as per memory channels configuration, request change with Balance memory Configuration (96GB x 16 = 1.5Tb RAM)</p>	Please be guided as per RFP.

C) - SERVER TYPE 1 - RACK SERVER	Raid Controller - HW RAID Card with minimum 8GB NV cache, supporting RAID 1, 5, 6, 10.	<p>Request to change with HW RAID Card with minimum 24G Speed with 4GB NV cache, supporting RAID 1, 5, 6, 10.</p> <p>Justification -12G - 8Gb cache is with single vendor old generation Raid controller,</p> <p>Cisco now supports a 24G RAID controller with a 4GB NV cache, representing the latest generation of hardware.</p> <ul style="list-style-type: none"> - This controller offers- Faster performance and cache for running 2 NVMe disks for the operating system. - Interface: 24G /NVMe Support - Support for up to 12+ NVMe disks, ensuring scalability for future expansion 	Please be guided as per RFP.
d) SERVER TYPE 2 - RACK SERVER	1.5 TB populated with 64GB RDIMMs 5600MT/s Dual Rank	<p>Request to change with 1.5TB Populated with 96GB RDIMMs x 16 QTY</p> <p>Justification - Intel 6th Gen Latest Generation CPU Support Balance Memory Configuration , Current memory configuration is imbalance which is 64GB RDIMMs x 24 (1.5TB) , this as per Intel Guidelines as per memory channels configuration, request change with Balance memory Configuration (96GB x 16 = 1.5Tb RAM)</p>	Please be guided as per RFP.
d) SERVER TYPE 2 - RACK SERVER	Raid Controller - HW RAID Card with minimum 8GB NV cache, supporting RAID 1, 5, 6, 10.	<p>Request to change with HW RAID Card with minimum 24g Speed with 4GB NV cache, supporting RAID 1, 5, 6, 10.</p> <p>Justification -12G - 8Gb cache is with single vendor old generation Raid controller,</p> <p>Cisco now supports a 24G RAID controller with a 4GB NV cache, representing the latest generation of hardware.</p> <ul style="list-style-type: none"> - This controller offers- Faster performance and cache for running 2 NVMe disks for the operating system. - Interface: 24G /NVMe Support - Support for up to 12+ NVMe disks, ensuring scalability for future expansion 	Please be guided as per RFP.

e) Server for Management Cluster - RACK SERVER	Raid Controller - HW RAID Card with minimum 8GB NV cache, capable of supporting minimum 22.5Gb/s SAS or higher	<p>Request to change with HW RAID Card with minimum 24g Speed with 4GB NV cache, supporting RAID 1, 5, 6, 10.</p> <p>Justification - 8Gb cache is with single vendor old generation Raid controller,</p> <p>Cisco now supports a 24G RAID controller with a 4GB NV cache, representing the latest generation of hardware.</p> <ul style="list-style-type: none"> - This controller offers- Faster performance and cache for running 4 NVMe disks for the operating system and Data. - Interface: 24G /NVMe Support - Support for up to 12+ NVMe disks, ensuring scalability for future expansion 	Please be guided as per RFP.
e) Server for Management Cluster - RACK SERVER	4x 3.2TB SAS SSD Mix Use, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure	<p>Request to Change with - 4 x 3.2TB NVMe Disk Mix Use or 3X DWPD , Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure</p> <p>Justification -</p> <ul style="list-style-type: none"> - NVMe drives provide significantly higher performance compared to traditional SSDs, resulting in faster data access and improved overall system responsiveness. - Enhanced performance is critical for supporting current and future workloads, ensuring scalability and efficient operations. - The selected NVMe drives (Mix Use or 3X DWPD) offer robust endurance, suitable for both read-intensive and mixed-workload environments 	Please refer to Addendum.
Scope of Work	The proposed solution should integrate the current SOC and Network infra of Bank and be guided with current security framework and tools (specifically SIEM, HIPS, PIM, DAM, WAF, ITSM etc) and future security tools. It is envisaged that Private cloud will be accessed through Bank Intranet as well as over internet by Bank users and external entities. Bank Private Cloud infrastructure will also have direct/API connectivity to other trusted organizations.	Can you share the details about the existing SOC tools and network infra / monitoring tools which have to be integrated.	Details will be shared with sucessful bidder.
Scope of Work	The Bidder shall integrate the private cloud platform with Bank's monitoring tools for measuring the service levels, performance and utilization of servers, storage etc. for generating periodic reports on utilization of resources as per SLA	Please help with details of monitoring tools to be integrated with private cloud platform	Details will be shared with sucessful bidder.

Scope of Work	Hardware Sizing cum technical specifications mentioned in Annexure XII are based on certain calculations and assumptions. These are based on minimum sizing specifications/requirements to be met in response to the RFP. Bidder should make their own calculations, investigations, decisions to size their products/ solutions/services appropriately to meet the requirements of the RFP (such as Redundancy, high throughput, IOPS etc.).	Please add clause to validate hardware and software components compatibility by adding "The bidder should ensure proposed hardware and software components are compatible and supported"	Repeated query.
Scope of Work	Should be able to send e-mail or Mobile –SMS to predefined users for faults and reached threshold value of CPU, RAM and space utilization.	Please confirm if SMS Gateway will be provided for sending SMS to internal users by bank	Repeated query.
Scope of Work	Low Level Design (LLD) for private cloud platform and Backup solution will be done by OEM and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials	Please modify design components to include respective OEM and modify to "Low Level Design (LLD) for private cloud platform and Backup solution will be done by respective OEM (private cloud components , backup , server , storage & object storage) and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials"	Repeated query.
Scope of Work	Open Source Tools: In case of open source, Bidder must submit self-declaration on letter head with authorized signatory that the proposed solution is not community version and support will be provided by bidder via Back lining agreement with OEM / support provider during the contract period.	The use of opensource tool would create a risk to the stability and security of the solution, can you make it mandatory for OEM to provide support directly?	Please be guided as per RFP.
Scope of Work	The bidder shall provide perpetual licenses for all software components asked in this RFP and should be in name of Bank.	All software components are available only as subscription , ask for perpetual should be removed.	Please refer to Addendum.
Annexure X11 , Technical Compliance Sheet (Section -B) , Private Cloud Software Defined network	The solution should enable integration of leading third- party network and security solutions through open architecture and standard APIs. The bidder shall provide a list of ecosystem vendors that integrate with the framework.	Please help with details of current network stack and security solution which has to be integrated with proposed software defined network solution.	Details will be shared with successful bidder.
General Scope of Work:	Bank expects that the proposed solution architecture should be optimized in terms of cooling, power, and space (preferably 3/4 no. of racks each side) requirements.	We request the Bank to kindly share the available power supply per rack at both DC and DR sites. This information is essential for us to optimally design the solution to meet the 3–4 rack requirement while ensuring power and thermal efficiency. Additionally, please confirm whether adequate and aligned rack space is available at both DC and DR—preferably on the same floor or in close proximity—to ensure efficient deployment and cabling.	Repeated Query (Addendum)

General Scope of Work:	The Bidder shall be responsible for design and provisioning of required IT infrastructure, underlying system software and cloud services for deploying and hosting various applications of Bank including DC-DR site.	<p>We request the Bank to kindly confirm the physical locations of the DC and DR sites. Are the sites located at DC – Mumbai and DR – Noida?</p> <p>Additionally, please clarify whether these sites are Bank-owned or hosted in a third-party datacenter. This information is essential for planning logistics, deployment timelines, and resource allocation effectively.</p>	DC is at Airoli Mumbai and DR is at Sector 132 Noida.
General Scope of Work:	The Bidders should consider solution design (HLD & LLD), architecture, licenses, device licenses, storage, backup solution, connectivity, number of ports /segment requirements in Infrastructures/devices, etc. while proposing the Private Cloud Infrastructure as per the requirements of this RFP.	<p>Kindly clarify whether the bidder is expected to provision network ports only for the newly procured hardware as per the Bill of Material (BOM), and whether the existing network infrastructure and port availability at DC and DR sites will be managed and provided by the Bank.</p> <p>This clarification will help us accurately scope the connectivity design and avoid duplication of network provisioning, especially since the core network is assumed to be outside the bidder's scope</p>	Repeated Query
General Scope of Work:	Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform.	<p>Please share the make and model of the existing servers at DC and DR sites., and EOL status?</p> <p>Also please share the existing virtualization license type and AMC/support status ?</p> <p>Are these servers compatible with the latest version of the virtualization platform tools available?</p> <p>If not compatible, should the bidder consider the cost of procuring new 8+8 servers?</p> <p>Kindly add addition line items in financial template for adding cost for upgrading existing VMware set .</p>	Please refer to addendum.

<p>General Scope of Work:</p>	<p>Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform.</p>	<p>Is the bidder expected to provide hardware AMC for all 8+8 servers for the entire 5-year contract duration?</p> <p>What is the current AMC status of the existing 8+8 servers? Please share expiry dates and coverage details.</p> <p>Apart from servers, are there any other components (e.g., storage, networking, backup, monitoring tools) that need to be upgraded or integrated?</p> <p>What will be the role or usage of the existing 8+8 servers post-migration of 600 VMs to new Private Cloud?</p>	<p>Please refer to addendum.</p>
<p>General Scope of Work: - Point 22.</p>	<p>After completion of installation the successful bidder will arrange for 5 days training for a group of Twenty (20) people for management & maintenance of private cloud environment in Bank premises.</p>	<p>We request the Bank to kindly confirm the following:</p> <ul style="list-style-type: none"> -Whether only one training batch of 20 officials is expected to be conducted for continuous 5 days at Bank premises. -Whether the training is to be delivered exclusively by the bidder, or if it can be conducted in collaboration with the OEM, especially for product-specific modules. -Whether the training scope is limited to the virtualization stack within the private cloud environment, or if it includes other components such as orchestration, monitoring, storage, backup, and security. <p>This clarification will help us plan the training content, delivery team, and logistics effectively to meet the Bank's expectations.</p>	<p>Bidder/OEM</p>

ELIGIBILITY CRITERIA Point No 4	The Private cloud solution must deliver service models such as IaaS (Infrastructure as a Service) and PaaS (Platform as a Service) as defined by NIST (in the service models section of the document SP 800-145).	<p>We request the Bank to kindly clarify the specific services expected under the IaaS and PaaS models. As there are multiple types of services under each category, it would be helpful if the Bank could share examples of expected services — such as:</p> <p>Under IaaS: Windows/Linux VM as a service, storage as a service, network as a service, etc. Under PaaS: SQL database as a service, container platform as a service, middleware as a service, etc.</p> <p>Additionally, we request the Bank to kindly share the expected t-shirt size or workload volume for each service type, if available. This will help us size and design the solution more accurately and in line with Bank's expectations.</p>	Please be guided as per RFP.
Managed Services Scope of Work (Indicative)	Security monitoring and investigation - Assess risks on a particular system [OS environment and user needs], monitor network security, monitor denial of service attacks, bad bugs programmed threats, track logins, logouts, command runs.	The RFP BOM does not specify any tools/solutions for security monitoring. Request bank to specify if any security monitoring scope is involved in the RFP. If yes, request to specify scope and desired manpower and to include the same in the commercial BOQ	Bank has security monitoring solution and bidder has to integrate with solution.
Service Level Agreement and Penalty for Operations	Uptime % of application calculated on monthly basis for each solution	<p>Please clarify whether the uptime calculation pertains only to the infrastructure and virtual machines provisioned by the bidder, or if it also includes the application layer, which is not managed by the bidder.</p> <p>As the bidder is responsible for ensuring availability of the underlying infrastructure (VMs, storage, compute), but not for application-level management, we request the Bank to kindly confirm the scope of uptime responsibility under this clause</p>	Please be guided as per RFP.
General Scope of Work	The bidder is required to provide all assistance to bank official for successfully conducting the DR Drills as per bank's IT & BCP policy at least 4 times in a year (but not limited to).	<p>Please confirm whether the execution and governance of DR drills will be led by the Bank's DR team, with the bidder providing technical assistance, or if the bidder is expected to manage and execute the entire DR drill process independently.</p> <p>This clarification will help us plan the scope of involvement, resource allocation, RACI, and coordination with Bank teams effectively</p>	Please be guided as per RFP.

1.15.3.1 Scoring Methodology for Stage A:	To validate the technical compliance points Bidder has to prepare LAB setup in India (preferable in NCR) in their environment with the devices / CI running in bank environment (details provided in RFP) which can demonstrated online/offline.	<p>We request the Bank to kindly clarify whether the demonstration scope in the lab setup can be limited to key components, specifically virtualization technologies and private cloud orchestration features, as these are central to the proposed solution.</p> <p>This will help us focus the lab setup on relevant technologies and ensure a meaningful and efficient demonstration aligned with the Bank's evaluation objectives.</p>	Please be guided as per RFP.
General Scope of Work	The Bidder shall integrate the private cloud platform with Bank's monitoring tools for measuring the service levels, performance and utilization of servers, storage etc. for generating periodic reports on utilization of resources as per SLA.	<p>Please share details of the existing monitoring tool used by the Bank for integration purposes.</p> <p>Additionally, as mentioned on Page 37, "The bidder/OEM should provide single pane of glass for monitoring entire infrastructure", kindly clarify how this requirement aligns with the Bank's existing monitoring setup. Should both tools operate in parallel, or is integration with the Bank's tool sufficient?</p> <p>This will help us design the monitoring architecture appropriately and avoid duplication of effort.</p>	Details will be shared with successful bidder.
General Scope of Work	Private Cloud should be capable of providing Zero RPO by deploying stretched cluster for a metro distance Datacenter Sites.	<p>Kindly elaborate on the requirement for Zero RPO using stretched cluster. As the RFP also mentions an RPO of ≤15 minutes and RTO of ≤1 hour, please confirm whether the Zero RPO requirement is applicable only for specific workloads, or if it is expected across all hosted applications.</p> <p>Additionally, please clarify the distance between DC and DR sites considered as "metro distance" and whether synchronous replication is expected for all components.</p> <p>This will help us design the DR architecture appropriately and align with the Bank's expectations.</p>	Please be guided as per RFP.

General Scope of Work	Any seismic zone separation compliance for DC & DR ?	<p>Please clarify whether the Bank has defined any seismic zone separation criteria for DC and DR sites. Specifically, is there a requirement for the DR site to be located in a different seismic zone than the DC site to ensure geographical risk separation?</p> <p>This information will help us assess risk compliance and plan infrastructure deployment accordingly.</p>	DC and DR location is already shared.
Project Timelines	Kindly confirm how many VM's out of app 600 VM's are related to DR need to be migrated from existing Virtual servers from VMware Esxi to new Private Platform	Kindly define the number of VMs to be migrated separately for Data Center (DC) and Disaster Recovery (DR) environments. This will help in accurate scoping and planning of the migration effort.	Please be guided as per RFP.
	The proposed solution should integrate the current SOC and Network infra of Bank and be guided	kindly clarify whether the customer's existing underlay infrastructure (including on-premise network, firewall components) will be leveraged as part of the proposed cloud solution architecture. If yes please provide details of the existing infrastructure components with models that will be reused.	Please be guided as per RFP.
Service Level Agreement	If any critical component of the entire configuration setup is out of service , then the bidder & OEM shall either immediately replace the defective unit (with new one) or replace it at its own cost or provide a standby, on immediate basis, not more than 4 hours , The bidder should maintain proper inventory of standby components for early resolution of issues.	<p>We request the Bank to kindly consider revising the clause to allow a more practical response time for replacement or standby provisioning.</p> <p>Suggested Revision. The bidder & OEM shall ensure replacement or standby provisioning of any critical component preferably within <u>12 hours</u> , depending on OEM SLA and logistics feasibility. The bidder shall maintain adequate standby inventory to meet these timelines.</p>	Please be guided as per RFP.
(A) . Hardware Cost with 3 Years Warranty	Server Type 1 - Quantity DC 17 , Quantity DR 16	Kindly confirm the rationale behind the difference in quantities between DC and DR sites, given that the DR infrastructure is expected to mirror the DC setup. This clarification is essential for accurate sizing and costing of the proposed solution.	Please be guided as per RFP.

Scoring Methodology for Stage B:	The Bidder is requested to host the evaluation of the POC and the product walk-through at the bidder own development center /Lab.	<p>We would like to propose hosting the POC and product walk-through at the OEM's development center/Lab, which is equipped with advanced infrastructure and specialized resources to deliver a more comprehensive and technically enriched demonstration.</p> <p>Please note, our team is fully capable of hosting the POC independently; however, leveraging the OEM's lab will ensure optimal access to product experts and facilitate a more effective evaluation experience for all stakeholders.</p>	Bidder/OEM Lab.
General Scope of Work	Bidder should facilitate migration of application on the cloud infrastructure, cloud provider will host the application & DBs both at DC and DR. Bank intends to migrate various applications & DB to Private Cloud in phased. However, after full-fledged implementation of private cloud environment, bidder shall be responsible for facilitating the migration of applications.	<p>We request the Bank to kindly elaborate on the bidder's scope of work for application and database migration. Specifically, please clarify whether the bidder is expected to:</p> <ul style="list-style-type: none"> -Support and facilitate the migration in coordination with the Bank's existing application teams, or -Take end-to-end ownership of the migration, including planning, implementation, validation, cutover, and post-migration support. <p>Additionally, we request the Bank to define the key responsibilities, deliverables, and RACI matrix for the migration activities to ensure clear role demarcation and effective execution.</p>	Take end-to-end ownership of the migration, including planning, implementation, validation, cutover, and post-migration support.
General Scope of Work	Bidder should facilitate migration of application on the cloud infrastructure, cloud provider will host the application & DBs both at DC and DR. Bank intends to migrate various applications & DB to Private Cloud in phased. However, after full-fledged implementation of private cloud environment, bidder shall be responsible for facilitating the migration of applications.	<p>Please provide following details with regards to migration workload:</p> <p>a) Virtualization platforms - It is understood that existing platform is on VMware Esxi. Is there any other virtualization layer or VMware only?</p> <p>b) Approximately how many VMs (and their cumulative CPU/RAM/storage) to be migrated across each virtualization platform?</p> <p>c) How many physical servers (and their specs) need P2V conversion?</p>	Please be guided as per RFP.

General Scope of work	The bidder shall also be able to use online ticket logging system provided by the Bank.	<p>We understand that the Bank has an existing team responsible for ticket logging, triaging, and routing activities. Accordingly, we assume that the bidder's team will be responsible for handling tickets routed by the Bank's Level 1 (L1) support team.</p> <p>Kindly confirm if this understanding is correct and elaborate on the bidder's scope of responsibilities across ticket lifecycle stages, including expected SLAs and integration with the Bank's ITSM processes.</p>	Please be guided as per RFP.
Private Cloud Software Specifications	Private cloud software must have native integration with Bank's existing Arcon PAM solution.	<p>We request the Bank to kindly share details of other existing security solutions that are expected to be integrated with the new private cloud infrastructure, in addition to Arcon PAM. Specifically, please provide:</p> <ul style="list-style-type: none"> -Solution names and functionalities (e.g., firewall, endpoint protection, SIEM, etc.). -OEM details of each solution. -Any integration expectations or constraints relevant to the bidder's scope. <p>This will help ensure compatibility, seamless integration, and accurate planning of the security architecture.</p>	Please be guided as per RFP.
Indicative Resource Requirement	Shift Timings are mentioned as "General Shift"	We understand "General Shift" to typically refer to 9:00 AM to 6:00 PM, Monday to Friday, i.e., 5 working days per week. Kindly confirm whether the Bank operates on a 5-day or 6-day working schedule, and whether any weekend or extended support is expected from the bidder under this shift.	Please be guided as per RFP.
Project Timelines	Hardware and Software delivery to all locations - 6 weeks from the date of the acceptance of PO	<p>Based on our discussions with OEMs, the standard delivery timeline for the required hardware is approximately 12 weeks.</p> <p>We kindly request you to consider modifying the delivery timeline from 6 weeks to 12 weeks to align with realistic OEM delivery commitments.</p>	Please be guided as per RFP.
General Scope of Work	The bidder shall provide perpetual licenses for all software components asked in this RFP and should be in name of Bank.	We request the Bank to kindly consider revising this clause to accommodate both perpetual and subscription-based licensing models, depending on the licensing policy of the respective OEMs.	Please refer to addendum.

Payment terms	No clause mentioned for releasing the payments post submission of Invoice	Please include days within which valid invoices will be paid. Proposed clause: "The Purchaser shall pay the service provider (bidder) within 30 days of valid invoices raised. An interest penalty of 1% per month on the Invoice amount will be applicable on delay in payments beyond 30 days post submission of the invoices to the Purchaser."	Please be guided as per RFP.
General Scope of Work	which needs to be upgraded with additional 100TB each (usable without deduplication and compression) storage at each DC and DR site along with renewal of support services for 5 years from OEM	As per the Scope of work 100TB in DC and DR with 5 years renewal is requested but in Hardware Cost excel sheet 150TB additional storage with 3 Years Warranty is requested in DC and DR, please clarify	Please refer to addendum.
General Scope of Work	Option A: Bank has existing Dell EMC Powerstore 1000T (Service Tag:8ZZ8MX2 and 8ZZ7MX2) and Powerstore 500T (Service Tag: GKZY983 and HKZY983) which needs to be upgraded with additional 100TB each (usable without deduplication and compression) storage at each DC and DR site along with renewal of support services for 5 years from OEM. Bidder has to install and configure both storages (Powerstore 1000T) and to be formatted for reuse in private cloud project and will be managed by Bidder for complete project duration contract.	Please let us know whether both the existing storages "Dell EMC Powerstore 1000T (Service Tag:8ZZ8MX2 and 8ZZ7MX2) and Powerstore 500T (Service Tag: GKZY983 and HKZY983)" should be reconfigured and renewed with support service for 5 years	Please be guided as per RFP.
General Scope of Work	Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage.	In case of option A we will have 1100TB in DC and 600TB in DR and in case option B we will have 300TB in DC and DR. Please clarify on the overall storage requirement in DC and DR including data which needs to be migrated	Clarification required from Bidder.
Backup Solution Specifications	The proposed backup software should have intelligence to auto trigger the backup apart from the scheduled ones to adhere the desired Recovery Point Objectives.	Please let us know the backup types which requires auto trigger than scheduled backups. This clarification will help us ensure that the proposed solution aligns with the Bank's RPO strategy and operational expectations.	Please be guided as per RFP.

General Scope of Work	Bidder has to submit and maintain Software Bill of Material (SBOM) and Cryptography Bill of Material (CBOM) as per guidelines of CERT-In 'Technical Guidelines on Software Bill Of Materials (SBOM)' and other regulatory bodies	<p>We kindly request the Bank to clarify the expectations regarding the submission of SBOM (Software Bill of Materials) and CBOM (Component Bill of Materials). As an infrastructure solution provider, we depend on OEMs for software components. We would appreciate your confirmation on the following points:</p> <p>Are SBOM and CBOM required only for software developed by the bidder, or should they also cover OEM-supplied components?</p> <p>Will the Bank provide a specific format or template for these submissions?</p> <p>What is the expected frequency for updating these documents during the contract period?</p> <p>Your clarification will greatly assist us in ensuring full compliance with the Bank's and CERT-In guidelines</p>	Its responsibility of bidder.
Backup Solution Specifications	The proposed backup software must integrate with leading Virtualization OEM's and able to initiate recovery plan execution from virtualization manager platform with a single click and able to support automated boot of protected virtual machines with pre-specified boot sequence.	<p>We request the Bank to kindly confirm whether the backup and boot sequence orchestration is expected to be triggered from the Cloud Management Platform (CMP) or directly from the Virtualization Manager.</p> <p>This clarification will help us align the integration and automation capabilities of the proposed solution with the Bank's operational architecture.</p>	Please be guided as per RFP.

Technical Compliance Sheet	The proposed virtualization software must fully support Oracle, PostgreSQL, MYSQL & Microsoft SQL database. (If required, the bidder must provide a publicly available Oracle & Microsoft SQL document confirming official certification & support for the virtualization software.)	<p>Please clarify the Database technology types, and number of Licenses(Standard, Enterprise) required for each DB type for Oracle and MS SQL Server ?</p> <p>Please clarify if DB licenses will be provided by Bank ? If not, share the number/type of DB licenses need to factored by bidder in cost ?</p> <p>Please clarify if PostgreSQL and MYSQL community editions are required, or we need to procure licensed editions of these databases</p> <p>Request you to please share the high-level volume-metric for Databases</p> <p>Also clarify if Oracle RAC is used for any application ?</p>	Please te guided as per RFP.
Delivery Timeline	Hardware Implementation at DR : 8 weeks from the date of the acceptance of PO	<p>We request the Bank to kindly consider revising the overall project timelines to allow for more practical and effective implementation. For example, the current timeline for Hardware Implementation at DR site (Sr. No. 4) is just 1 week after DC implementation, which may be challenging due to logistics, OEM coordination, and site readiness.</p> <p>Requested Revision: We request extending the overall implementation schedule by 2 to 3 additional weeks, allowing sufficient time for accurate deployment, testing, and validation across both DC and DR sites.</p>	Please refer to addendum.
General Scope of Work	Bidder should facilitate migration of application on the cloud infrastructure, cloud provider will host the application & DBs both at DC and DR. Bank intends to migrate various applications & DB to Private Cloud in phased. However, after full-fledged implementation of private cloud environment, bidder shall be responsible for facilitating the migration of applications.	Please clarify the scope of database level migration for the given database technologies (homogeneous/heterogeneous) and application downtime possibility during DB migration (Offline / Online DB Migration)	Please be guided as per RFP.
Backup Solution Specifications	Tape Library	We request the Bank to kindly confirm whether the offsite tape management (including transportation, storage, and retrieval) will be handled by the Bank's existing team or if the bidder is expected to manage this activity as part of the scope. This clarification will help in defining operational responsibilities and associated resource planning.	Its responsibility of Bidder.

ELIGIBILITY CRITERIA Point No 4	<p>The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25).</p> <p>The bidder should have positive Net Worth as on 31/03/2025.</p> <p>The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years.</p>	<p>Audited Financial Statements for FY 2024-25 will be available post the AGM meeting concluded.</p> <p>Request customer to kindly consider the Audited Financial statements (Balance sheet & Profit & Loss statement) for FY 2021-22, 2022-23 & 2023-24.</p> <p>Request the Bank/Purchaser to kindly amend the clause as follows:</p> <p>The bidder should have a minimum turnover of INR 300 Crore per annum for each of the past 3 financial years (i.e. 2021-22, 2022-23, 2023-24 & 2024-25).</p> <p>The bidder should have positive Net Worth as on 31/03/2025 31/03/2025.</p> <p>The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years.</p>	Please refer to addendum.
ELIGIBILITY CRITERIA Point No 6	<p>Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years.</p> <p>The private cloud experience should be in same tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.</p>	<p>Request the Bank/Purchaser to modify the clause as below,</p> <p>Bidder should have implemented and managing (end to end) at least two private Cloud setup using sophisticated tools and techniques in any scheduled commercial Bank/BFSI/Govt Organization (out of 2 projects, at least 1 project should be in Public Sector Bank) in India in the last 5 Years. The private cloud experience should be in same Similar tool/hypervisor which is proposed by Bidder in this RFP's response. The minimum Work Order value should be of amount INR 60 Crore.</p>	Please be guided as per RFP.
ELIGIBILITY CRITERIA Point No 8	<p>Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Govt./PSU organization.</p>	<p>Request the Bank/Purchaser to kindly amend the clause as ,</p> <p>Bidder must have supplied at least 20 servers, 200TB SAN Storage, 1 Enterprise Backup Solution, 5 Red hat (RHEL) Subscription and 100TB Object storage in past 3 years to any Public Sector Bank /BFSI/Govt./PSU organization.</p>	Please be guided as per RFP.

ELIGIBILITY CRITERIA Point No 10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Request the Bank/Purchaser to kindly amend the clause as , The proposed OEM Private Cloud Solution should be implemented in at least two Govt/BFSI/Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Please refer to addendum.
ELIGIBILITY CRITERIA Point No 10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Request the Bank/Purchaser to kindly confirm against this clause required submission of a document from the OEM or the Bidder.	This clause is for OEM solution specific to private cloud solution.
1.15.3.2 Scoring Methodology for Stage B:	B2: Customer Feedback: The Bidder will provide contact details of two customers, out of which one should be in Public Sector Bank where a proposed solution has been implemented. Bidders are required to submit only those client reference where list of technology stack implemented is similar to the proposed solution. PSB team will be contacting the Bidder's customer over phone / visit / email.	We kindly request the Bank/Purchaser to confirm whether: a) The bidder is required to provide two references where the proposed solution has been implemented, OR b) The bidder is required to provide two references where One reference would be of the proposed solution, and the second reference pertaining to a similar solution implemented.	Please be guided as per RFP.
1.15.3.2 Scoring Methodology for Stage B:	B2: Customer Feedback: The Bidder will provide contact details of two customers, out of which one should be in Public Sector Bank where a proposed solution has been implemented. Bidders are required to submit only those client reference where list of technology stack implemented is similar to the proposed solution. PSB team will be contacting the Bidder's customer over phone / visit / email.	We kindly request the Bank/Purchaser to amend the clause as below: B2: Customer Feedback: The Bidder will provide contact details of two customers, out of which one should be in Public Sector Bank where a proposed Private Cloud solution has been implemented. Bidders are required to submit only those client reference where list of technology stack implemented is similar to the proposed Private Cloud solution. PSB team will be contacting the Bidder's customer over phone / visit / email.	Please be guided as per RFP.

<p>ELIGIBILITY CRITERIA Point No 15</p>	<p>The bidder should not be involved in any litigation which threatens solvency of company.</p> <p>Supporting Document to be submitted: Certificate is to be provided by the chartered accountant /statutory auditor, as per Annexure-X.</p>	<p>We request you to kindly note that, Chartered Accountants or Statutory Auditors are typically authorized to issue certificates pertaining to financial and accounting matters. However, the Litigation Certificate does not fall within the scope of such financial documentation.</p> <p>Hence, we kindly request the Bank/Purchaser to consider permitting the Litigation Certificate to be issued by the Authorized Signatory of the Bidder, in the prescribed format as provided in Annexure-X of the RFP.</p> <p>We kindly request the Bank/Purchaser to Kindly amend the clause as below: Supporting Document to be submitted: Certificate is to be provided by the Authorized Signatory of the Bidder,chartered accountant /statutory auditor, as per Annexure-X.</p>	<p>Please be guided as per RFP.</p>
<p>ANNEXURE - IX Format for Bill of material (BOM)</p>	<p>Masked Bill of Material must be attached in Technical Offer.</p>	<p>We kindly request the Bank/Purchaser to confirm whether it is required to submit the Masked Bill of Material, including Make and Model details extracted from the file 1754044409.xls, on our company letterhead, duly signed and stamped</p>	<p>Yes it is madatory to submit the required document on letter head, signed and stamped..</p>
<p>General Scope of work</p>	<p>Single Management and Orchestration</p>	<p>We request the Bank to kindly share details of the existing management and orchestration layers currently in use. This includes:</p> <ul style="list-style-type: none"> -Names of platforms/tools used for infrastructure, virtualization, and cloud management -Integration expectations with the proposed solution -Any specific APIs, protocols, or OEMs to be considered <p>This will help ensure seamless interoperability and alignment with the Bank's existing operational ecosystem.</p>	<p>Details will be shared with sucessful bidder.</p>

General Scope of work	The Bidder shall be responsible for design and provisioning of required IT infrastructure, underlying system software and cloud services for deploying and hosting various applications of Bank including DC-DR site. The Bidder will examine Bank's application landscape that needs to be hosted on private cloud infrastructure.	<p>We request the Bank to kindly confirm the Current physical locations of the DC and DR data centers and proposed sites where the implementation is planned. Additionally, please share details of the existing network connectivity between the DC and DR sites, including:</p> <ul style="list-style-type: none"> -Bandwidth and latency specifications -Redundancy and failover mechanisms -Any existing MPLS, SD-WAN, or dedicated links <p>This information will help in designing a robust and optimized private cloud architecture aligned with the Bank's operational requirements.</p>	DC is in Airoli , Mumbai while DR site is in Sector 132 Noida.
General Scope of work -point 2	Migration of Physical to Virtual and Virtual to Virtual Servers.	<p>We request the Bank to kindly share the existing High-Level Design (HLD) and detailed inventory of:</p> <ul style="list-style-type: none"> -Physical servers planned for migration -Virtual servers currently hosted on VMware or other platforms -Associated applications and databases mapped to these servers <p>This information will help in accurately assessing the migration scope, planning dependencies, and designing a seamless transition strategy to the private cloud.</p>	Details will be shared with successful bidder.
Point no 16-Hypervisor specifications	Current Private Cloud environment. (OS-Hypervisor-Orchestrator)	<p>We would be grateful if the Bank could kindly share detailed information regarding the current environment.</p> <p>It is our understanding that the environment consists of Windows and RHEL 9 (Linux OS) operating on VMware physical workstations, with Kubernetes/vSphere employed to orchestrate the master and worker nodes.</p> <p>Could you please confirm if this understanding is accurate?</p>	Currently there is no existing private cloud in Bank.
Point 1	Network connectivity to any Public cloud	Kindly confirm, is the new private cloud need to have connectivity to any Public Cloud? If yes, provide details.	Please be guided as per specifications mentioned in RFP.

	<p>Page 129 - Database administration : The Bidder agrees that Bank's private cloud databases of the Bank will be administered as per applicable standards and requirements. The service covers all the databases run on Bank servers at DC and DR by the Bank including but not limited to: "</p>	<p>We understand that Bank's Applications and Databases are owned by BANK IT Staff and respective Bank Application Owners. Hence, the Bank's IT staff should manage the applications, databases, VMs of their respective application. Bidder will provide all support required to manage the underlying infrastructure and private cloud platform. Hence request to delete this clause.</p> <p>Database administration : The Bidder agrees that Bank's private cloud databases of the Bank will be administered as per applicable standards and requirements. The service covers all the databases run on Bank servers at DC and DR by the Bank including but not limited to:</p>	<p>Please be guided as per RFP.</p>
<p>Delays in the Bidder's Performance</p>	<p>The bidder must strictly adhere to the schedule, as specified in the purchase contract/purchase order, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the</p> <p>Bidder will enable Bank to resort to any or both of the following:</p> <ul style="list-style-type: none"> i. Claiming Liquidated Damages ii. Termination of the purchase agreement fully or partly and after claiming complete liquidated damages. iii. Execution of Bid Declaration Form / Invoking EMD or Performance Bank Guarantee only after maximum LD is payable. 	<p>The Bank may first recover Liquidated Damages (LD). Once the maximum LD amount has been recovered, termination shall not be pursued, as adequate compensation for the damages would already have been provided.</p> <p>The Bank may encash the Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG) only up to the value corresponding to the LD amount.</p>	<p>Please be guided as per RFP.</p>

Liquidated Damages	<p>3.4 Liquidated Damages</p> <p>The Bank will consider the inability of the bidder to deliver or install the equipment & provide the services required within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/services) by the bidder.</p> <p>Installation will be treated as incomplete in one / all the following situations:</p> <ul style="list-style-type: none"> • Non-delivery of any component or other services mentioned in the order • Non-delivery of supporting documentation • Delivery / availability, but no installation of the components and/or software • No integration/ Incomplete Integration • Non-Completion of Transition within suggested timeline • System operational, but not as per SLA, Timelines and scope of the RFP. <p>If Bidder fails to deliver/implement any or all application/hardware or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price (Solution and Implementation cost), as liquidated damages, a sum equivalent to 0.5% 5% of the order value for each week of delay till maximum of 10 weeks. If the bidder fails to deliver/implement the same, the Bank may recover the complete cost of undelivered solution. The LD will be charged on order value for the items for which delivery/implementation is delayed. Further, the Bank also reserves the right to cancel the order and execute the Bid Security Declaration /Invoke Performance Guarantees in case of inordinate delays in the delivery/ installation of the equipment. Bank may foreclose the bank guarantee without any notice. In the event of Bank agreeing to extend the date of delivery at the request of successful bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank before the expiry of the original bank guarantee. Failure to do so will</p>	<p>We note that the proposed Penalty/Liquidated Damages (LD) rate is quite high at up to 50%. Under Indian law, only credit card companies are permitted to charge interest rates as high as 48% per annum. We therefore request that the LD/penalty rate be reviewed and aligned with prevailing legal and judicial principles.</p>	Please refer to addendum.
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Order Cancellation	<p>b. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:</p> <ul style="list-style-type: none"> i. Non submission of acceptance of order within 7 days of order. ii. Excessive delay in execution of order placed by the Bank. iii. The selected bidder commits a breach of any of the terms and conditions of the bid. iv. The bidder goes into liquidation voluntarily or otherwise. v. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. vi. The progress made by the selected bidder is found to be unsatisfactory. vii. If deductions on account of liquidated Damages exceeds more than 510% of the total contract price. viii. If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during contracted period. ix. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank. 	Request bank to incorporate the requested change.	Please be guided as per RFP.
Order Cancellation	<p>d. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder. e. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable if for any reason, the contract is cancelled.</p>	<p>We note that this constitutes unliquidated damages, and therefore it would be more appropriate for it to be linked to the agreed Liquidated Damages (LD) mechanism under the contract. This will help ensure that the damages remain reasonable, proportionate, and in line with prevailing legal principles. We also request Bank to provide a 15 day cure period for Bidder to comply with and fulfil its obligation</p>	Please be guided as per RFP.

Audit by Third Party	<p>3.7 Audit by Third Party The selected bidder (Service Provider), if required, has to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank only and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them in relation to the Bank only. All costs for such audit shall be borne by the Bank.</p> <p>Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.</p> <p>The Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.</p>	Request to kindly incorporate the change	Please be guided as per RFP.
Intellectual Property Rights	<p>In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the Vendor(s) shall act expeditiously to extinguish such claim. If the Vendor(s) fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor(s) shall be responsible for the compensation to the claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor(s) of such a claim, if it is made, without delay. The Vendor(s) shall indemnify the Bank against all third-party claims.</p>	Since indemnity is already provided under the Agreement, we request that this provision be omitted to avoid duplication.	Please be guided as per RFP.

Intellectual Property Indemnity & Indemnity against Misuse of License	<p>The selected vendor(s) has to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, arising out of the performance of this contract. The selected vendor(s) shall have to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement or misuse by vendor(s) of, any license issues arising out of the execution of this contract. Service provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted (if allowed) by Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by Service provider unless such person is found to be suitable in such verification and Service Provider shall retain the records of such verification and shall produce the same to the Bank as and when requested.</p>	Foreign patents do not hold validity in India unless the same invention is also patented in India in accordance with Indian patent laws.	Please be guided as per RFP.
Legal Compliance	<p>... The Bank reserves the right to conduct an audit / ongoing audit of the services provided by the bidder to the Bank. The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.</p>	We request that this clause be deleted, as references and credentials for similar projects can be provided directly by us upon request. Obtaining such information independently from other banks or institutions may raise confidentiality concerns and could potentially breach our existing contractual obligations with those clients.	Please be guided as per RFP.
Inspection of Records	<p>4.12 Inspection of Records Subject to receipt of prior written notice, all Vendor(s) records/premises with respect to any matters covered by this Tender alone shall be made available to the Bank or its designees and regulators including RBI, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Vendor(s), provided that the auditors would be permitted to submit their findings to the Bank pertaining to the scope of the work, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities. Such audit shall be conducted within normal working hours of the Vendor(s) and the Bank's auditors shall comply with confidentiality and security requirements as specified by the Vendor(s).</p>	Request bank to incorporate the requested change.	Please be guided as per RFP.

Order Cancellation	C. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.	Order Cancellation clauses are captured under Point A and B of Section 3.5 (Order Cancellation). Request you to kindly delete point C as it is unfair to cancel order without assigning any factual reason The Bidder is going to invest Material, Time and Resources for executing the RFP, and it is not recommended to discontinue service without any reason/ or without proving corrective actions or a scope of remedial.	Please be guided as per RFP.
General Scope of Work	Team should be available on-site and would resolve day-to-day production issues reported in all in applications/DB/OS/ hardware etc. by debugging and analyzing the same.	We understand that the bidder's scope is to supply, implement, and manage the Bank's on-premises Private Cloud infrastructure and platform. The Bank's applications and databases will be owned and managed by the respective application owners and internal IT staff. Therefore, the bidder will not be responsible for application and database support and management services. Accordingly, we kindly request that the clause be modified as follows: "The team should be available on-site to resolve day-to-day production issues related to OS and hardware by debugging and analyzing the reported problems. Support for applications and databases will remain under the responsibility of the Bank's designated teams.	Please be guided as per RFP.
Service Level Agreement and Penalty for Operations	vii. During the warranty period, the penalty will be deducted in quarterly FMS payment. viii. Post warranty period, the penalty will be deducted in quarterly FMS/AMC/ATS payment.	We kindly request the Bank/Purchaser for capping the total penalty applicable for service level deviations to a maximum of 5% of the quarterly recurring charges (QRC) in INR	Please be guided as per RFP.
General Scope of Work	Team should be available on-site and would resolve day-to-day production issues reported in all in applications/DB/OS/ hardware etc. by debugging and analyzing the same.	We kindly request the Bank to confirm whether the bidder is expected to manage the applications, OS, and database. If so, could you please provide the application and database inventory with all relevant details, including volumetrics, type of database, number of instances, OS type, data size, application criticality, underlying programming language, and any other pertinent information?	Please be guided as per RFP.

General Scope of Work	The Bidder will examine Bank's application landscape that needs to be hosted on private cloud infrastructure.	<p>Could you please confirm if the following understanding is correct?</p> <p>The bidder can provision infrastructure services based on the requirements shared by the Bank's application teams. However, application-level analysis to determine infrastructure components and sizing is considered outside the bidder's scope.</p>	Please be guided as per RFP.
Table1: Service Level Agreement and Penalty for Operations	Uptime % of application calculated on monthly basis for each solution.	<p>We kindly request that this section be updated to define the service level for uptime based on infrastructure uptime rather than the overall application uptime.</p> <p>-The bidder's scope is limited to infrastructure services only,</p> <p>-The uptime of an application depends on various factors, including the underlying infrastructure, code quality, system design, and third-party integrations.</p>	Please be guided as per RFP.
General Scope of Work	<p>Operations & Maintenance Services: The Bidder shall be responsible for providing adequate support for proposed private Cloud infrastructure hosted at DC and DR during Contract period. The resources shall manage IT infra supplied by the Bidder. The resources will consist of skilled (preferably certified) for various Private Cloud components. The resources will have to be deployed at Bank premises.</p>	<p>We Kindly request Bank to confirm whether support for the manpower resources to be deployed at both the DC and DR locations should be provided on a shared or dedicated basis.</p> <p>Also are there any more location /Bank offices where resources have to be deployed.</p>	On site resources only.
General Scope of Work	The bidder shall also be able to use online ticket logging system provided by the Bank.	Kindly let us know which ticketing tool is used by the bank? , please share the details	Details will be shared with successful bidder.
Order Cancellation	d. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder. e. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable if for any reason, the contract is cancelled.	<p>Below sentence in the clause needs to be removed because the purpose of Security deposit/Performance Bank guarantee is to safeguard the bank against this risk.</p> <p>In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable if for any reason, the contract is cancelled.</p>	Please be guided as per RFP.

C) - SERVER TYPE 1 - RACK SERVER	1.5 TB populated with 64GB RDIMMs 5600MT/s Dual Rank	<p>Request to change with 1.5TB Populated with 96GB RDIMMs x 16 QTY</p> <p>Justification - Intel 6th Gen Latest Generation CPU Support Balance Memory Configuration , Current memory configuration is imbalance which is 64GB RDIMMs x 24 (1.5TB) , this as per Intel Guidelines as per memory channels configuration , request change with Balance memory Configuration (96GB x 16 = 1.5Tb RAM)</p>	Please be guided as per RFP.
C) - SERVER TYPE 1 - RACK SERVER	Raid Controller - HW RAID Card with minimum 8GB NV cache, supporting RAID 1, 5, 6, 10.	<p>Request to change with HW RAID Card with minimum 24G Speed with 4GB NV cache, supporting RAID 1, 5, 6, 10.</p> <p>Justification -12G - 8Gb cache is with single vendor old generation Raid controller,</p> <p>Cisco now supports a 24G RAID controller with a 4GB NV cache, representing the latest generation of hardware.</p> <ul style="list-style-type: none"> - This controller offers- Faster performance and cache for running 2 NVMe disks for the operating system. - Interface: 24G /NVMe Support - Support for up to 12+ NVMe disks, ensuring scalability for future expansion 	Please be guided as per RFP.
d) SERVER TYPE 2 - RACK SERVER	1.5 TB populated with 64GB RDIMMs 5600MT/s Dual Rank	<p>Request to change with 1.5TB Populated with 96GB RDIMMs x 16 QTY</p> <p>Justification - Intel 6th Gen Latest Generation CPU Support Balance Memory Configuration , Current memory configuration is imbalance which is 64GB RDIMMs x 24 (1.5TB) , this as per Intel Guidelines as per memory channels configuration, request change with Balance memory Configuration (96GB x 16 = 1.5Tb RAM)</p>	Please be guided as per RFP.

d) SERVER TYPE 2 - RACK SERVER	Raid Controller - HW RAID Card with minimum 8GB NV cache, supporting RAID 1, 5, 6, 10.	<p>Request to change with HW RAID Card with minimum 24g Speed with 4GB NV cache, supporting RAID 1, 5, 6, 10.</p> <p>Justification -12G - 8Gb cache is with single vendor old generation Raid controller, Cisco now supports a 24G RAID controller with a 4GB NV cache, representing the latest generation of hardware.</p> <ul style="list-style-type: none"> - This controller offers- Faster performance and cache for running 2 NVMe disks for the operating system. - Interface: 24G /NVMe Support - Support for up to 12+ NVMe disks, ensuring scalability for future expansion 	Please be guided as per RFP.
e) Server for Management Cluster - RACK SERVER	Raid Controller - HW RAID Card with minimum 8GB NV cache, capable of supporting minimum 22.5Gb/s SAS or higher	<p>Request to change with HW RAID Card with minimum 24g Speed with 4GB NV cache, supporting RAID 1, 5, 6, 10.</p> <p>Justification - 8Gb cache is with single vendor old generation Raid controller,</p> <p>Cisco now supports a 24G RAID controller with a 4GB NV cache, representing the latest generation of hardware.</p> <ul style="list-style-type: none"> - This controller offers- Faster performance and cache for running 4 NVMe disks for the operating system and Data. - Interface: 24G /NVMe Support - Support for up to 12+ NVMe disks, ensuring scalability for future expansion 	Please be guided as per RFP.

e) Server for Management Cluster - RACK SERVER	4x 3.2TB SAS SSD Mix Use, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure	<p>Request to Change with - 4 x 3.2TB NVMe Disk Mix Use or 3X DWPD , Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure</p> <p>Justification -</p> <ul style="list-style-type: none"> - NVMe drives provide significantly higher performance compared to traditional SSDs, resulting in faster data access and improved overall system responsiveness. - Enhanced performance is critical for supporting current and future workloads, ensuring scalability and efficient operations. - The selected NVMe drives (Mix Use or 3X DWPD) offer robust endurance, suitable for both read-intensive and mixed-workload environments 	Please refer to addendum.
h) SAN Switches:	The switch should have non-blocking architecture with 56 ports active with 32 G SFP+ modules, switch should also support 64G transceiver for future upgrades.	<p>The switch should Support 96Ports have non-blocking architecture with 64 ports active with 32 G SFP+ modules, switch should also support 64G transceiver for future upgrades.</p> <p>Justification - 2U -SAN Switch with 96 Ports Will provide Future Expandiblity for Ports prgrade and Solution will be scalable, this will provide support up next 7 Years for Future Growth.</p> <p>Price Bid format is ask for 48 Port San Switch request to check on this</p>	Please refer to addendum.
h) SAN Switches:	The switch must support maximum fabric latency of 460 ns including FEC	Request to delete this point as this is OEM specific and only one OEM mentioned the latency in their documents.	Please refer to addendum.
h) SAN Switches:	The switch should be 1U form factor and rack mountable in a standard EIA Rack	<p>The switch should be 1U/2U form factor and rack mountable in a standard EIA Rack</p> <p>Justification - 2U SAN Switch with 96 Ports Will provide Future Expandiblity for Ports prgrade and Solution will be scalable, this will provide support up next 7 Years for Future Growth.</p> <p>Price Bid format is as k for 48 Port San Switch request to check on this</p>	Please refer to addendum.

General scope of work	Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node), including hypervisor, licenses alignment, hardware AMC (wherever applicable) and integration of this legacy and new environment under a single management and orchestration layer with all capabilities of new proposed private cloud platform. The current infrastructure comprises approximately 600 virtual machines across DC and DR.	<p>This is favoring and biased to one specific hardware OEM who's hardware is existing so request kindly incorporate below options.</p> <p>Commercial of existing hardware infra AMC shouldn't be part of commercial & technical evaluation and PSB should interfere & ensure prices of AMC component should be same to all the bidder from respective OEM without any bias. This will ensure price control of AMC component in Bid and fairness of bid among all the bidders. Also, this AMC should be for 5 years warranty and 7 year support confirmation as per RFP clause on OEM letter head.</p> <p>OR</p> <p>Kindly allow bidder to Refresh the existing component with latest hardware which should integrate, compatible and have under single management domain of proposed new solution.</p>	Please refer to addendum.
3.10 Service Level Agreement	Both the bidder and OEM will be totally responsible for the maintenance, configuration and fault free operations of supplied infrastructure i.e. hardware, software and its maintenance during the warranty and post warranty (AMC/ATS period) period	<p>Request to change it as "Bidder/ OEM will be responsible for the maintenance, configuration and fault free operations using OEM 24x7 TAC support of supplied infrastructure i.e. hardware, software and its maintenance during the warranty and post warranty (AMC/ATS period) period"</p> <p>OEM professional services is generally considered during design and Implementation phase. Post go live bidder takes care of the maintenance & troubleshooting with the help of OEM 24x7 TAC support. So request kindly change.</p>	Please be guided as per RFP.
Configured CPU	At least Dual 48 Cores Latest Intel Xeon Gold Series or latest AMD EPYC series with base clock speed of minimum 2.3Ghz upto 3.7 Ghz or better and with 256 MB cache or better with support for DDR-5 5200MT/s (1DPC) memory speed or higher CPU.	At least Dual 48 Cores Intel 5th Gen Xeon Gold Series or latest AMD EPYC 4th Gen series with base clock speed of minimum 2.3Ghz upto 3.7 Ghz or better and with 256 MB cache or better with support for DDR-5 4800MT/s (1DPC) memory speed or higher CPU.	Please be guided as per RFP.
Memory slots	Minimum 32 DDR5 DIMM slots	Minimum 24 DDR5 DIMM slots	Please be guided as per RFP.
Configured CPU	At least Dual 48 Cores Latest Intel Xeon Gold Series or latest AMD EPYC series with base clock speed of minimum 2.3Ghz upto 3.7 Ghz or better and with 256 MB cache or better with support for DDR-5 5200MT/s (1DPC) memory speed or higher CPU.	At least Dual 48 Cores Intel 5th Gen Xeon Gold Series or latest AMD EPYC 4th Gen series with base clock speed of minimum 2.3Ghz upto 3.7 Ghz or better and with 256 MB cache or better with support for DDR-5 4800MT/s (1DPC) memory speed or higher CPU.	Please be guided as per RFP.
Memory slots	Minimum 32 DDR5 DIMM slots	Minimum 24 DDR5 DIMM slots	Please be guided as per RFP.

Configured CPU	At least Dual 32 Cores Latest Intel Xeon Gold Series or latest AMD EPYC series with base clock speed of 2.5 GHz or better and with 60 MB cache or better with support for DDR-5 5200MT/s (1DPC) memory speed or higher. CPU should have launched in or after Q4'2023	At least Dual 32 Cores Latest Intel Xeon Gold Series or latest AMD EPYC series with base clock speed of 2.5 GHz or better and with 60 MB cache or better with support for DDR-5 4800MT/s (1DPC) memory speed or higher.	Please be guided as per RFP.
Memory slots	Minimum 32 DDR5 DIMM slots	Minimum 24 DDR5 DIMM slots	Please be guided as per RFP.
General Scope of work	Existing SAN Storage upgrade / New SAN Storage o Option A: Bank has existing Dell EMC Powerstore 1000T (Service Tag: 8ZZ8MX2 and 8ZZ7MX2) and Powerstore 500T (Service Tag: GKZY983 and HKZY983) which needs to be upgraded with additional 100TB each (usable without deduplication and compression) storage at each DC and DR site along with renewal of support services for 5 years from OEM. Bidder has to install and configure both storages (Powerstore 1000T) and to be formatted for reuse in private cloud project and will be managed by Bidder for complete project duration contract. Or o Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage	In the RFP Option A its been asked that bidder can only updrage capacity of existing SAN Storages with 100 TiB (at each DC and DR site) no performace parameter is been asked. While in option B bidder has to offer a new SAN array with 300 Tib usable (at each DC and DR site) with 500K IOPS on Nvme with PCIe 4.0 scalability upto 900Tib usable. This RFP clause is propreirty for DELL only & that OEM (DELL) will get commercial benefit because ofasked storage capacity disparity in OPTION A & B. Moreover existing storage Powerstore 500T & 1000T are entry level obsolete products while new storage asked is with latest technology and not end of life. Existing storage will not match latest performance, Kindly remove option A.	Please refer to addendum.
General Scope of work	Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage.	New SAN Storage is not mentioned in the price bid sheet/SoR. Please specify.	Please refer to addendum.
General Scope of work	The sizing requirement for DC and DR will be 1:1. DC site should have additional UAT environment.	Quantities of Hardware mentioned in DC and DR are not same as mentioned in the price bid sheet/SoR.	Bidder has to provide the quantity as per BoQ.
General Scope of work	Bidder shall ensure that all supplies (Solutions, Hardware and Software) must not be 'End of Life (EoL)', End of Support (EOS) and 'End-of-Software Support (EoSS)' for the duration of 7 years from the date of delivery of equipment. In case the OEM has not declared the EoL/EoS/EoSS dates for the equipment proposed by the bidder, the bidder has to submit along with the bids a letter of undertaking from the OEM on OEM's Letterhead confirming (a) OEM has not declared the EoL/EoS/EoSS dates for the equipment under reference which shall be on or after the floating date of the RFP, and (b) the equipment shall not be EoL/EoS/EoSS for the entire duration of the contract. However, if for reasons beyond the control of OEM/Bidder, the EoL/EoS/EoSS dates are declared by the OEM during the contract period and if those dates are prior to the date of end of contract period, the bidder has to arrange for the replacement of equipment with equivalent or higher specifications (working in Bank's environment) which will not reach EoL/EoS/ EoSS for the remaining duration of the contract plus two years, at no extra cost to the Bank. This replacement must be completed 6 months prior to the date of EoL/EoS/EoSS of the already supplied.	Hardware products gets updated in every 2-3 years depending upon the availability of the latest CPU/ Compatibility with the latest softwares/ Technologies. So the product may not be available for sales life for 7 Years but the support exists. So we request you to amend the clause keeping support availability for 7 Years without mentioning end of life/ end of sales.	Please refer to addendum.

Delivery Timeline	6 weeks from the date of the acceptance of PO	Processing of PO from bidder , order loading systems also takes sometime , so please add buffer and change this clause to the stated below : 8 weeks from the date of the acceptance of PO	Please refer to addendum.
RACK SERVER	At least Dual 48 Cores Latest Intel Xeon Gold Series or latest AMD EPYC series with base clock speed of minimum 2.3Ghz upto 3.7 Ghz or better and with 256 MB cache or better with support for DDR-5 5200MT/s (1DPC) memory speed or higher CPU.	Since 48 cores Intel Xeon CPU is not available in Gold series. Request you to change this to Intel Xeon Platinum.	This is minimum requirement however bidder may propose any higher version as per specifications.
RACK SERVER	At least Dual 48 Cores Latest Intel Xeon Gold Series or latest AMD EPYC series with base clock speed of minimum 2.3Ghz upto 3.7 Ghz or better and with 256 MB cache or better with support for DDR-5 5200MT/s (1DPC) memory speed or higher CPU.	Since 48 cores Intel Xeon CPU is not available in Gold series. Request you to change this to Intel Xeon Platinum.	This is minimum requirement however bidder may propose any higher version as per specifications.
RACK SERVER	Minimum 4 Gold standard, hot plug fans	Gold is a specific OEM term. Request you to only mention Minimum 4 hot plug fans	Please refer to addendum.
Backup Solution Specifications	The bidder will also supply backup solution one each at DC and DR site along with disk based backup solution. Proposed hardware for backup solution should not be single point of failure.	The bidder will also supply backup solution one each at DC and DR site along with disk based backup solution. Proposed hardware for backup solution/Server should not be single point of failure and should have redundant Power and Cooling.	Please be guided as per RFP.
Backup Storage	Proposed backup solution with storage should have redundant components, HA mechanism in place to avoid Single Point of Failure and should have minimum of 4x16/32 GB FC ports & 2x32G ports on each controller for Host connectivity. Proposed Backup Solution should have scalability with respect to ports and cache in future.	Since backup appliance is a purpose built appliance and comes readily preconfigured Hence we request to please modify this clause as stated below; Proposed backup solution with storage should have redundant components like power supply, fans, minimum of 4x16/32 GB FC ports & 2x32G ports for host connectivity. Proposed Backup Solution should have scalability with respect to capacity in future.	Please refer to addendum.
Backup Storage	The disk based backup solution must support global/in-line data duplication using variable block length de-duplication technology.	Depulication & compression is applicable either on source or target, since its already mentioned that deduplication will happen at source level. Hence request to remove this clause.	Please be guided as per RFP.
Object Storage	Offered object storage should be a hardware appliance in which all hardware and software is offered and supported by a single OEM.	To allow wider participation we request to change this cluase; Offered object storage should be a hardware appliance/Software defined Object storage in which all hardware and software is offered by a single OEM.	Please be guided as per RFP.
Object Storage	Offered object storage should be with 200TiB usable capacity after data protection, with the capability of scaling 5 petabytes. Storage should be provided with 20% additional space over and above 200TiB usable, 10% for versioning and 10% for drive rebuilds. Storage should be configured with no data loss or data unavailability in the case of both scenarios (a) 4 simultaneous disk failures or	Please confirm the type of disk required for object storage.	Please refer to addendum.

Object Storage	Proposed storage should be able to deliver atleast 100000 IOPS (random read/write) with < 5ms latency for small object access.	While considering object storage IOPS are not relevant, hence request to change it Get & Put P/S. The system must demonstrate efficient Time to First Byte (TTFB) response for small objects and support multi-GB/s throughput for large-object streaming. The system should support parallel workloads such as backups, ingest, or replication using standard S3-compatible API calls.	Please refer to addendum.
Object Storage	Object storage system must support a multi-site active- active architecture where data can span across multiple geographic locations and provide a global namespace with anywhere read and write access. Storage should be able to provide multisite failure tolerance support to enable seamless operation even though two sites are down	Bank has too ensure that For Active-Active RTT between two sites has to below 5 ms	Please be guided as per RFP.
Object Storage	Object Storage shall protect all objects with Erasure Coding without the dependencies of RAID storage. And the erasure coded data should be encoded equally efficiently, regardless of object size. Object metadata should be stored as 2 or more copies, so operations are not hampered due to any rebuild operation on metadata	This is a restrictive clause kindly amend for a wider participation. Object Storage shall protect all objects with Erasure Coding without the dependencies of RAID storage. And the erasure coded data should be encoded equally efficiently. Object metadata should be stored as 2 or more copies, so operations are not hampered due to any rebuild operation on metadata	Please refer to addendum.
SAN Storage	The proposed array should be an all-NVMe array with active- active multi-controller/node scale-out architecture. The array should be scalable to at-least 8 active-active storage controllers/nodes, Proposed Storage should support non-disruptively upgrades, and proposed storage should support single drive capacity upgrade. The proposed array should support data in place upgrade to higher models of the same storage family. Offered storage controller shall be based upon at-least PCI 4.0 technology.	The asked capacity and slalability can be achieved only with two controller. Where as scalability of controller is been asked for 8 which is restrictive clause. We are requesting to amend the clause as stated below; The proposed array should be an all-NVMe array with active- active multi-controller/node scale-out architecture. The array should be scalable to at-least 4 active-active storage controllers/nodes, Proposed Storage should support non- disruptively upgrades, and proposed storage should support single/Dual drive capacity upgrade. The proposed array should support data in place upgrade to higher models of the same storage family. Offered storage controller shall be based upon at-least PCI 4.0 technology.	Please refer to addendum.
SAN Storage	The proposed array should be designed with full redundancy across all components at both the hardware and software level enabling the system to have 99.9999% availability.	We understand the Required Storage is going to run Critical workload for the Bank and hence suggest that bank should consider Storage system architecture which is highly resilient and designed for 100% Data Availability Guarantee.	Please be guided as per RFP.

SAN Storage	<p>The storage must be scalable to at-least 3x usable flash NVMe capacity on the same controllers. The storage should support volume movement within the cluster.</p> <p>Addition of controllers/nodes in the same cluster should not cause any downtime and the system should automatically detect and add new controllers/nodes to the cluster.</p>	<p>The asked functionality is Applicable for Old Legacy Federated Storage where Data need to be moved within the cluster to be accessed by the other nodes in the storage system. The current generation modern storage system does not require any data to be moved for allowing access by other controllers in the cluster. hence request to change the clause to "The storage must be scalable to at-least 3x usable flash NVMe capacity on the same controllers. The storage should support volume movement within the cluster. Addition of controllers/nodes in the same cluster should not cause any downtime and the system should automatically detect and add new controllers/nodes to the cluster."</p>	Please be guided as per RFP.
SAN Storage	<p>The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on Industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs . Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the above-mentioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption. The capacity to be configured as a single storage pool which should be accessible to both the controllers simultaneously for Read & Write operations.</p>	<p>As per RFP the asked capacity of 300TiB is without considering deduplication & compression technologies, whereas performance is asked with deduplication & compression turned On. Hence, we are requesting to amend the clause as stated below;</p> <p>The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on Industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs . Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned OFF. OEM should submit the document / official sizing tool output stating the above- mentioned performance metrics capability of the proposed system. These performance numbers should be delivered before considering the overheads of deduplication, compression and encryption. The capacity to be configured as a single storage pool which should be accessible to both the controllers simultaneously for Read & Write operations</p>	Please refer to addendum.

SAN Storage	The proposed array must support the latest industry standard (No proprietary) dual ported NVMe TLC drives. Array should support mixing of drives of various sizes in same storage pool.	Intermixing of various sizes of drives in same storage is not recommendate for such a high performmance oriented banking application. Hence requesting you to change this clause. The proposed array must support the latest industry standard (No proprietary) dual ported NVMe TLC drives.	Please refer to addendum.
	The proposed array should be proposed with native IP ports for remote replication to DR site with appropriate licenses. If separate FCIP routers are required for replication, then the same should be included in the BOM (Min 2 Nos per site).Proposed storage system should be capable of native storage based Synchronous & asynchronous replication with minimum RPO of 5 minutes.	5 Min RPO is very huge for a bank, in this cenario bank can loose the data of 5 min, since almost all enterprise storage supports Near Zero RPO in Async Replication to minimise the risk and provide a bette RPO of 1min, hence request to please change RPO to 1min	Please be guided as per RFP.
SAN Storage	Proposed array should include LUN level priority based QoS (for IOPs and throughput) engine which is easy to manage. Proposed solution should also have functionality so that a volume with a high-performance policy can be configured handle more IOPS than a volume with a medium- performance policy.	QoS parametrs should also consider Latency along with IOPs & throughput.	Please be guided as per RFP.
SAN Storage	Proposed storage should include software to create VM consistent point-in-time copies with support for granular data restoration.	Proposed storage should include software to create VM consistent point-in-time copies with support for granular data restoration or Crash Consistant Point-in-time copies. Secondly, We suggest to please ask for Native Ransomware Detection on the proposed Block Storage which is a critical capability asked by most of the Enterprise customers.	Please refer to addendum.
Scope of Work	The proposed solution should integrate the current SOC and Network infra of Bank and be guided with current security framework and tools (specifically SIEM, HIPS, PIM, DAM, WAF, ITSM etc) and future security tools. It is envisaged that Private cloud will be accessed through Bank Intranet as well as over internet by Bank users and external entities. Bank Private Cloud infrastructure will also have direct/API connectivity to other trusted organizations.	Can you share the details about the existing SOC tools and network infra / monitoring tools which have to be integrated.	Repeated query
Scope of Work	The Bidder shall integrate the private cloud platform with Bank's monitoring tools for measuring the service levels, performance and utilization of servers, storage etc. for generating periodic reports on utilization of resources as per SLA	Please help with details of monitoring tools to be integrated with private cloud platform	Repeated query
Scope of Work	Hardware Sizing cum technical specifications mentioned in Annexure XII are based on certain calculations and assumptions. These are based on minimum sizing specifications/requirements to be met in response to the RFP. Bidder should make their own calculations, investigations, decisions to size their products/ solutions/services appropriately to meet the requirements of the RFP (such as Redundancy, high throughput, IOPS etc.).	Please add clause to validate hardware and software compnnents compatibility by adding "The bidder should ensure proposed hardware and softwarer components are comaptible and supported"	Repeated query
Scope of Work	Should be able to send e-mail or Mobile –SMS to predefined users for faults and reached threshold value of CPU, RAM and space utilization.	Please confirm if SMS Gateway will be provided for sending SMS to internal users by bank	Repeated query

Scope of Work	Low Level Design (LLD) for private cloud platform and Backup solution will be done by OEM and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials	Please modify design components to include respective OEM and modify to "Low Level Design (LLD) for private cloud platform and Backup solution will be done by <i>respective</i> OEM (private cloud components , backup , server , storage & object storage) and post implementation validation and certification by the OEM that the solution has been implemented as per best practices and as per the plan & design provided by them. The bidder need to make necessary arrangement for the same and cost for the same should be considered in proposed commercials"	Repeated query
Scope of Work	Open Source Tools: In case of open source, Bidder must submit self-declaration on letter head with authorized signatory that the proposed solution is not community version and support will be provided by bidder via Back lining agreement with OEM / support provider during the contract period.	The use of opensource tool would create a risk to the stability and security of the solution, can you make it mandatory for OEM to provide support directly?	Repeated query
Scope of Work	The bidder shall provide perpetual licenses for all software components asked in this RFP and should be in name of Bank.	All software components are available only as subscription , ask for perpetual should be removed.	Repeated query
Annexure X11 , Technical Compliance Sheet (Section -B) , Private Cloud Software Defined network	The solution should enable integration of leading third- party network and security solutions through open architecture and standard APIs. The bidder shall provide a list of ecosystem vendors that integrate with the framework.	Please help with details of current network stack and security solution which has to be integrated with proposed software defined network solution.	Repeated query
Page 32, Point 2	Existing SAN Storage upgrade / New SAN Storage Option A: Bank has existing Dell EMC Powerstore 1000T (Service Tag: 8ZZ8MX2 and 8ZZ7MX2) and Powerstore 500T (Service Tag: GKZY983 and HKZY983) which needs to be upgraded with additional 100TB each (usable without deduplication and compression) storage at each DC and DR site along with renewal of support services for 5 years from OEM. Bidder has to install and configure both storages (Powerstore 1000T) and to be formatted for reuse in private cloud project and will be managed by Bidder for complete project duration contract. Or Option B: New SAN Storage of 300TB (usable without deduplication and compression) at each DC and DR site, along with migration of existing Virtual machines to new storage.	Option A needs to be removed	Please refer to addendum.
Page 110, Point 8	Kubernetes Integration: CSI driver support for container workloads must be provided.	Please remove this point.	Please refer to addendum.
Page 110, Point 11	Object Storage shall support protocols like S3, S3A, Swift, NFS, and CIFS and must support multi-access, allowing same data to be accessed simultaneously via 2 or 3 protocols at the same time, eg NFS and S3. Access to the Object storage should not be limited to a single writer at a time.	Object Storage shall support protocols like S3 & S3A. Access to the Object Storage should not be limited to a single writer at a time.	Please be guided as per RFP

Page 115, Point 5	Proposed storage solution should be offered with minimum 2 controller with minimum 64 CPU cores across controllers and minimum 1024 GB Cache memory on the entire storage Solution. It should scale to at least 2048GB Cache memory and scalable to at least 128 CPU cores by addition of controllers,	Proposed Storage Solution should be offered with minimum 2 controllers with minimum 48 CPU cores across controllers and minimum 256 GB cache memory on the entire storage solution. It should scale to at least 2048 GB cache memory and scalable to at least 128 CPU cores by addition of controllers	Please refer to addendum.
Page 115, Point 8	The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on Industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs . Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the abovementioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption. The capacity to be configured as a single storage pool which should be accessible to both the controllers simultaneously for Read & Write operations.	The proposed array should be configured with a usable capacity of minimum 300TiB actual usable capacity (without including deduplication and compression) using All NVMe Drives on industry standard RAID6 and should be able to deliver at least 500K IOPS (8K block size, 80% Read/20% Write) with sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the above-mentioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption.	Please refer to addendum.
Page 28; Point 10	The proposed OEM solution (private cloud) should be implemented in at least two Scheduled Commercial Banks (out of which at least 1 in Public Sector Bank) in India in last 5 years. Solution implemented should be live and running successfully as on date of RFP with minimum 50 nodes.	Please clarify the Scope of "Proposed OEM Solution". Is it restricted to Server/HCI OEM or all OEMs involved?	It is to specific to private cloud solution.
Page 35; Point 33	The bidder will also supply backup solution one each at DC and DR site along with purpose built backup storage, tape library, etc. Backup server should be physical on both DC & DR location and it should not be single point of failure.	The bidder will also supply backup solution one each at DC and DR site along with backup storage, tape library, etc. Backup server should be physical on both DC & DR location and it should not be single point of failure.	Please refer to addendum.
Page 38; Point 59	Proposed solution should not dependent on any hardware make and model from specific OEM	Existing RFP has a dependance on Storage OEM for expansion and AMC and that restricts the bidders/OEMs for a competitive participation.	Please be guided as per RFP
Page 39; Point 67	In addition to the indicative hardware procurement, Bank will augment additional hardware, storage space based on Bank's requirement from time to time at a price fixed as per Bill of Material and TCO of this RFP over a period of 2 years. For any future upgrades, Bank will use the price quoted in the Bill of Material as the reference price for arriving at the cost of newly required hardware or software on pro-rata basis and Upgradation will be done by selected bidder/OEM only during contract period.	Please clarify this point.	Please be guided as per RFP
Page 42; Point 2	Hardware and Software delivery to all locations - 6 weeks from the date of the acceptance of PO	Please amend this as 10 weeks from the date of the acceptance of PO	Please refer to addendum.

Page 42; Point 3	Hardware Implementation at DC & DR - 7 weeks from the date of the acceptance of PO	Please amend this as 12 weeks from the date of the acceptance of PO	Please refer to addendum.
Page 49; Point xv	For all issues related to installed infrastructure, RCA (Root Cause Analysis) to be provided by the respective OEM within 3 working days. The delay in submission will lead to penalty @ Rs. 2000/day	Please remove this clause.	Please be guided as per RFP
Page 106, Point 7	Offered storage/Appliance Fiber channel ports shall support connectivity of servers via SAN switches while supporting the both source and Target based de-duplication.	Offered storage/Appliance Fiber channel ports shall support connectivity of servers via SAN switches.	Please refer to addendum.
Price Bid Table Pt 5	Storage Upgrade - 50TB Usable (without deduplication and compression)	RFP asks 2 options in SAN Storage. The Price Bid only asks the value of 50TB Storage and is missing 300TB Storage	It is 300 TB for both options . Please refer to addendum.
Price Bid Table Pt 11	Backup Appliance/Storage - 250TB (Usable without deduplication and compression)	Please clarify how is 250TB arrived at?	Please be guided as per RFP
Clause#2	Offered object storage should be with 200TiB usable capacity after data protection, with the capability of scaling 5 petabytes. Storage should be provided with 20% additional space over and above 200TiB usable, 10% for versioning and 10% for drive rebuilds. Storage should be configured with no data loss or data unavailability in the case of both scenarios (a) 4 simultaneous disk failures or (b) 1 node failure. A node is defined as the unit of object storage responsible for storing user data (or a portion of it) on itself and erasure coding it.	Architecture of Object storage varies between OEMs and in view of that requesting to change the clause as below , "Offered object storage should be with 200TiB usable capacity after data protection, with the capability of scaling 5 petabytes. Storage should be provided with 20% additional space over and above 200TiB usable, 10% for versioning and 10% for drive rebuilds. Storage should be configured with no data loss or data unavailability in the case of both scenarios (a) 4 simultaneous disk failures or (b) 1 node failure."	Please refer to addendum.
Clause#4	Proposed storage should be able to deliver atleast 100000 IOPS (random read/write) with < 5ms latency for small object access.	IOPS and latency are generally associated with high performance workload serviced by all flash SAN storage. Therefore requesting to change the clause as, "Proposed storage should be able to deliver atleast 100000 IOPS (random read/write) with < 10ms response time for small object acces."	Please refer to addendum.

Clause#5	Object Storage shall scale by dynamically adding additional nodes to system, at the granularity of a single node. The upgrades should be carried out non-disruptively online with support for automated data rebalance across the nodes.	Architecture of Object storage varies between OEMs as we do automated rebalancing of data across disks in storage node and also add access nodes in multiple of two for high availability and performance and so in view of that requesting to change the clause as below , "Object Storage shall scale by dynamically adding additional nodes to system, at the granularity of a single/double node. The upgrades should be carried out non-disruptively online with support for automated data rebalance across the nodes/disks."	Please be guided as per RFP.
Clause#9	The storage must support integration with leading Backup tools such as Commvault, Veeam, Dell Networker etc.	This is OEM specific and so requesting to change the clause as below, "The storage must support integration with leading Backup tools such as Commvault, Veeam/Dell Networker etc"	Please be guided as per RFP.
Clause#19	Object Storage shall support the Amazon S3 interface to store, retrieve and retain record objects including: <ul style="list-style-type: none"> • Set a policy for a Namespace with a retention period that can be applied to an object by using the policy name when storing a record object storage. • Set and extend a retention period for a Bucket which will then be used as one of the means for determining the retention period for all record objects stored by S3 in the Bucket and set a retention period for each record object sent to object storage. • Support for multi – part upload of large files • Ability to fetch only the relevant information out of a given object using S3 select 	Kindly remove the requirement of S3 select and change the clause as below, "Object Storage shall support the Amazon S3 interface to store, retrieve and retain record objects including: <ul style="list-style-type: none"> • Set a policy for a Namespace with a retention period that can be applied to an object by using the policy name when storing a record object storage. • Set and extend a retention period for a Bucket which will then be used as one of the means for determining the retention period for all record objects stored by S3 in the Bucket and set a retention period for each record object sent to object storage. • Support for multi – part upload of large files" 	Please be guided as per RFP.

Clause#24	On disk or node failure, Object Storage shall redistribute exposed data across as many drives and nodes as possible to take advantage of multiple spindles and minimize data exposure.	Again as per clause#3 Architecture of Object storage varies between OEMs as we do automated rebalancing of data across disks in storage node , so requesting to change the clause as below, "On disk or node failure, Object Storage shall redistribute exposed data across as many drives/nodes as possible to take advantage of multiple spindles and minimize data exposure."	Please be guided as per RFP.
Clause#37	Physical load balancers should be considered in case of traditional distributed object storage to ensure the workloads are evenly distributed across the nodes.	Kindly change the clause as below for better economics, "Physical load balancers should be considered in case of traditional distributed object storage to ensure the workloads are evenly distributed across the nodes if required."	Please be guided as per RFP.
Clause#6	The proposed array should support FC, iSCSI, NFS/SMB ,NVMe/TCP,NVMe/FC from day one.	Please help to understand if NFS/SMB are required from day one. If yes, please help with the capacity for NAS out of 300 TB.	Please be guided as per RFP.
Clause#7	The proposed array should be configured with at least 8 x 32Gbps & 8 x 10Gbps optical front-end ports & Proposed storage should have 100GbE backend.	Every storage OEM has different architecture and we uses PCI as the backend by avoiding overheads of adapters like 100 Gbps NIC on top of PCI bus. Therefore requesting to remove the requirement of 100 Gbps backend and change the clause as below, "The proposed array should be configured with at least 8 x 32Gbps & 8 x 10Gbps optical front-end ports."	Please refer to addendum.
Clause#10	The proposed array must support the latest industry standard (No proprietary) dual ported NVMe TLC drives. Array should support mixing of drives of various sizes in same storage pool.	Why should different size disks shall be intermixed in a pool, it is not best practice as it may lead to hot spot therefore we do not allow, but customer can create different pools with different size disks. Therefore, requesting to change the clause as below, "The proposed array must support the latest industry standard (No proprietary) dual ported NVMe TLC drives."	Please refer to addendum.

Clause#11	The proposed array should support enterprise class data services including - Thin Provisioning, Inline Compression & Deduplication, replication. Data reduction must be supported on block and vVol. The data reduction feature should have no performance impact on the storage due to DRR.	Kindly change the clause as below by removing vVol which is not widely adopted and rather data reduction shall be applicable on file workload for maximum efficiency, "The proposed array should support enterprise class data services including - Thin Provisioning, Inline Compression & Deduplication, replication. Data reduction must be supported on block and file. The data reduction feature should have no performance impact on the storage due to DRR."	Please be guided as per RFP.
Clause#23	The proposed array must include SED (or hardware) based Data at Rest Encryption (D@RE) solution to encrypt data on all drives (AES 256 bit) with embedded automated key management. Encryption should seamlessly work with all the storage features and without any performance penalty.	We provide controller based encryption with no performance impact and requesting to change the clause as below for wider participation, "The proposed array must include SED or Controller based Data at Rest Encryption (D@RE) solution to encrypt data on all drives (AES 256 bit) with embedded automated key management. Encryption should seamlessly work with all the storage features and without any performance penalty.	Please be guided as per RFP.
Backup Platform Solution	The proposed backup software must integrate with leading Virtualisation OEM's and able to initiate recovery plan execution from virtualization manager platform with a single click and able to support automated boot of protected virtual machines with pre-specified boot sequence.	The proposed backup software must integrate with leading Virtualisation OEM's and able to initiate recovery plan execution with a single click and able to support automated boot of protected virtual machines with pre-specified boot sequence.	Please refer to addendum.
Database Support	Backup software should be able to protect the databases (online) through online agents enabling granular restores. Backup Major DBs like Oracle, MS SQL, MySQL, Posgres, MongoDB, MariaDB, Sybase, Informix, DB2, Exchange etc. and Applications likes SAP, etc. across wide range of popular Windows / Linux and Unix flavours.	Backup software should be able to protect the databases (online) through online agents enabling granular restores. Backup Major DBs like Oracle, MS SQL, MySQL, Posgres,DB2, Exchange etc. and Applications likes SAP, etc. across wide range of popular Windows / Linux and Unix flavours.	Please be guided as per RFP.
Oracle Support	Should have the ability to take automated backups of Oracle DBs based on the size of the oracle logs and also the number of logs generated and truncate them automatically.	Should Remove this point	Please refer to addendum.

Virtualization / Hypervisor Support	Backup software must support Administrative Consoles which will allow VM administrators to configure, backup and recover their VMs on their own in a multi-tenant infrastructure.	Backup software must support Administrative Consoles which will allow VM administrators to recover their VMs on their own in a multi-tenant infrastructure.	Please be guided as per RFP.
General, point 2	Should function in an agentless or lightweight agent model	A agent can compromise security plus might take additional resources. So we request to keep it agentless. "The platform should support OS native connection protocol like SSH, winrm and avoid agent based communication methods to save resources"	Please be guided as per RFP.
Additional point	Additional point	As automation is an important aspect integrating different elements of infrastructure like hypervisor, OS, applications, NW and Security, vulnerability management and identity management etc which could be multivendor the platform should leverage AI as a maker - checker element for validating and verifying the code and suggest best practices and improvements	Please be guided as per RFP.
Additional point	Additional point	The platform should provide wide and agnostic implementation platforms including and not limited to ARM, Power, System Z and LinuxONE architectures to insure futuristic and wide deployment choices	Please be guided as per RFP.
Additional Point	Certified Integration	Platform should have certified plugins / predefined and supported integration with major OS vendors, Container Engine vendors, Application and Middleware vendors, ITSM and CMDB vendors, Application and Infrastructure monitoring vendors so that adoption of automation would not be a challenge and troubleshooting will provide support from automation platform as well as automated end point vendor.	Please be guided as per RFP.
Additional point	Additional point	As a government regulated stringent policy is implemented industry wide the platform should provide certified plugins / predefined and supported integration with security solutions like IDMs for enterprise wide identity management automation, integration for granular DR automation and data backup and restoration	Please be guided as per RFP.
Introduce separate clauses for Container Platform	The proposed container platform should provide a base operating system image with software collections to build custom containers and should provide updates on base image for software collection updates and vulnerabilities. It must also include OEM tested and supported container base images for unlimited application instance deployments.	These features are required for optimal use of container platform in an organisation	Please be guided as per RFP.

Introduce separate clauses for Container Platform	The Container platform must work in on-premise air-gapped (no internet) environments with no loss of features at all. Functionalities like logging, monitoring, auditing etc must work flawlessly in such disconnected environments.	This is important to meet the regulatory compliance of running the environment securely without exposing it to the outside world on internet.	Please be guided as per RFP.
Introduce separate clauses for Container Platform	The container platform software shall provide a containerization layer that can sit directly on bare metal server hardware and operating system with no dependency on a virtualization hypervisor for greater reliability and security.	One it will save cost of virtualization layer and second it will provide better performance as it reduces virtualization layer in its requirements.	Please be guided as per RFP.
Introduce separate clauses for Container Platform	Proposed solution shall include OEM tested and supported container base images for unlimited application instance deployments.	This will help in having the supported container base images for smooth application deployment.	Please be guided as per RFP.
Introduce separate clauses for Container Platform	The platform shall have inbuilt pre-integrated management, monitoring, observability & container image registry capabilities out of the box. Monitoring/Observability solution must support user applications monitoring in a secure multi-tenant fashion. All the capabilities must work in a standalone disconnected (no internet) cluster without any dependency on any external service.	This is required for complete visibility and that too without need of having any separate component for Observability.	Please be guided as per RFP.
Introduce separate clauses for Container Platform	The container platform must have the capability to manage GPU, CPU and memory. It must also be able to utilise GPUs from multiple vendors as well as certified with GPU vendors such as NVIDIA, Intel and AMD etc.	This is important as there are GPUs also mentioned in the RFP so you can manage them also along with CPUs using container Platform as single management layer.	Please be guided as per RFP.
Introduce separate clauses for Container Platform	Container platform should provide a fully containerized web-IDE to provide IDE-as-a-service i.e. out of the box pre-integrated cloud-native development capabilities using a multi tenant hosted integrated development environment (IDE) tool. This shall enable developers to write code, test and deploy application code using just a secure browser with zero dependencies on local machines.	This will help developers develop container based applications using browser based IDE with no dependency on third party development platforms.	Please be guided as per RFP.
Introduce separate clauses for Container Platform	The container platform should provide and support the Operator framework and HELM charts for automation and should have a diverse marketplace. It must also provide a supported Operator SDK for developers to build, test and deploy Operators.	Operators help in automating the management and lifecycle of applications and services make it easy to run and manage applications on Container platform.	Please be guided as per RFP.
f) Backup Solution Specifications	25. The offered disk based appliance/storage should be sized appropriately for backup of front-end data of 100 TB (60% DBs, Filesystem & VMs 40%) as per below mentioned backup policies:	The offered disk based appliance/VTL should be sized appropriately for backup of front-end data of 250 TB (60% DBs, Filesystem & VMs 40%) with 1% daily change rate and 10% YoY Growth as per below mentioned backup policies:	Please refer to addendum.
f) Backup Solution Specifications	81. Regulatory Compliance The proposed backup solution should comply with CIS Level 1 Security Controls, NIST and STIG	Please delete this clause	Please be guided as per RFP.

g) Backup Storage and Tape Library	<p>Disk Based Storage/Appliance</p> <p>Proposed Backup solution must support a maximum Backup window of 8 Hours or less for taking full Backup of 200 TB front end data to the proposed disk based backup solution with a minimum throughput of 30TB/hr.</p>	<p>Proposed purpose-built backup appliance (PBBA/VTL) must support a maximum Backup window of 8 Hours or less for taking full Backup of 250 TB front end data to the proposed disk based backup solution with a minimum throughput of 70TB/hr. Proposed purpose-built backup appliance should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS, CIFS, FC, OST and NDMP protocols. All the protocols should be available to use concurrently with global deduplication for data ingested across all of them.</p>	Please be guided as per RFP.
g) Backup Storage and Tape Library	<p>Proposed backup solution with storage should have redundant components, HA mechanism in place to avoid Single Point of Failure and should have minimum of 4x16/32 GB FC ports & 2x32G ports on each controller for Host connectivity. Proposed Backup Solution should have scalability with respect to ports and cache in future.</p>	<p>Proposed purpose-built backup appliance (PBBA) should have the ability to perform different backup, restore, replication jobs simultaneously and must support communications and data transfers through 16/32 GB FC, 10/25 SFP & 1/10 Gb ethernet LAN over copper. The Proposed backup appliance should be offered with min. 4 x 10 Gbps NIC, 8 x 10/25Gbps NIC and 8 x 32Gbps FC ports.</p>	Please be guided as per RFP

g) Backup Storage and Tape Library	4. Backup software should be able to provide reliable protection against external cyber threats. This service will prevent backup copies of data from any corruption or ransomware attack.	<p>The offered purpose-built backup appliance must have an inbuilt mechanism to defend the backup data against data integrity issues, it should also have a mechanism that check, validate and repair the backup data residing on the appliance against any corruption without any human intervention.</p> <p>Proposed backup appliance must have data security feature retention lock WORM (Write Once Read Many) and which will ensure that not even system/backup administrator can delete, expire, modify backed up data before expiry of retention period from the backup appliance.</p> <p>OEM & SI must ensure & implement backup solution in such a way that if Backups could be wrongfully expired and eventually deleted by tampered system clocks through a compromised NTP server. In this case, the local system clock would sync up based on the hacked NTP clock. This will minimize the systems clock tampering by an option which allows the security officer to set an allowed limit for the time drift between local clock & NTP server. The proposed purpose-built backup appliance must have security feature which should protect against NTP hacking/compromise in case of Ransomware or Cyber-Attacks.</p>	Please be guided as per RFP.
g) Backup Storage and Tape Library	7. Offered storage/Appliance Fiber channel ports shall support connectivity of servers via SAN switches while supporting the both source and Target based de-duplication	<p>Proposed purpose-built backup appliance should support industry leading backup software like Dell Data Protection Suite, NetBackup, Commvault, NetVault and Data Protector, etc. and should support deduplication at host / application level so that only changed blocks travel through network to backup device. The WORM functionality of the PBBA must be integrated with Backup Software using secure OST protocol and open protocol like NFS and CIFS and SAN Storage LUN mapping must not be used.</p>	Please be guided as per RFP.

g) Backup Storage and Tape Library	5. The disk based backup solution must support global/in-line data duplication using variable block length de-duplication technology.	The proposed backup solution must provide efficient data reduction by using variable block length deduplication at the source as well as target side. Proposed purpose-built backup appliance should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS, CIFS, FC, OST and NDMP protocols. All the protocols should be available to use concurrently with global deduplication for data ingested across all of them.	Please be guided as per RFP.
g) Backup Storage and Tape Library	Additonal Point	Proposed disk appliance should be offered with battery backed up RAM / NVRAM for protection against data loss in power failure scenario and continuous automated file system check to ensure data integrity. It must also protect against loss of data in case of power failure, hardware, and software crashes scenario.	Please be guided as per RFP.
g) Backup Storage and Tape Library	Additonal Point	The proposed appliance must provide verification of the Metadata and actual data of the file with strong Checksum Mechanism	Please be guided as per RFP.
g) Backup Storage and Tape Library	Additonal Point	All file system data and Metadata must be verified continuously even if parts of the file system are never accessed for reads (Automated Data Scrubbing Process)	Please be guided as per RFP.
g) Backup Storage and Tape Library	Additonal Point	Any modification or new data must not modify existing data blocks to prevent possibility of corruption. Any new or modified content must be written to new blocks	Please be guided as per RFP.
g) Backup Storage and Tape Library	Additonal Point	The appliance should be configured with all the licenses backup and replication necessary for the above functionalities	Please be guided as per RFP.
g) Backup Storage and Tape Library	Additonal Point	PBBA / VTL Appliance should support High Availability of multiple components like Controller, CPU, FAN, backup storage, network and FC ports etc. without single point of failure for any component	Please be guided as per RFP.
g) Backup Storage and Tape Library	Additonal Point	The solution must support WORM or equivalent of highest standard and meet all statutory compliance requirements. Once the retention policy is enabled/defined the proposed system must not allow deletion/modification of backed up data to protect it against destructive ransomware	Please be guided as per RFP.
g) Backup Storage and Tape Library	Additonal Point	Must support min 256-bit AES encryption for all devices including VTL, OST, NFS & CIFS, etc.,	Please be guided as per RFP.

g) Backup Storage and Tape Library	Additional Point	Offered purpose built backup appliance must be able to integrate with PSB's existing backup software i.e., Dell Data Protection Suite.	Please be guided as per RFP.
i) Object Storage	4. Proposed storage should be able to deliver at least 100000 IOPS (random read/write) with < 5ms latency for small object access	Please delete this clause	Please refer to addendum.
i) Object Storage	8. Kubernetes Integration: CSI driver support for container workloads must be provided	Please delete this clause	Please refer to addendum.
i) Object Storage	36. Air gapped or immutable storage tier capability must be supported for backup copies or ransomware protection. The solution must provide secure isolation of such data from primary access pathways	36. Air gapped or immutable data capability must be supported for backup copies or ransomware protection. The solution must provide secure isolation of air gapped data from primary access pathways	Please be guided as per RFP.
	37. Physical load balancers should be considered in case of traditional distributed object storage to ensure the workloads are evenly distributed across the nodes.	37. Physical load balancers should be considered in case of traditional distributed object storage to ensure the workloads are evenly distributed across the nodes. Any offered load balancer/gateway/ access nodes must offer both local and global load balancing (GSLB)	Please be guided as per RFP.
General Scope of Work	Windows (datacenter editions) Licenses: 100 % of the HW resource (total core) used (Out of these licenses 10% of licenses with software assurance support & will be used for critical VMs)	Kindly delete the line - "(Out of these licenses 10% of licenses with software assurance support & will be used for critical VMs)"	Please refer to addendum.
General Scope of Work	RHEL Subscriptions Licenses: (100 % of the HW resource (total core) (out of these licenses 100% of licenses with premium support at DC site and with standard support at DR site).	Kindly delete the line - "(Out of these licenses 10% of licenses with software assurance support & will be used for critical VMs)"	Please be guided as per RFP as such no clause in RFP.
General Scope of Work	Upgrade of the existing VMware-based infrastructure (8 node each at DC and DR site, 2*26 CPU Core per node),	Kindly provide the service tag no. for the same	Please refer to addendum.
General Scope of Work	Utilization of Hardware resources in cloud environment should be less than 75%. Thereafter selected bidder should apprise/suggest to Bank in advance for resource augmentation	This clause needs to be deleted	Please be guided as per RFP.
General Scope of Work	Bidder shall ensure that all supplies (Solutions, Hardware and Software) must not be 'End of Life (EoL)', End of Support (EOS) and 'End-of-Software Support (EoSS)' for the duration of 7 years from the date of delivery of equipment	Pls change the clause to -"Bidder shall ensure that all supplies (Solutions, Hardware and Software) must not be ' End of Life (EoL) ', End of Support (EOS) and 'End-of-Software Support (EoSS)' for the duration of 7 years from the date of delivery of equipment"	Please refer to addendum.
General Scope of Work	Bidder has to carryout hardening of OS (Operating System), patch management activity and other configuration on OS, private cloud and its related software, etc., (which is provided under this RFP) as per the requirement of the bank or VAPT Observations / audit of the bank during the warranty/AMC/ATS period as per Bank's requirement at no additional cost to the Bank.	Kindly provide the parameters of OS hardening else we will include standard parameters	Details will be shared with successful bidder.

Terms and Conditions	The selected bidder shall not subcontract or permit anyone to perform any of the work,service or other performance required under the contract.	The selected OEM or bidder shall not subcontract, assign, or permit any third party to perform any portion of the work, services, or other obligations required under the contract without the prior written consent of the contracting authority.	Please be guided as per RFP
General Scope of Work	The bidder shall provide perpetual licenses for all software components asked in this RFP and should be in name of Bank.	Kindly change the clause to - "The bidder shall provide perpetual licenses for all software components asked in this RFP and should be in name of Bank."	Please refer to addendum.
General Scope of Work	In addition to the indicative hardware procurement, Bank will augment additional hardware, storage space based on Bank's requirement from time to time at a price fixed as per Bill of Material and TCO of this RFP over a period of 2 years. For any future upgrades, Bank will use the price quoted in the Bill of Material as the reference price for arriving at the cost of newly required hardware or software on pro-rata basis and Upgradation will be done by selected bidder/OEM only during contract period	Kindly change the clause to - "In addition to the indicative hardware procurement, Bank will augment additional hardware, storage space based on Bank's requirement from time to time at a price fixed as per Bill of Material and TCO of this RFP over a period of 2 years 6 months. For any future upgrades, Bank will use the price quoted in the Bill of Material as the reference price for arriving at the cost of newly required hardware or software on pro-rata basis and Upgradation will be done by selected bidder/OEM only during contract period"	Please be guided as per RFP.
SERVER TYPE 1 - RACK SERVER - Disks supported	Scalable Upto 12 SSD,NVMe drives	Kindly change it to - "Scalable Upto 12 8 SSD ,NVMe drives"	Please refer to addendum.
SERVER TYPE 1 - RACK SERVER - Disks configured	Drives 2 x 1.92TB SSD for OS in RAID1, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure	Kindly change it to - "Drives 2 x 1.92TB SSD NVMe for OS in RAID1, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure	Please refer to addendum.
SERVER TYPE 1 - RACK SERVER - I/O slots	Server should support minimum four PCI-Express 5.0 X16 slots.	Kindly amend this clause to - "Server should support minimum four PCI-Express 5.0 X16 slots."	Please refer to addendum.
SERVER TYPE 1 - RACK SERVER - Warranty and Support	5 Years, 24*7 support with 4 Hour Onsite response	Kindly amend this clause to - "5 Years, 24*7 support with 4 Hour Onsite response with 6 Hr CTR support"	Please refer to addendum.
SERVER TYPE 2 - RACK SERVER - Disks supported	Scalable Upto 12 SSD,NVMe drives	Kindly change it to - "Scalable Upto 12 8 SSD ,NVMe drives"	Please refer to addendum.
SERVER TYPE 2 - RACK SERVER - Disks configured	Drives 2 x 1.92TB SSD for OS in RAID1, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure	Kindly change it to - "Drives 2 x 1.92TB SSD NVMe for OS in RAID1, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure	Please refer to addendum.
SERVER TYPE 2 - RACK SERVER - I/O slots	Server should support minimum four PCI-Express 5.0 X16 slots.	Kindly amend this clause to - "Server should support minimum four PCI-Express 5.0 X16 slots."	Please refer to addendum.
SERVER TYPE 2 - RACK SERVER - Warranty and Support	5 Years, 24*7 support with 4 Hour Onsite response	Kindly amend this clause to - "5 Years, 24*7 support with 4 Hour Onsite response with 6 Hr CTR support"	Please refer to addendum.
Server for Management Cluster - RACK SERVER - Disks supported	Up to 10 x 2.5" SAS/SATA	Kindly amend this clause to - Up to 8 x 2.5" NVMe	Please refer to addendum.

Server for Management Cluster - RACK SERVER - Disks configured	4x 3.2TB SAS SSD Mix Use, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure	Kindly amend this clause to - "4x 3.84TB NVMe, Hot Plug or higher. Bank will not return the defective disk(s) in case of disk failure"	Please refer to addendum.
Server for Management Cluster - RACK SERVER - I/O slots	Server should support upto eight PCIExpress 5.0 x16 slots.	Kindly amend this clause to - "Server should support minimum four PCI-Express 5.0 x16 slots."	Please refer to addendum.
Server for Management Cluster - RACK SERVER - Fans	Minimum 4 Gold standard, hot plug fans	Minimum 4 Gold standard, hot plug fans	Please refer to addendum.
Server for Management Cluster - RACK SERVER - Warranty and Support	5 Years, 24*7 support with 4 Hour Onsite response	Kindly amend this clause to - "5 Years, 24*7 support with 4 Hour Onsite response with 6 Hr CTR support"	Please refer to addendum.
Object Storage - Point No. 37	Physical load balancers should be considered in case of traditional distributed object storage to ensure the workloads are evenly distributed across the nodes.	Physical / Virtual load balancers should be considered in case of traditional distributed object storage to ensure the workloads are evenly distributed across the nodes.	Please be guided as per RFP.
General Query		Please share the excel soft copy of technical compliance as it is very exhaustive and cant be copied from PDF Tender	Please be guided as per RFP.