

**Responses to Prebid queries to RFP 012017, SUPPLY, INSTALLATION & COMMISSIONING OF SERVERS AT VARIOUS LOCATIONS OF BANK OF MAHARASHTRA**

Sr No	Page No	Point/Section	Main Section name	Clarification point as stated in tender document	Comment/Suggestions	BOM Remarks
1	13	2.21	Data Transfer	Successful bidder should transfer all the data to respective new server. After ensuring the data transfer from Banks officials; vendor should remove the all data from the old servers.	This is Server RFP , we will be able to transfer data only when it is Host based data replication . If Storage based replication is needed then client shall provide assistance in the same. Data Integration with New hardware and Application reinstall shall be Application vendors scope. Bidder shall assist the Application vendor for the same.	The information will be provided to the successful bidder, bidder has to provide support during data migration activity in coordination with application vendor
2	17	3.4	OS Certification	All the Servers should have Microsoft Windows Server 2012 Certification and AIX IBM 7.2 the hard copy of the same should be produced from Microsoft AND IBM for the quoted Models and Configuration, for the proposed equipment' s	There wont be any hard copy for AIX 7.2. We can provide media /Electronic Software Delivery is Preferred mode of delivery.	1. License should be in name of BOM. 2. To have authenticated copy, ESS (Entitled Systems Support) portal should be provided.3. In case of issues related to OS the bidder shall provide recoverable media, Please refer Addendum-2
3	18	4.5	Delivery, Installation and Commissioning	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no extra charge within 6 weeks of receiving the purchase order	Hardware will be deliver in 6-8 weeks as there is cancellation clause	Hardware delivery period will be of 6 weeks & further 2 weeks for installation
4	19	4.7	Order Cancellation	Delay in installation beyond 10 weeks from the date of purchase order.	Delay can be happen due to customer sideunpreparedness. It need to be made clear that order will not be cancel if delay happen due to customer unpreparedness	No change in RFP clause
5	19	4.10	Software Drivers & Manuals	The Servers and all peripheral components will have to be supplied with the software drivers and manuals for the Display controller, Ethernet interface, DVD - ROM drive, DAT Drive, SAS controllers, DVD - Writer etc. for operating system as applicable	The required softwares are preinstalled or installed by Implementation team during implementation. Client will get login to portal to download the same in future.	The Servers and all peripheral components will have to be supplied with the software drivers and manuals for the Display controller, Ethernet interface, DVD - ROM drive, DAT Drive, SAS controllers, DVD - Writer etc. for operating system as applicable/ESS portal to be provided

6	20	4.11	hardware Warranty	So also, the warranty of the new hardware procured should not become void if Bank of Maharashtra further buys any other supplemental hardware from a third party and installs it with / in these machines in the presence of the representative of the bidder. However , the warranty will not apply to such third - party hardware items installed by Bank of Maharashtra.	Any supplemental hardware need to be OEM authorised part and need to be taken from authorised business partner. Hence the warranty will not be void	Accepted
7	21	4.15	penalty for downtime	Any hardware or software related issues should be resolved within 4 hours from time of reporting of the issue by the Bank.	We can provide only 6 hr response time	CTR(Call to respond) should be 4 hours & CTR( Call to resolve) should be 6 hours.
8	21	4.16	Hardware failure	If during the warranty period, any equipment has a hardware failure on four or more occasions in a quarter, it shall be replaced by equivalent new equipment by the bidder at no cost to Bank of Maharashtra.	This clause will not be applicable for hardware failures arising out of client end conditions such as datacenter infrastructure failure , physical damage, inappropriate handling of servers etc.	Accepted. If during warranty period, any component fails & it happens with same component for four or more occasions in a quarter,the server to be replaced by the bidder at no cost to Bank of Maharashtra.
9	26	7	Annexure b - Checklist for product Documentation	1.Bidders are required to provide printed technical documentation for the items listed in Table below. 2.Availability of adequate, correct and relevant technical documentation is essential for evaluation of any offer. 3.Bidders are requested to provide original (not photocopies) copies of the documentation. In case the original copies are not available, bidder s can provide clear readable photocopies. 4.Bidders to mark the column "Documentation Provided"	We will be able to provide datasheet on Product supplied only. No other document is available.	Datasheet with technical specifications for Windows/AIX servers are to be provided
10	25 and 40	6.1 and 20.1	Annexure a - Technical Specifications and Annexure N -Format for Technical Evaluation	Line item : RAM: DDR3 Tape Drive : DAT160	These are old options which are replaced by latest available options	Refer Addendum-1
11	25 and 40	6.1 and 20.1	Annexure A - Technical Specifications and Annexure N -Format for Technical Evaluation	Graphics accelerator adapter (PCIe LP POWER GXT145 Graphics Accelerator -5269) Keyboard (PS2 / USB) Mouse (PS2/ USB) Monitor	These items are provided as HMC+ TFT Rack Mounted Console Kit, hence these items are not required.	Refer Addendum-1

12	11	2.17	Format for Technical bid	Necessary Certificates for executing orders of minimum 1.00 crores during each of last 3 years ( This certification is in addition to the copies of purchase orders enclosed)	Is this to be a self declaration? As we are already providing PO copies? What other certification is required	In addition to PO, client reference letter is required to be submitted
13	16	3.1	Eligibility of the Bidder	The bidder should have support centers at minimum 100 locations across the country either own or through franchisee. List of such support centers with contact persons, telephone numbers and addresses should be enclosed.	We can arrange 10 base Locations which can cater nearby regional locations	The bidder should have support centres at three locations VIZ. Mumbai, Pune,Hyderabad

14	18	4.4	Pre-dispatch Inspection	<p>Bidder shall inform its readiness for the factory inspection at least 8 days in advance. Factory inspection of the equipment to be supplied to Bank of Maharashtra will be carried out at bidder's factory/site located in India ONLY. There shall not be any additional charges for such inspection. However, Bank of Maharashtra will have the discretion to recover the costs related to travel and stay of its staff / consultants from bidder if the equipment offered for inspection is not as per Bank of Maharashtra's order or the bidder does not comply with the test and inspection procedures. It is expected that the equipment should be ready for inspection within 3 weeks from the date of placing the order. Only inspected and duly sealed equipment's should be dispatched to the locations, otherwise those are liable for rejection at the bidders' cost.</p>	<p>IBM/Lenovo do not have factories in india. Material is imported so Opening boxes during transit is not feasible.</p>	<p>Accepted. Bill of verification will be done at client locations in presence of Bank officials post delivery of material. Bank will conduct acceptance test post installation of servers at BOM locations as per the industry standatd. Sign off will be taken from both BOM &amp; vendor side.</p>
16	20	4.11	Hardware Warranty	<p>Preventive maintenance for hardware and software (OS) should be done once in a quarter. Vendor shall submit quarterly report to bank for having done the preventive maintenance</p>	<p>There is no such as preventive maintenance on these class of machines.</p>	<p>No change in RFP clause. ESS portal to be provided.</p>
17	25 and 41	6.2 and 20.2	Annexure A - Technical Specifications and Annexure N -Format for Technical Evaluation	<p>Technical Specifications for windows server</p>	<p>Need below details • processor series, and Cores per processor. Processor asked is EOL and older generation.  • no of Ports required,  • operating system to be preloaded or paper license.  • No of PCI Slots  • Warranty – 6HR CTR and not 4 hours.</p>	<p>Please refer Addendum-2</p>