RESPONSES TO CONSOLIDATED QUERIES

RFP NO. SBI/EPAY/RFP/ 649 DATED : 20/09/2019: PROCUREMENT OF HARDWARE, SOFTWARE AND SERVICES (INSTALLATION, COMMISSIONING, MIGRATION AND MAINTENANCE) FOR SBIEPAY APPLICATION SETUP

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
1	80	Annexure-A : (B) Detailed Specifications of Application Servers: 15 Licensing	The bidder must give certificate of assurance for supply of proposed server over a period of next Six (6) years and end-of-life support for period of seven (7) years shall be submitted on OEM letter head duly signed by authorized signatory.	Please confirm Banks is looking for "certificate of assurance for supply of proposed server over a period of next 5 or 6 years"?	Refer corrigendum
2	64	1.1.9	Backup Software Solution should support Full/Incremental/Differential backup having capability of taking backups on LTO Tape Drives tape libraries at Primary site (DC) and Disaster Recovery site (DR). Backup Software solution should also support	This requirement can be achived with software other than veritas. Other backup software can give much more better functionality than requested. Request you to allow to quote backup software compliying to required features. Old backup data can be kept as legacy data & same can be access / restored as & when required.	No change
3	61	6. Tape Library (Production):	(6.3) Specification of Licenses for Veritas NetBackup Software Solution (Tape library) at DR and DC sites each:	Request you to remove named backup software. This will not help to bank for better price discovery as we are asking for named product	No change
4	8	1. INVITATION TO BID:	vi. - The proposed product must integrate with Bank's existing infrastructure seamlessly.	It is requested for bank to confirm that all the existing versions of softwares mentioned in the RFP are currently supported by the respective OEMs and Bank has taken the necessary support from them for the new infrastructure to integrate seamlessly.	Refer corrigendum
5	8	1. INVITATION TO BID:	4.1.1 Supply, installation, testing, commissioning, migration of data from old setup to new setup and maintenance of Hardware Software and services for SBIePay Infra upgrade with three years warranty & Annual Maintenance for 3 years after warranty period, at the locations specified in this document.	It is requested for bank to confirm the scope of is only for the supplied hardware and software. For any existing application, bank will provide the required installation and migration services through the respective service provider who is currently supporting the application.	Refer corrigendum
6	57	Section 1.2, subsection 4	Technical Specification for each Production Database Server: - Hard Disk Drives - Boot from SAN with RAID 1+0	We understand the SAN Boot capacity is required to be configured on the required 150 TB Enterprise class SAN storage array in addition to the required capacity. Please confirm.	Refer corrigendum
7	57	Section 1.2, subsection 4	IBM - Total Memory - 24 GB/Core Oracle - Total Memory - 16 GB/Core	We request SBI to consider asking for 16GB/Core for IBM servers also. With current RFP ask, IBM will end up giving 160GB more RAM per server per location.	Refer corrigendum
8	58	Section 2.2	(2.2) Technical Specification for each Application Server (Production and UAT): IBM - Total no. of cores - 46	IBM doesn't have any dual processor server with 46 cores to fullfill the requirement of 352 Cores, hence we are not able to qualify in the required specifications. Also, since the App layer is a scale out layer, we can provide IBM dual socket scale out servers which provides 20 cores across 2 processors and in place of 8 servers, we will be able to provide the required cores across 18 servers. It is requested to please accept the request for IBM to qualify in the RFP	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
9	58	Section 2.2, subsection 4	IBM - Total Memory - 24 GB/Core Oracle - Total Memory - 16 GB/Core	We request SBI to consider asking for 16GB/Core for IBM servers also. With current RFP ask, IBM will end up giving 256GB more RAM per location.	Refer corrigendum
10	58	Section 2.2	(2.2) Technical Specification for each Application Server (Production and UAT): IBM - Hard Disk Drives - 8x6.3 TB Full Flash SSD configured on RAID 1+0 with hardware RAID controller.	The SAN Storage asked in the RFP is 150 TB for data whereas for application landscape, 8 x 6.3 TB drives will provide 50TB RAW capacity per server and a total capacity of 400 TB RAW (200TB usable post RAID 10) across 8 servers. The capacity ask of 200 TB usable for application servers where only OS, application binaries and SWAP space needs to be on the higher side. Request you to please relook at the capacity requirement for optimization.	Refer corrigendum
11	58	Section 2.2	(2.2) Technical Specification for each Application Server (Production and UAT): Network ports - 4* 4-port 10G SR	In the detail specifications on page 77 for App Server has an ask of 4* 2-port 10G SR adapters against 4* 4-port 10G SR adapters asked here. Request your to kindly change it to 4* 2-port 10G SR adapters in technical specifications as well.	Refer corrigendum
12	60	4. Storage: (Production)	Production Enterprise Class Flash Storage from EMC/NET APP	IBM has one of the most comprehensive storage portfolio and have products which can qualify against the storage specifications mentioned in the RFP. By restricting it to only 2 vendors, SBI will not get any financial benefits of an open RFP. It is requested to allow IBM products to be proposed for enterprise class flash storage just like other RISC vendors are allowed with equivalent compatible configuration are allowed in section 2.2 (page 58)	Refer corrigendum
13	60	5. Storage: (UAT)	DEV-UAT-Flash Storage from EMC/NET APP	IBM has one of the most comprehensive storage portfolio and have products which can qualify against the storage specifications mentioned in the RFP. By restricting it to only 2 vendors, SBI will not get any financial benefits of an open RFP. It is requested to allow IBM products to be proposed for Dev-UAT flash storage just like other RISC vendors are allowed with equivalent compatible configuration are allowed in section 2.2 (page 58)	Refer corrigendum
14	62	Scope of Work with Technical & Functional Specifications	Note Bidder must ensure redundancy for each hardware supplied at component level	Although there is redundant power supply and fans for each of the new hardware being proposed to SBI, the redundancy at each sub component level such as processors, memory DIMMs cannot be provided technically. To address this, the servers are configured to run DB, OS or application clusters such as RAC, OS level HA or Load balancers which in case of a server failure provides the redundancy by switching over the workload to the surviving node so that application and DB is available without any downtime. Hence It is requested to change the clause to Bidder must ensure redundancy for each hardware supplied at solution level	Refer corrigendum
15	63	Scope of Work with Technical & Functional Specifications	Note: Currently SBIePay application procured from TOML is running on Oracle platform/Stack. However, selected Bidder & OEM should ensure smooth functioning of SBIePay application on their platform. Certificate to that effect will be issued by TOML after testing their application on the respective OEM's hardware at SBI site. It is the responsibility of the Bidder to get the testing done through their OEM partner before raising any payment invoice to the Bank.	The latest version of Oracle DB and JBOSS software as mentioned in the RFP are already certified for both latest AIX and Solaris versions. However, as the application developed by TOML is custom and bespoke implementation for SBI and the skills required to migrate the application are only with TOML, the requirement to ensure that this code is successfully deployed on the certified stack (Oracle+JBOSS+OS) on new hardware should be out of scope from the hardware. However the bidder will commit to ensure all the support necessary for sucessful migration of application. As per the RFP ask, bidder is willing to migrate all the data from old platform to new platform. In this regard, we request that this ask should be taken out of scope from this hardware RFP.	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
16	63	Scope of Work with Technical & Functional Specifications	All Bidders are also required to complete performance testing along with their OEM partner and TOML as per 300 TPS requirements of RFP. It is the joint responsibility of the Bidder, OEM and TOML to complete the performance testing. Responsibility of TOMPL includes tuning of SBIePay application which needs to be tested for performance. However, the Performance testing process is to be driven by the selected Bidder and the necessary tools and expertise required for the same need to be provided by the bidder at Bank's premises / Data Centre and without any extra cost to the Bank. The joint certification to that effect should be submitted to the Bank before raising any payment invoice to the Bank.	As above. while bidder will commit to ensure all the support required during benchmarking, the skills available for benchmarking will be with TOML and this should be out of scope of the bidder and the payment of the bidder should not be linked with the benchmarking activity.	As per RFP
17	64	1.1.4	To support horizontal scalability of database servers in RAC environment, bidder should be able to supply the similar servers with equivalent performance and same operating system over a period of 5 years. Bidder must submit product roadmap for next 3 years.	It is understood that the product roadmap is required only for DB servers and both hardware and OS roadmap is required. Kindly confirm	Roadmap is required for all hardware, DB & OS(all assets including storage)
18	65	1.1.10	Bidder should provide hardware management console for centralized management of the proposed solution. It may be in form of separate console or may be as the integral part of Hardware at Primary (DC) and Disaster Recovery (DR) site.	Every hardware will have it's own management console. It is requested to change the clause to: Bidder should provide hardware management console for centralized management of the proposed component. It may be in form of separate console or may be as the integral part of Hardware at Primary (DC) and Disaster Recovery (DR) site.	As per RFP
19	65	1.1.12	The onsite engineers support team must have minimum educational qualification of B.E./B.Tech or equivalent and should possess experience of 2 years in supporting the same technology post educational qualification. Onsite support team will perform the following activities: a) Proactive maintenance, patching, issue resolution and comprehensive support of all hardware components. b) Enterprise Management System – Performance	Request Bank to confirm the EMS which is currently installed in the bank	No EMS is available. ITSM is only for internal use
20	66	1.1.14	1.1.14 Post implementation, scope includes bidder/OEM support for 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/ firmware/patch Upgrades, (f) 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 (j) closure of Vulnerability assessment findings/ security audit findings/CSR findings/IS Audit findings / Concurrent Audit findings / RBI Audit findings etc. For the above activities Bank require two Resident Engineer from OEM for 15 hours/Banking day.	As multiple OEMs will be involved in providing the hardware and software infrastructure to bank. Please confirm if 2 resident engineers are required from each OEM	Refer corrigendum
21	66	1.2	1.2 Bidders/OEM installation team must ensure all the necessary connectivity (Rack Mounting /Grounding/networking/cabling/zoning etc) and integration of proposed servers and enterprise storage with the existing Oracle Servers and Oracle Series Tape library at DC and DR location via Oracle/Cisco SAN Switch, which is currently available at both Primary (DC) and Disaster Recovery (DR) site.	There cannot be any integration of new AIX servers with existing Oracle Solaris servers as these OS are not binary compatible. It is requested to please remove this clause. Also, the only integration between old and new infrastructure will be to migrate the data and there are multiple ways of doing the same and AIX and solaris integration is not required. In case there is any functional requirement which needs to done for the migration purpose, bank is kindly requested to elaborate on the same so that bidders can plan an alternative solution.	Integration between old & new servers are not required as data and application are to be migrated to new setup.

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
22	66	1.2.2 (a)	Bank has implemented two site Epay data replication using Oracle Data Guard technology, asynchronous data replication between (DC Rabale) and DR (Hyderabad). The same data replication must be achieved by the bidder in all the two sites by implementing ODG (Oracle Data Guard) to ensure zero data loss.	Zero data loss is a function of Synchronous replication across two sites so that the data is available at both the sites before commiting the transaction to the user. As ODG is being used, we assume that the current environment has an ODG based sync replication mechanism in Mumbai and Async replication to Hyd and the same has been considered in the APP and DB servers asked in the RFP. Since ODG is an OS independent utility, IBM can confirm that ODG will function in the same manner in AIX environment as it works in the current Solaris environment. By changing the platform to AIX, Bank will get the same RPO as the existing implementation if all the components are required in the RFP. Please confirm	As per RFP
23	67	1.2.2 (b)	In addition to the above, Bidder should provide Data Guard Technology through which synchronization happens through storage level data replication between DC (Rabale) and DR Hyderabad	ODG is an Oracle's utility. It is assumed that since the Oracle licenses will be provided by Bank, the ODG licenses will also be part of the same. Please confirm	Bank is having EULA for ODG.
24	67	1.2.6	Bidder must provide certificate of assurance to Bank on OEM's letter head duly signed by authorized signatory for supply and upgrade of proposed hardware and software which is equivalent or higher and should be compatible with supplied hardware and software over a period of next six years during support period.	We understand the compatibility is required for the components which are vertically scalable and where scalability has been asked for (e.g. DB servers and storage). For fixed configuration scale out servers (Application and UAT servers), there will not be any upgrade possible. Please confirm	Refer corrigendum
25	77	(B) Detailed Specificat ions of Applicatio n Servers: No of Servers & Cores	IBM : Servers with minimum 352 Cores each at DC and at DR with Dual Socket in each server Oracle : Servers with minimum 512 Cores each at DC and at DR with Dual Socket in each server	IBM doesn't have any dual processor server with 46 cores to fullfill the requirement of 352 Cores, hence we are not able to qualify in the required specifications. Also, since the App layer is a scale out layer, we can provide IBM dual socket scale out servers which provides 20 cores across 2 processors and in place of 8 servers, we will be able to provide the required cores across 18 servers. It is requested to please accept the request for IBM to qualify in the RFP	Refer corrigendum
26	44	49. TERMIN ATION FOR CONVEN IENCE:	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).	Please remove this clause, as we pay upfront to OEM.	As per RFP
27	53	Appendi x-B Bidder's Eligibility Criteria	2. The Bidder must have an average turnover of minimum Rs 500 crore during last 03 (three) financial year(s) i.e. FY2016-17, FY2017-18 and FY 2018-19.	We request bank to accept avergare turnover of Rs. 350 Crores during 03(three) financial years. i.e. FY2016-17, FY2017-18 and FY 2018-19.	Refer corrigendum
28	53	Appendi x-B Bidder's Eligibility Criteria	3. The Bidder should be profitable organization on the basis of profit before tax (PBT) for the last 03 (three) financial years mentioned in para 2 above.	We request bank to kindly change this clasue and accpet this as " The Bidder should be profitable organization on the basis of profit before/After tax (PBT/PAT) for the last 03 (three) 02 (two) financial years mentioned in para 2 above."	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
29	65	1.1.12	1.1.12 Bidder should depute engineers from the respective OEM for the installation, migration of data and maintenance of the proposed hardware and software at both the two locations of Bank. Besides, Bidder should provide onsite support on 24x7 basis to maintain 99.45% uptime of the proposed hardware at DC/DR Site of Bank during the contract period. No subcontracting is allowed. KYE (Know your employee) details of the support team need to be submitted by bidder/ OEM as per Bank's requirement. The onsite engineers support team must have minimum educational qualification of B.E./B.Tech or equivalent and should possess experience of 2 years in supporting the same technology post educational qualification. Onsite support team will perform the following activities: a) Proactive maintenance, patching, issue resolution and comprehensive support of all hardware components. b) Enterprise Management System – Performance	We request Bank to change this clause as "1.1.12 Bidder should depute engineers from the respective OEM/Bidder for the installation, migration of data and maintenance of the proposed hardware and software at both the two locations of Bank. Besides, Bidder should provide onsite support on 24x7 basis to maintain 99.45% uptime of the proposed hardware at DC/DR Site of Bank during the contract period. No subcontracting is allowed. KYE (Know your employee) details of the support team need to be submitted by bidder/ OEM as per Bank's requirement. The onsite engineers support team must have minimum educational qualification of B.E./B.Tech or equivalent and should possess experience of 2 years in supporting the same technology post educational qualification. Onsite support team will perform the following activities: a) Proactive maintenance, patching, issue resolution and comprehensive support of all hardware components. b) Enterprise Management System – Performance	Refer corrigendum
30	68	2. Terms of Execution of work:	The bidder should complete the delivery of the proposed hardware & software at respective delivery locations, installation and commissioning of the hardware and software at DC and DR sites including data migration from old setup to new setup within sixteen weeks from date of issue of purchase order. Order will be deemed accepted from 7th day of purchase order date, in case bidder does not convey formal acceptance to Bank. In case of delay in delivery & installation, penalty will be levied as per Liquidated Damages clause. Bank reserves the right to conduct the pre-shipment inspection or onsite inspection of the system before final acceptance by Bank. In case of pre-shipment inspection, additional one week will be given to vendor for delivery.	We request bank to give us twenty (20) Weeks from the date of PO for delivery of the proposed hardware 7 software at respective delivery locations, installation and commissioning of the hardware and software at DC & DR sites including data migrations from old setup to new setup.	As per RFP

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
31	65	1.1.14	Post implementation, scope includes bidder/OEM support for 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/ firmware/patch Upgrades, (f) 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 (j) closure of Vulnerability assessment findings/ security audit findings/CSR findings/IS Audit findings / Concurrent Audit findings / RBI Audit findings etc. For the above activities Bank require two Resident Engineer from OEM for 15 hours/Banking day.	We request bank to change this clause as "Post implementation, scope includes bidder/OEM support for 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/ firmware/patch Upgrades, (f) 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 (j) closure of Vulnerability assessment findings/ security audit findings/CSR findings/IS Audit findings / Concurrent Audit findings / RBI Audit findings etc. For the above activities Bank require two Resident Engineer from Bidder/OEM for 15 hours/Banking day.	Refer corrigendum
32	66	1.1.16	The support during warranty and post warranty period should be provided directly by respective OEM for server, storage and software. Bidder needs to provide suitable proof to the Bank for having back-to-back support arrangement with OEM, on OEM's letterhead for providing hardware and software support directly by OEM under both warranty and AMC/ATS period.	We request bank to change this clasue as "The support during warranty and post warranty period should be provided directly by respective OEM/ Bidder for server, storage and software. Bidder needs to provide suitable proof to the Bank for having back-to-back support arrangement with OEM, on OEM's letterhead for providing hardware and software support directly by OEM under both warranty and AMC/ATS period."	Refer corrigendum
33	67	1.2.4	The bidder should deliver the proposed hardware and software at respective delivery locations. Delivery, installation, commissioning of the hardware / software including migration of data from old setup to new setup at all the two sites should be completed within sixteen weeks from the date of purchase order. (The detailed plan need to be submitted by the bidder)	We request Bank to kindly change this clause as "The bidder should deliver the proposed hardware and software at respective delivery locations. Delivery, installation, commissioning of the hardware / software including migration of data from old setup to new setup at all the two sites should be completed within sixteen twenty weeks from the date of purchase order. (The detailed plan need to be submitted by the bidder)"	As per RFP
34	67	1.2.5	Bidder must make OEM resources available for installation, configuration and deployment of certified patches on proposed servers as and when they are released by OEM, as per Banks requirement during the contract period without any additional cost to Bank.	We request bank to please change this clasue as " Bidder must make Bidder/OEM resources available for installation, configuration and deployment of certified patches on proposed servers as and when they are released by OEM, as per Banks requirement during the contract period without any additional cost to Bank."	Refer corrigendum
35	67	1.3	1.3 Bidder must guarantee minimum uptime of 99.45% for all systems supplied under this tender and need to execute the service level agreement before issuing of the Purchase Order.	Service Level Agreement require some inputs like "Start Date, End Date, Efffective Date, Purchase Order references etc."	As per RFP process

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
36	102	Payment Terms:	AMC cost shall be paid quarterly in arrears at the end of each quarter (Jan-Mar, Apr-June, July-Sep, Oct-Dec) on production of invoice from 4th year (Acceptance of Deliverables, etc.). For the first three years the assets will be under warranty. Support and Services cost will also be paid in arrears at the end of each quarter on production of invoices from 1st year of operation.	Since the OEM Payment terms are upfront or yearly in advance. We request bank to kindly release the AMC /Warranty payments at the beginning of every year in advance against PBG.	As per RFP
37	57	Page 57 Clause no 1.2 Page 58 Clause no 2.2	Processor Clock Speed Processor/Server Type & clock speed: Database Server: P9/E980, 3.8 GHz Application Server: P9, 3.8 GHz	For fair evaluation for all vendors, requesting Bank to have fastest clock speed available in processor for Servers being quoted. Oracle M8 Servers has 5.0Ghz, though Competition Server asked as per RFP, has much lower speed, request Bank to at-least have highest clock speed 4.0Ghz for Database and Application Servers both to be fair with all OEMs participating	Refer corrigendum
38	95	(F) Detailed Specifications of Automated Tape Library	Tape Library: Vender should provide tape library with minimum of 30 slots.	Requesting to please change this to : The Vendor Should supply, The Tape Library with Minimum 40 Slots 2 Drives With Redundant Power Supply to be supplied.	Refer corrigendum
39	71	Page 71 Clause no 7	Database Servers: I/O Cards 8* 4-port 10G SR 8* 2-port 16 Gbps HBA	• Only one OEM can meet these specification with the requirement asked in RFP • Oracle System has been designed to give balanced architecture giving 3 IO slots for every processor • For 4 processors / 128 Cores, we recommend6 - 6 Quad port 10G Adapter - 6 Dual port 16GB FC Adapter	Refer corrigendum
40	70	Page 70 Clause no 1	Database Servers: No of Servers and Cores IBM/Oracle servers with minimum 25% scalability.	• This point suits one OEM's model of solution and is related to Point no 1 (mentioned above), providing advantage to single OEM • Since in point 1 (above) there is difference of cores, minimum 25% scalability is favorable to one OEM in terms of solution. It ensures that Hardware OEM meets their respective model criteria and makes Oracle to quote a higher model / server solution giving an commercial advantage • If the Core quantity for Database and Applications servers are made same, both OEMs are equally and fairly evaluated	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
41	77	Page 77 Clause no 6	All IO slots should be minimum PCIe Generation3 or above with speed of x16	• This criteria suits one Hardware OEM model of solution. Oracle Servers for Application Layer has mix of x8 & x16 IO Slots • All PCIe slots in the Proposed Server are physically part of the system board and hence are not hot-swappable. • Hence for fair evaluation, request Bank to change points mentioned above	Refer corrigendum
42	59	Page 59 Clause no 3.1: MIS	RFP asks for x86 based MIS Server 2 at DC & DR each 1 for UAT at both location	We understand production workload is on RISC based Platform (SPARC Solaris) currently RFP is asking for RISC based platform for Prodution workload. If Production is on RISC based Hardware platform, it would be helpful if corresponding MIS workload is also on same platform. Same platform minimizes manual activity and brings in ease of manageability and simplicity in the solution. Request Bank to clarify.	As per RFP
43	61	(6.3) Specification of Licenses for Veritas NetBackup Software Solution (Tape library) at DR and DC sites each:	Veritas NetBackup Software Solution for proposed Application Oracle Database servers.	IBM has one of the leaders in backup solution software and has industry leading backup software product which can qualify against the storage specifications mentioned in the RFP. By restricting it to only 1 vendor, SBI will not get any financial benefit of an open RFP. It is requested to allow IBM products to be proposed for backup software storage just like other RISC vendors are allowed with equivalent compatible configuration are allowed in section 2.2 (page 58)	As per RFP
44	61	6.4.1	Number of Licenses for Veritas NetBackup Solution	Asked for 80TB licenses for each site. Query : Will Backup will happen in Primary Site only and DR will be inactive (will have replicated Backup images)?	For backup purpose Primary and DR site will be in ACTIVE/PASSIVE State
45	65	1.1.11	....migration of data from the old setup to new setup	Is Backup data migration is in the scope. If Yes, How much data?, Which is current version of Veritas Netbackup?	Yes. 10 TB
46	59	3.1	Backup Server Qty is 1 in each location	It is recommended to Separate Master and Media Server Role, therefore recommended for 2 servers in each location.	As per RFP
47	94	30, 31	30. The software should support both Source (client) side, Target (Server) side and In-line De-duplication 31.The software should have the capability to replicate the backed up data to the DR site for the selected systems only and should leverage de-duplication capability while replicating to DR site.	is SBI planning for Disk Based Backup Solution as well, optimized Deduplication and replication to DR site will be best use case.	As per RFP

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
48	61	(6.3) Specification of Licenses for Veritas NetBackup Software Solution (Tape library) at DR and DC sites each:	Veritas NetBackup Software Solution for proposed Application Oracle Database servers.	IBM is one of the leaders in backup solution software and has industry leading backup software product which can qualify against the storage specifications mentioned in the RFP. By restricting it to only 1 vendor, SBI will not get any financial benefit of an open RFP. It is requested to allow IBM products to be proposed for backup software storage just like other RISC vendors are allowed with equivalent compatible configuration are allowed in section 2.2 (page 58)	As per RFP
49	92	1	Should be available on various OS platforms which are supported by OEM's such as different variant of Windows, RHEL, AIX and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and RHEL . Both Server and Client software should be capable of running on all these platforms.	While the client and media server/storage node softwares are required and supported on all flavors of supported operating systems, the backup server is recommended to use Intel Platforms to save cost. Hence most OEMs do support running the backup server on only Windos & Linux platforms. We request bank to modify the spec as follows: Client software should be available on various OS platforms which are supported by OEM's such as different variant of Windows, RHEL, AIX and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and RHEL . Both Server and Client software should be capable of running on Windows and Linux platforms.	As per RFP as this is the existing backup solution which bank is using.
50	93	10	The Backup software must have an integrated RDBMS as the catalog and must not use Flat file system to store the metadata of backup information.	The backup server primary catalog is the media database which contain information about all the backup copies writtent, associated media information etc. The same is maintained in RDBMS. The configuration information is stored in RAP database which is based on flat files for ease of management and recovery. We request bank to modify the spec as follows: The Backup software must have an integrated RDBMS as the catalog for primary media database. For other configuration informations flat file databases can be used	As per RFP as this is the existing backup solution which bank is using.
51	93	12	The software must have the capability of monitoring and controlling the offsite data sent across by WAN through Electronic Vaulting.	Propiety secification for specific vendor. Request to remove or allow tracking of offsite volumes by alternate mechanisms	As per RFP as this is the existing backup solution which bank is using.
52	93	14	The Software must also provide for creating a Disaster Recovery Plan or DRP in case of the Backup server and all other servers in the backup network being destroyed in a possible disaster. This should be a scheduled and Automated activity on the backup server.	Every backup software has its own way of reovering back from disaster. The most important aspects are time taken to recover the catalog during disaster to resume operations. Other important aspect is the ability to recover individual components of catalog as required for the recovery. This is a propritery spec favoring a specific vendor. We request bank to modify the spec as follows: The backup software must provide ability to restore the complete catalog in case of disaster.	As per RFP as this is the existing backup solution which bank is using.

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
53	94	29	The software should have inbuilt capability of De-duplication, no additional software / appliances should be needed.	Different backup softwares have different abilities to provide deduplication. While some support dedup natively, there are other integrations where a backup solution can provide better performance and deduplication in intgeration with a backup appliance. Moreover integration with an appliance, provides a more scalable solution that takes away the requirement for media servers to support backup. We request bank to modify the spec as follows to allow participation: The solution should support De-duplication and compression at both source and target. The solution must support direct backup capability from all clients and applications to backup appliance over LAN & SAN with source deduplication	As per RFP as this is the existing backup solution which bank is using.
54	94	33	The software should have the ability to migrate the backed up data from the older technology tape to a newer tape technology drives anytime in future without manual intervention.	If an alternate backup solution is proposed, then manual intervention is required to migrate the tapes from existing solution to proposed solution. The said specification is restricting to quote only existing backup solution. We also request bank to provide the We requet bank to modify the spec as follows: The software should have the ability to migrate the backed up data from the older technology tape to a newer tape technology drives. The number of tapes to be migrated is as folows: LTO 5- LTO 6-	As per RFP. No. of Tapes to be migrated will be advised to the successful Bidder
55	95	34	The software should be able to reclaim the tape media if certain percentage of data within that media has expired. i.e. percentage should be user definable.	This is vendor specific feature. We request bank to remove the specification or relax the same to allow tape media reclamation by moving valid data to alternate media	As per RFP as this is the existing backup solution which bank is using.
56	95	43	The backup solution should be able to provide Instant Restore & Instant Access capability for the Virtual Environments.	The backup solution should be able to provide Instant Restore & Instant Access capability for the Virtual Environments. All operations must be performed from single management interface	As per RFP as this is the existing backup solution which bank is using.
57	61	6.3.1	Additional Queries : Specification of Licenses for Veritas NetBackup Software Solution (Tape library) at DR and DC sites each:Description : Veritas NetBackup Software Solution for proposed Application Oracle Database servers.	Requesting bank to allow Bidders to quote/propose alternate backup solution meeting the requirement	As per RFP as this is the existing backup solution which bank is using.
58	92	E	Additional Backup Point Recommendations to be included in "Annexure A" - E Part - Detailed Specification of Backup Software Solution	With increasing data size and backup data storage compliance it is becoming difficult to manage backup window with tape as primary devices. Moreover data on tape devices do not gaurantee 100% data integrity and availability when a restore is required. To meet the modern data protection compliance, the industry approach is to use backup appliance as primary target and object store/tape as LTR. Requesting bank to review and consider the specs in Backup appliance.	As per RFP as this is the existing backup solution which bank is using.

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
59	81	C - Enterprise Class Storage	The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure.	NVMe is the Future Technology .. For SBI to get latest generation storage, Recommend to include below clause " The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure. The proposed array should have end-to-end NVMe multi-controller architecture. The array should deliver end-to-end NVMe performance, which is NVMeoF (NVMe over Fabric) and SCM (Storage Class Memory) ready for realizing even further reductions in overhead and latency."	The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure. The proposed array should have end-to-end NVMe multi-controller architecture. The array should deliver end-to-end NVMe performance.
60	81	C - Enterprise Class Storage	Architecture : Request to include following clause for SBI to get latest generation NVME technology	FLASH DRIVES: The proposed array must support the latest dual ported native NVMe drives. All Flash drives support two independent I/O channels with automatic failover and fault isolation. Supported NVMe flash drive has various sizes like 1.92TB, 3.84TB and 7.6TB. Array should support mixing of drives of various sizes in same storage resource pool.	Flash drives: The proposed array must support the latest dual ported native NVME drives. All flash drives support two independent i/o channels with automatic failover and fault isolation. Supported NVME flash drive has various sizes like 1.92TB, 3.84TB and 7.6TB. All drives should be of same size and maximum of 4 TB."
61	83	7.AVAILABILITY	The Storage should be able to provide availability parameter of 99.45% from the date of acceptance to be calculated on monthly basis.	Recommend Bank to make the availability parameter fo atleast 99.9999% support which is normally support for any Enterprise Storages	Refer corrigendum
62	83	12.Remote Replication	Recommend to include additional Point for Enterprise Replications	Recommend Bank to make the availability parameter fo atleast 99.9999% support which is normally support for any Enterprise Storages in future support " REMOTE THREE-SITE REPLICATION " & "REMOTE THREE-SITE STAR LIKE REPLICATION"	Refer corrigendum
63	87	I.4. Cache	Cache:Storage System shall be configured with minimum 64 GB of DRAM based cache (inclusive of only write mirroring).	Althout Requirement is 25 TB, still recommend Bank to mention atleast 512 GB Cache which is default	As per RFP
64	53	Technical Criteria Clause 2	The Bidder must have an average turnover of minimum Rs 500 crore during last 03 (three) financial year(s) i.e. FY2016-17, FY2017-18 and FY2018-19	We Suggest to Reduce the Turnover to Rs 200 crores in last three years to enable us to participate in the RFP. We have been Empanelment vendors with SBI and have supplied IT products to bank and Group Companies	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
65	57	Page 57, Clause no 1.2.2	Database Server Processor/Server Type & clock speed: IBM: 92 Cores, P9/E980, 3.8 GHz Oracle: 128 Cores, M8 5.0 GHz	a) No justified proof of IBM have better per core performance Vs SPARC M8 specifically to run Oracle DB and Java Workload. b) There is no comparable common benchmark that is publically available on IBM (Power9 with AIX) and Oracle M8 Server (with Solaris) c) Also specific to SBI ePAY workload, there are no performance benchmark available / mentioned in RFP that provides Compute Core differentiation d) Oracle Database runs efficiently with best performance on Oracle SPARC M8 Servers due to multiple co-engineering and Software on Silicon features integrated within Oracle SPARC M8 chip. Datasheet: http://www.oracle.com/us/products/servers-storage/sparc-m8-processor-ds-3864282.pdf. e) RFP asks for highest Clock Speed for Oracle SPARC Servers for Database and Application Servers both while for IBM Power9 Servers, it is two step down ie asking for 3.8 GHz for Database and APP Servers both when 4.0 Ghz is available with IBM Power9. For fair comparison, request Bank to consider highest clock speed from all RISC vendors	Refer corrigendum
66	58	Page 58, Clause no 2.2.2	Application Server Processor/Server Type & clock speed: IBM: 46 Cores, P9/E980, 3.8 GHz Oracle: 128 Cores, M8 5.0 GHz		Refer corrigendum
67	102	Page 102, Clause no Appendix-E, Scope & Payment Schedule	100% of the total hardware cost, software / licenses cost and installation and commissioning cost will due after completion of Delivery of H/W, software, installation of all H/W and S/W and commissioning of new hardware setup including migration of data from old H/W setup to the new H/W setup. However, payment will be released within 30 days of receipt of Invoice and Installation & Commissioning Certificate duly signed by the Bank provided Performance Bank Guarantee of 15% of the total cost of the project is received.	Kindly change the paymemt terms as below: 1) 80% payment after delivery of Material (Hardware, Software/Licenses). 2) 20% after installation and commissioning. Reason being, we have to pay to vendor at the time of loading the otrder to them for the respective bill of material. None of the vendor agrees on such payment terms and we cannot afford to take the hit of such a huge payments. Although bidder has to submit the PBG against the PO. 3). Please change the Performance Bank Guarantee of 10% of the total cost of the project is received. Since ion all the Govt/PSU project PBG is always 10% not 15%. All these clauses unnnecessarily increase the cost of the overall project.	As per RFP
68	92	92/ Annexure-A:	(E) Detailed Specifications of Backup Software Solution	Request you to allow to quote backup software which will comply features mentioned for backup software solution.	As per RFP
69	92	92/ Annexure-A:	(E) Detailed Specifications of Backup Software Solution	Suggest bank to select latest Gartner Leaders Magic Quadrant for backup software from "Data Centre Backup and recovery " report. This will help bank to choose best breed backup technology solution.	As per RFP
70	81	61/ 6. Tape Library (Production):	(6.3) Specification of Licenses for Veritas NetBackup Software Solution (Tape library) at DR and DC sites each:	Request you to remove named backup software. This will not help to bank for better price discovery as we are asking for named product	As per RFP as this is the existing backup solution which bank is using.
71	81	81/ Annexure A, Section (C, SN 1	The proposed storage offered should be of latest generation enterprise storage from EMC	Request to modify this to "The proposed storage offered should be of latest generation enterprise storage from EMC/NetApp" inline with section 4 on page 60.	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
72	81	81 / Annexure A, Section C, SN 2	The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure.	Request to modify this to "The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure. Proposed array should support both NVMe SSD drives and NVMe over FC protocol on day one."	As per RFP
73	81	Annexure A, Section (C, SN 1	The proposed storage offered should be of latest generation enterprise storage from EMC	Request to modify this to "The proposed storage offered should be of latest generation enterprise storage from EMC/NetApp" inline with section 4 on page 60.	Refer corrigendum
74	81	Annexure A, Section C, SN 2	The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure.	Request to modify this to "The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure. Proposed array should support both NVMe SSD drives and NVMe over FC protocol on day one."	As per RFP
75	82	Annexure A, Section C, SN 3	Storage system shall be configured with at least 16 nos of 32 Gbps Frontend FC Host ports	Pls confirm if support for CIFS and NFS protocols also required.	Presently NFS protocol support is being used.
76	82	Annexure A, Section C, SN 5	Total usable capacity provided should be 150 TB (150 TB Flash) at DC and DR each. This capacity should be without any compression or deduplication.	Pls confirm if comression and deduplication feature is required to be supported on the proposed array.	Total usable capacity provided should be 150 TB (150 TB Flash) at DC and DR each. This capacity should be without any compression or deduplication. It should support compression and deduplication feature in proposed array
77	83	Annexure A, Section C, SN 6	Overall the proposed storage system should be scalable to reach 1,50,000 IOPS and 300 TB with the above workload characteristic.	Pls confirm the scalability required in terms of number of controllers and number of drives.	As per RFP
78	84	Annexure A, Section C, SN 7	The Storage should be able to provide availability parameter of 99.45% from the date of acceptance to be calculated on monthly basis.	Request to modify this to "The Storage should be able to provide availability parameter of 99.999% from the date of acceptance to be calculated on monthly basis."	Refer corrigendum
79	87	Annexure A, Section D, SN 2	The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure.	Request to modify this to "The Storage System must be an enterprise class NVMe based all flash Storage System and shall support no single point of failure. Proposed array should support both NVMe SSD drives and NVMe over FC protocol on day one."	As per RFP
80	87	Annexure A, Section D, SN 3	Storage system shall be configured with at least 8 nos of 16 Gbps Frontend FC Host ports (towards SAN Switch).	Request to modify this to "Storage system shall be configured with at least 8 nos of 32 Gbps Frontend FC Host ports (towards SAN Switch)."	Refer corrigendum
81	88	Annexure A, Section D, SN 5	Total usable capacity provided should be 25 TB flash at DC and DR each. This capacity should be without any compression or deduplication.	Pls confirm if comression and deduplication feature is required to be supported on the proposed array.	Total usable capacity provided should be 25 TB flash at DC and DR each. It should support compression and deduplication feature in proposed array
82	92	Annexure A, Section D, SN 18	16 Gbps SAN switches in redundancy as per requirement.	Request to modify this to "32 Gbps SAN switches in redundancy as per requirement" in line with section 7 on page 61.	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
83	61	(6.3) Specifica tion of Licenses for Veritas NetBack up Softwar e Solution (Tape library) at DR and DC sites each:	Veritas NetBackup Software Solution for proposed Application Oracle Database servers.	IBM has one of the leaders in backup solution software and has industry leading backup software product which can qualify against the storage specifications mentioned in the RFP. By restricting it to only 1 vendor, SBI will not get any financial benefit of an open RFP. It is requested to allow IBM products to be proposed for backup software storage just like other RISC vendors are allowed with equivalent compatible configuration are allowed in section 2.2 (page 58)	As per RFP
84	102	Payment Terms	100% of the total hardware cost, software / licenses cost and installation and commissioning cost will due after completion of Delivery of H/W, software, installation of all H/W and S/W and commissioning of new hardware setup including migration of data from old H/W setup to the new H/W setup. However, payment will be released within 30 days of receipt of Invoice and Installation & Commissioning Certificate duly signed by the Bank provided Performance Bank Guarantee of 15% of the total cost of the project is received.	As this is a large project, to mitigate the negative cashflow (incurred due to the bidder having to procure the hardware and software from OEMs) to some extent, we request bank to adopt milestone based payments following which some part of payment can be released upon achieving them. We request below payment milestones to be considered 1) Delivery (e.g. 70%) 2) Installation and acceptance of proposed infrastructre (e.g 20%) 3) Against BG (e.g. balance 10%) As mentioned above, the application migration and benchmarking should be removed out of the payment milestone	As per RFP
85	NA	NA	Additional query	Requesting bank to kindly include the site not ready clause in the RFP.	As per RFP
86	NA	NA	Additional query	It is understood that the current DB or application version is the minimum supported version from respective OEM and bank will ask TOML will migrate the application on the latest supported version after confirming the compatibility of all application as well as DB version. Please confirm	Refer corrigendum
87	NA	NA	Additional query	It is understood that bank has sufficient LAN ports for installing new infrastructure along side the existing infrastructure. Please confirm	It will be taken care by the bank
88	NA	NA	Additional query	Please share the current database backup strategy being used.	ODG
89	NA	NA	Additional query	Please mention Number of current JVM's, JDK & JRocket Versions.	35 JVMs JDK 1.8
90	NA	NA	Additional query	Please provide Source Product details & version details for all Products Applications deployed.	It will be shared with the successful bidder
91	NA	NA	Additional query	Share Topology diagram of Production setup including details of all Interfaces / Services in use. How many Web servers/ Application servers are deployed to Support e-pay application?	It will be shared with the successful bidder
92	NA	NA	Additional query	Please share details of any Service Bus or Data Integrator Product details if in use with the Application servers	It will be shared with the successful bidder

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
93	NA	NA	Additional query	Does the application use JNDI to access resources other than EJB Homes? Do the application's deployment descriptors contain local JNDI resource references?	NO
94	NA	NA	Additional query	Is this a Standalone or Cluster JBOSS Installation? If yes, Please provide the following host details or share the topology diagram for the Production System	It will be shared with the successful bidder
95	NA	NA	Additional query	In what form are packaged applications delivered to the runtime environment? Are applications packaged as EAR, WAR or JAR files?	JAR files
96	8	1. INVITATION TO BID iv.	Consortium bidding is not permitted under this RFP.	Consider allowing Consortium under this RFP	As per RFP
97	14	viii. The EMD may be forfeited	ix. If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.	Consider removal of this clasue.	As per RFP
98	34	34. SUBCONTRACTING	As per scope of this RFP, sub-contracting is not permitted	Consider allowing sub-contracting under this RFP.	As per RFP
99	42	46. TERMINATION FOR DEFAULT	In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Product and / or Services.	Propose in such case service provider liability shall be limited to 110% cost of the undelivered product and/or services.	As per RFP
100	67	Other Criteria 1.2.8	The warranty of hardware/software will start after completion of successful installation, migration of data, commissioning of new setup and after obtaining sign off from Bank	Propose Hardware warranty shall start from the date of Delivery.	As per RFP
101	67	Other Criteria 1.3	need to execute the service level agreement before issuing of the Purchase Order.	Consider modifying the clasue as "need to execute the service level agreement within 60 days from the date of issue of the Purchase Order."	As per RFP
102	76	Annexure-A : (A) Detailed Specifications of Production Database Server : 15 Licensing	The bidder must give certificate of assurance for supply of proposed server over a period of next Five. (5) years and end-of-life support for period of seven (7) years shall be submitted on OEM letter head duly signed by authorized signatory.	Please confirm Banks is looking for "certificate of assurance for supply of proposed server over a period of next 5 or 6 years"?	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
103	102	Appendix-E : Scope & Payment Schedule: Payment Schedule: Payment Terms	100% of the total hardware cost, software / licenses cost and installation and commissioning cost will due after completion of Delivery of H/W, software, installation of all H/W and S/W and commissioning of new hardware setup including migration of data from old H/W setup to the new H/W setup.	Consider modifying the clasue as 90% : Of the total hardware cost, software / licenses cost to be paid on delivery of delivery of hardware, software	As per RFP
104	102	Appendix-E : Scope & Payment Schedule: Payment Schedule: Payment Terms	Performance Bank Guarantee should be issued from a Scheduled Commercial Bank other than SBI and should be valid for the period of duration of the contract plus 3 months (i.e. 6 years and 3 months) from the date of acceptance of commissioning of new H/W setup.	Consider modifying the clasue as "Performance Bank Guarantee should be issued from a Scheduled Commercial Bank other than SBI and should be valid for the period of duration of the contract plus 3 months (i.e. 6 years and 3 months) from the date of Purchase Order ."	As per RFP
105	102	Appendix-E : Scope & Payment Schedule: Payment Schedule: Payment Terms	AMC cost shall be paid quarterly in arrears at the end of each quarter (Jan-Mar, Apr-June, July-Sep, Oct-Dec) on production of invoice from 4th year (Acceptance of Deliverables, etc.).	Consider modifying the clasue as "AMC cost shall be paid quarterly in advance at the start of each quarter (Jan-Mar, Apr-June, July-Sep, Oct-Dec)."	As per RFP
106	102	Appendix-E : Scope & Payment Schedule: Payment Schedule: Payment Terms	For the first three years the assets will be under warranty. Support and Services cost will also be paid in arrears at the end of each quarter on production of invoices from 1st year of operation.	Consider modifying the clasue as "For the first three years the assets will be under warranty. Support and Services cost will also be paid in arrears at the end of each month on production of invoices from 1st year of operation."	As per RFP

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
107	119	Appendix-L Other Terms and Penalties: SLA Terms & Conditions and Penalties. For Hardware, Software & Maintenance Services	i) The maximum penalty on account of this will be 15% of the total value of the contract.	Propose the maximum penalty on account of this will be 5% of the total value of the contract.	As per RFP
108	3	Schedule of Events	13 Bank Guarantee : 15% of the contract value	Propose Bank Gurarantee 10% of the contract value.	As per RFP
109	4	4.1/ 60	Storage	Is the bidder allowed to propose Storage other than the mentioned EMC/Netaap ?	Refer corrigendum
110	64	1.1.9 /64	Backup Software	Is it fair to assume that Bidder has to only provide Backup Software licence as asked in the RFP and the server required to install the backup software would be provided by Bank or existing Backup server would be leveraged with additional capacity that has been mentioned in the RFP.	As per RFP as this is the existing backup solution which bank is using.
111	64	1.1.9 /64	Tape Library	Current Tape Library LTO-5 and proposed Tape Library LTO-8 would not be compatible with each other and would be running independently. Bidder assumes implementaion and support would be restricted only to the newly proposed LTO-8 Tape Library.	As per RFP
112	67	1.2.3/67	Storage	Is the bidder expected to consider additional space in SAN Storage for clone copy, over and above the ask in the RFP of 150TB for Production and 25TB for UAT, if yes what additional percentage of storage needs to be considered here over and above what is stated in RFP.	Refer corrigendum
113	6	61	LTO-8 with 2 Drives and 30 Cartridges Slots	We have observed shortage in supply of LTO8 Tapes, although we are assured this may resolve soon, but can bidder proposed LTO7 in case the problem persist till submission, request bank to confirm	As per RFP
114	28	29	Service Provider shall ensure that key personnel with relevant skill-sets are available at designated locations for installation and commissioning of the Product	We presume bank here is referring to DC - Mumbai & DR - Hyderabad locations, where Service Provider has to deploy own resources to manage the proposed solution on 24x7 basis, please cofirm	Refer corrigendum
115	67	1.2.3/67	Network	The DC is in Mumbai and DR at HYD - what is the existing network connectivity between the DC/DR site s ? Does the bidder need to factor for additional BW capacities between the two Bank sites to ensure online repliaction of data / logs between various systems components to match the desired uptime and RTO and RPO ?	It will be shared with the successful bidder

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
116	67	1.2.3/67	Network	Will the Bank Leverage the Existing Core Switches for the Connectivity at the given Sites?- Please provide the connectivity Interface Details (RJ45, 10GBaseT, 10GBaseSR) of the Core Switches- How many connections shall be provided for SBI-epay Connectivity?	It will be shared with the successful bidder
117	67	1.2.3/67	Network	Please share exisitng network architecture utilization trend sothat we can take bench mark of exisitng capacity for desiging new solution	It will be shared with the successful bidder
118	67	1.2.3/67	Network	Its presumed that Bank will take care security audit, vulnerability testing, penetration testing etc., bidder is not responsble for same, pelase confirm	AS PER RFP
119	67	1.2.3/67	Network	We presume existing TOR & Core switches from Bank to terminate the proposed hardware	It will be shared with the successful bidder
120	8	62	Media Gateway	Are you looking for Mediant 3000 with 8E1/10T1 ports or with 16E1/21T1 ports?	AS PER RFP
121	8	62	Media Gateway	Do you have any monitoring tool to monitor gateway?	AS PER RFP
122	8	62	Media Gateway	Do you need annual maintenance for 6 (six) years after warranty period?	AS PER RFP
123	8	62	Media Gateway	How many IP Phones will be registered in survivability mode?	It will be shared with the successful bidder
124	8	62	Media Gateway	Are there any analog devices which needs to be connected to gateway, like analog phones, intercom, pager, etc?	AS PER RFP
125	57	Section 1.2, subsection 4	Technical Specification for each Production Database Server: - Hard Disk Drives - Boot from SAN with RAID 1+0	We understand the SAN Boot capacity is required to be configured on the required 150 TB Enterprise class SAN storage array in addition to the required capacity. Please confirm.	Refer corrigendum
126	3	Earnest Money Deposit	Rs.50.00 Lacs Amount should be deposited in A/c No. 10309442505, IFSC - SBIN0006240. Account Name: SBI Collection Account EMD shall be valid upto 180 days from bid submission date.	Request you to amend clause as per below: Rs. 10.00 Lacs in the form of DD (Demand Draft) / BG (Bank Guarantee) EMD shall be valid upto 180 days from bid submission date.	AS PER RFP
127	53	Clause no. 3	Average 3 Year Turnover The Bidder must have an average turnover of minimum Rs 500 crore during last 03 (three) financial year(s) i.e. FY2016-17, FY2017-18 and FY 2018-19.	We request this be revised to "The Bidder must have an average turnover of minimum Rs 100 crore during last 03 (three) financial year(s) i.e. FY2016-17, FY2017-18 and FY 2018-19."	Refer corrigendum
128	55	Clause no. 14	Bidder should also confirm that H/W and S/W to be supplied will have minimum 7 years of support period from the date of supply	We request this be revised to "Bidder should also confirm that H/W and S/W to be supplied will have minimum 5 years of support period from the date of supply"	Refer corrigendum
129	na	NA	ORACLE SPARC IBM POWER9 DATABASE LAYER 128 Cores 5.0 GHz 92 Cores 3.8 GHz APPLICATION 64 Cores 5.0 GHz 46 Cores 3.8 GHz	No justified proof of IBM have better per core performance Vs SPARC M8 specifically to run Oracle DB and Java Workload publicly available	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
130	NA	NA	Additional query	Oracle Database runs efficiently with best performance on Oracle SPARC M8-8 Servers that is asked as per RFP due to multiple co-engineering and Software on Silicon features integrated within Oracle SPARC M8 chip. Datasheet http://www.oracle.com/us/products/servers-storage/sparc-m8-processor-ds-3864282.pdf. Some of the key features mentioned below: The SPARC M8 processor is co-engineered with Oracle software for best performance, efficiency, and security when running enterprise applications, OLTP, and analytics. The SPARC M8 processor incorporates 32 on-chip Data Analytics Accelerator (DAX) engines offloads query processing and perform real-time data decompression, capabilities. With such acceleration, Oracle Database 12c delivers performance that is up to 7 times faster than with other processors. The Security in Silicon technologies of the SPARC M8 processor include Silicon Secured Memory, which provides real-time data integrity checking to guard against pointer-related software errors and malware. This is very much applicable for Banking environments from security perspective.	Refer corrigendum
131	57	58 point no 1.2, 2.2	Processor Clock Speed	To get best technology benefit , bank should get the fastest clock speed available in processor being quoted for all servers models proposed in the solution	Refer corrigendum
132	NA	NA	Additional query	1. Currently with ePAY department, there are multiple SPARC T4 servers than can be re-used for Non-Production environment with Oracle Solution to provide investment protection for SBI and lower overall TCO.	AS PER RFP
133	NA	NA	Additional query	5. Data migration from old SPARC system to non-SPARC platform would involve migration, testing efforts from ISV and Bank both which could increase project timelines	AS PER RFP
134	NA	NA	Additional query	Due to above mentioned points, only one OEM is qualified to bid and no other OEM's will able to participate in the RFP. By this process SBI would lose the opportunity to get a competitive benefit in terms of commercials. We are requesting to give us time to clarify the above points for your better understanding .	Refer corrigendum
135	NA	NA	Additional query	It is understood that the current DB or application version is the minimum supported version from respective OEM and bank will ask TOML to migrate the application on the latest supported version after confirming the compatibility of all application as well as DB version. Please confirm	Refer corrigendum

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
136	71	point no 7 I/O Cards	As per RFP 8* 4-port 10G SR 8* 2-port 16 Gbps HBA	3. IO Adapters (Database Servers) and IO Cards (Application Servers) Criteria mentioned for Database and Application Servers are preventing Oracle Systems to qualify for bid and also giving advantage to one bidder. RFP Clause such as • Only IBM can provide these specification • Oracle System has been designed to give balanced architecture giving 3 IO slots for every processor • For 4 processors / 128 Cores, we recommend o 6 Quad port 10G Adapter o 6 Dual port 16GB FC Adapter	Refer corrigendum
137	77	point no 6	All IO slots should be minimum PCIe Generation3 or above with speed of x16. All PCIe adapters used in the solution shall be hot swappable/pluggable.	• This criteria suits IBM model of solution. Oracle Servers for Application Layer has mix of x8 & x16 IO Slots. • All PCIe slots in the Proposed Server are physically part of the system board and hence are not hot-swappable. • Hence for fair evaluation, request Bank to change points mentioned above	Refer corrigendum
138	70	point no 1 – No of Servers and Cores	IBM/Oracle servers with minimum 25% scalability.	• This point suits IBM model of solution • Since in point 1 there is difference of cores, minimum 25% scalability is favorable to IBM in terms of solution. It ensures IBM meets their model criteria and makes Oracle to quote a higher model / server solution. This gives IBM a commercial advantage. • If the Core quantity for Database and Applications servers are made same, both OEMs are equally and fairly evaluated.	Refer corrigendum