



Bank of Maharashtra

Addendum-1 dated August 24, 2015

To

Request for Proposal

For

**Supply, Installation and Maintenance of Servers & Storage Equipments at
Data Center, Disaster Recovery Site and Near Site**

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1. ADDENDUM INTRODUCTION

The Bank had issued the Request for Proposal (Tender Reference # 82015 dated August 12, 2015) to the bidders for the “Supply, Installation and Maintenance of Servers and Storage Equipments for its Data Center, Disaster Recovery Center and Near Site. As per the terms of the RFP document a pre - bid meeting was held on August 24, 2015 at Bank of Maharashtra, Lokmangal, 1501, Shivaji Nagar Pune – 411005

This addendum covers additions, corrections and clarifications to the queries raised by the Bidders, as well as other additional information which Bank considered essential to be furnished to the Bidders to gain a better understanding of the Bank’s requirements as part of the RFP. All efforts have been made to provide the maximum available information and answer the pre-bid queries submitted by the Bidders. The Bidders are required to consider the information provided in this Addendum 1 as the latest guidelines.

The Bidders have been provided with the clarifications and details through this Addendum 1. However the questions pertaining to details that were already provided in the RFP, have not been answered. Please treat this Addendum-1 including the entire Pre Bid Queries Responses provided by the Bank as an integral part of the RFP document issued. Only the sections, clauses, terms referred in this Addendum 1 are revised/updated to the extent revised/clarified. All other terms and conditions of the RFP document remain unchanged.

Response to Bidders queries has been segregated in two set of Tables, that is

- 1) Table-QR-1, refers to Bank's response as "clarification" to the bidder's queries
- 2) Table-QR-2, refers to Bank's response as "Changes" based on the queries raised by bidders

Table-QR-1

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|----------|---------------------|--|--|
| 1 | 11 | 1.5 – 3 | "DRC Drill to test Zero Data Loss" – We request to use terms as "Near Zero Data Loss" across the RFP document, although we take all necessary precautions to achieve "Zero Data Loss", there are multiple external parameters/environment is involved in this solution. | This is the terminology used in the RFP, the requirements for this have been stipulated. The RFP clause remains unchanged. |
| 2 | 11 | | "The Bank, at its discretion, shall have the right to alter the delivery schedule and quantities based on the implementation plan. This will be communicated formally to the Vendor during the implementation, if a need arises." – During Implementation phase, the ordered bill of material is already delivered so quantities cannot be altered, once ordered. | The alteration would be for the items for which the Bank has not yet raise the Purchase Order on the Vendor. Hence no change to the RFP statement. |
| 3 | 12 | 1.6 – 4 | EMD of Rs.50,00,000/- – We request to reduce EMD to Rs.25,00,000/- | The RFP clause remains unchanged. |
| 4 | 15 | 2.1.6 | "End of Sale within 12 Months of Supply" – This statement should be applicable only for new equipment's supplied, not for the upgrades, however we will ensure that upgraded equipment's will be support for contract tenure. | This clause applies to new equipments supplied and not to upgrades. The RFP requirement remains unchanged. |
| 5 | 19 | 2.2.2.5 (iv) | "Factor for transit insurance and other expenses related to relocation." – As these equipment's are already owned by Bank, vendor can't take transit insurance on these equipment's. Request to amend accordingly. | The Bidder is required to insure the equipments on behalf of the Bank. The RFP Clause remains unchanged |
| 6 | 28 | 2.7 | "Service Levels" – As sizing is done based on the existing SLA's, so kind request to keep SLA's as is, in the existing contract. (Like Availability as 99.9%, not 99.96%). | The RFP clause remains unchanged. |
| 7 | 29 | 2.7.1 | "Issue Criticality Classification" – Near Site should be excluded from Critical section, as we are not supplying new components in Near Site. On the same ground, Existing equipment cost, should be not considered for Cost Reference calculation purpose. | Only in-scope Server & Storage and other equipment cost should be considered for computation of Service Credit. The RFP clause remains unchanged. |
| 8 | 29 | 2.7.2.1 2.7.2.2 | "Cost Reference for the 5 year tenure" – Cost need to be considered for affected hardware only. (like if services are affected due to DC hardware, then only DC hardware cost should be considered) | The RFP clause remains unchanged. However refer to "Table 1-Service Level Default" for revised service credit (/Penalty Computation) |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|----------|---------------------|---|---|
| 9 | 30 | 2.7.2.1 | “Availability - Availability of Tape Library / Drive / Drives in Tape Library) at DC & DRC” – Request to consider availability of entire Tape Library, not individual drives. | The RFP clause remains unchanged, however the penalty/Service Credit computation is revised at DC and DRC for a) Entire Tape Library b) Individual drive/drives Refer to Table-1 for the SLA Cost Reference for computing Service Credit |
| 10 | 32 | 2.7.3 | “Penalty Computation – Summation of Cost References” – As SLA’s will be measured on monthly basis, Monthly Cost Reference should be considered for SLA Penalty Computation. | The RFP clause remains unchanged. However refer to "Table 1-Service Level Default" for revised service credit (/Penalty Computation) |
| 11 | 35 | 3.1.2 (3) | “...except for Service Tax, VAT and local entry taxes / octroi wherever applicable...” – Request to amend as “except for Service Tax, VAT/CST, any new tax code introduced by Government at the time of invoicing and local entry/body taxes / octroi wherever applicable”. As Goods & Service tax (GST) is expected to be introduced from 1st Apr, 2016 onwards (within contract period) which will replace VAT, Service Tax, Entry tax, Octroi, etc. Hence, after introduction of GST Act, in lieu of VAT, Service Tax, Entry tax, Octroi taxes such as CGST, IGST & SGST will be allowed to charge extra. Same need to amend in all sections of the RFP Document accordingly. | The RFP clause remains unchanged. However, Bank will bear any tax introduced by GOI in lieu of the taxes accepted under existing clause i.e. Service Tax/ VAT/Local Entry/Octroi wherever applicable. |
| 12 | 48 | 3.2.6 | Buyback Option – If vendor exercises this option Bank has to raise Tax invoice on vendor for sale of hardware as per Maharashtra VAT Act. | The RFP clause remains unchanged. Bank will abide all requirements stipulated in Maharashtra VAT Act applicable to Bank. |
| 13 | 26 & 27 | 2.6 c. d. s | We request deletion of these provisions as there are other adequate remedies available to the Bank under the RFP document. | The RFP clause remains unchanged. |
| 14 | 28 | 2.7 | We request addition of standard service level exclusions. Also request that service credits shall be imposed for reasons solely and entirely attributable to the Vendor. Further request that the vendor should also be entitled to service earn backs. The total service credits that may be imposed shall not exceed 5% of the fees paid by the Bank to the vendor in the month the service level default occurs. | The requirement stand as it is; hence there is no change in the requirement. Refer to section 3.2.15 of RFP, for the upper cap for penalty. The overall cap for penalties (/Service Credit) will be 10% of the contract value. |
| 15 | 36 | 3.1.2.5 | We request deletion of the words that the terms of payment as indicated in the Purchase Contract that will be issued by Bank shall be final and binding on the Vendor. All payment terms shall be mutually agreed to by the parties under the contract to be concluded by the parties. | The RFP clause remains unchanged. |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|---------------|------------------------------|--|--|
| 16 | 37, 48 | 3.1.2.9.h And 3.1.2.4 | We request deletion of the words “naming the Bank as the beneficiary and additional insured” as TCS has general insurances for all its business and not specific to any customer. | The RFP clause remains unchanged. |
| 17 | 39 | 3.1.3.10 | We request deletion of the following part - “.....The Vendor agrees that the.....shall be passed on to the Bank within the contract period.” | The RFP clause remains unchanged. |
| 18 | 40 | 3.1.3.14 Para 1 | We request deletion of the following part - “.....The written demand by the Bank.....actual amount of such loss / damages caused to the bank.” | The RFP clause remains unchanged. |
| 19 | 41 | 3.1.3.17 | All specific software licenses shall be procured at the cost of the Bank. | The RFP clause remains unchanged. |
| 20 | 41 | 3.1.3.18 | We request addition of standard exclusions to IPR Indemnity. | The RFP clause remains unchanged. |
| 21 | 42, 52, 61 | 3.1.3.20 3.2.12 3.2.28 | We request that all audits and/or inspections under the Contract shall be conducted during normal working hours of the Supplier and upon reasonable advance written notice of not less than 15 days to Vendor at the cost of the Bank. If any third party auditor is appointed by the Bank such third party auditor shall not be a competitor of the Supplier. The Bank and its auditors will: (i) comply with the Vendor’s reasonable security and confidentiality requirements when accessing locations, facilities or other resources owned or controlled by the Vendor; and (ii) cooperate with the Vendor to minimize any disruption to the Vendor’s business activities. In no case the Vendor shall be required to disclose its internal costing, mark up and profit margins. | The RFP clause remains unchanged. |
| 22 | 45 | 3.1.7.6 | We request addition of standard exclusions to IPR infringement. The remedies for any infringement shall be as such as is provided under the indemnity section. Also request that the representation on compliance with law to be modified as follows: The Vendor represents that the supplied hardware & related software and its documentation has been prepared in compliance with the laws or regulations under any governmental or judicial authority. | The RFP clause remains unchanged. |
| 23 | 47 | 3.2.4 | Need clarification as to who is responsible for acceptance testing and the associated costs. As this clause seems to be contrary to what is stated under 3.1.3.13. | Acceptance testing shall be responsibility of the Vendor; also its associated cost for acceptance test has to be borne by the vendor. The acceptance has to be carried out by Vendor in presence of Bank and/or the appointed consultant, IT Advisor |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|----------|---------------------|---|---|
| | | | | The RFP requirement remains unchanged. |
| 24 | 48 | 3.2.4 and 3.2.5 | We request addition of a provision of deemed acceptance in case the Bank or any of its department fails to issue any acceptance certificate within 7 days of submission of the deliverables or if the Bank starts using the deliverable sin live environment. The cost of correction of the deliverables shall be to the account of the Vendor if the defects are for reasons solely and entirely attributable to the Vendor. In all other cases such cost of correction shall be to the account of the Bank. | Requested addition could not be done. The RFP clause remains unchanged. |
| 25 | 49 | 3.2.7 | Request deletion of the provisions that the Vendor shall notify the Bank about all laws in force or are made applicable to the Bank, its business, employees or their obligations towards them and all purposes of this tender. The Vendor shall obtain all consents, permissions, approvals, licenses, etc., necessary for providing the services. | The RFP clause remains unchanged. |
| 26 | 50 | 3.2.9 | We request deletion of the following from Para 1: The Vendor shall procure appropriate insurance policies of the limits acceptable to the Bank for damage to Bank’s premises, Ban’s property, data or loss of life, which may occur as a result of or in the course of performing the Vendor’s obligations under the RFP. We request deletion of the following from Para 2: ...The insurance procured by the Vendor shall be primary to any other insurance available to the Bank its assigns, officers, directors, agents and employees. We also request deletion of Para 3 and 4. | The RFP clause remains unchanged. |
| 27 | 50 | 3.2.10.3 | We request that the cost of re procurement shall not exceed 10% of the fees paid by the Bank to the Vendor for such goods/ services. | The RFP clause remains unchanged. |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|----------|---------------------|--|--|
| 28 | 52 | 3.2.11 | <p>We request deletions of points (i), (ii) and (iii). Also request addition of standard exclusions to IPR indemnity in Point (iv). Also request deletions of Para 2, 3 and 4 as the Bank has other adequate remedies available under the RFP document. Also request addition of a clause providing for indemnity by Bank arising out any materials provided by the Bank to the Vendor. Also a clause providing for indemnity to the Vendor for injury to Vendors person and property arising out of acts or omissions of the Bank/ it employees.</p> | The RFP clause remains unchanged. |
| 29 | 52 | 3.2.14 | We request the solicitation of employee's clause to be made mutual. | The RFP clause remains unchanged. |
| 30 | 53 | 3.2.15 | We request penalty to be made 0.5% of the value of the effected services per week of delay subject to a maximum of 5% of the value of the effected goods/ services. Total penalty imposed under the contract shall not exceed 5% of the value of the contract. | The RFP clause remains unchanged. |
| 31 | 57 | 3.2.19.6.iv | We request that the confidentiality obligations shall survive the expiry or termination of the Agreement for a period of 2 years thereafter. | The RFP clause remains unchanged. |
| 32 | 57 | 3.2.21 | <p>The Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the amount paid by the Bank to the Vendor in the last 12 months under the statement of work for the services giving rise to such liability (as of the date such liability arose). The Vendor's liability in case of claims against willful misconduct or gross negligence of the Vendor, its employees and subcontractors or from infringement of patents, trademarks, Property Rights or breach of confidentiality obligations shall be unlimited.</p> <p>The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Vendor as part of this RFP if such usage is according to the contract and documentation accompanying such third party software or modules.</p> <p>In no event shall either party be liable for any indirect, incidental, punitive exemplary or consequential including loss of profit data or business damages or liability, under or in connection with or arising out of this agreement or the hardware or the arise whether in contract tort or any</p> | The RFP clause remains unchanged. |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
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| | | | other theories of law, provided that the claims against customers, users and would be considered as a direct claim. | |
| 33 | 57 | 3.22 | We request that term guarantee to be replaced by the word "warranty". | The RFP clause remains unchanged. |
| 34 | 59 | 3.2.25 | We request deletion of 3.2.25.1.ii. Also the following from 3.25.3: "Notwithstanding the foregoing, the Vendor shall continue to have the same obligations as contained in this RFP in relation to such equipment procured from third party suppliers." | The RFP clause remains unchanged. |
| 35 | 60 | 3.2.26, last para | Request deletion of the para. | The RFP clause remains unchanged. |
| 36 | 61 | 3.2.28 | Request the clause to be made mutual. | The RFP clause remains unchanged. |
| 37 | 61 | 3.2.30, 2 nd Para | Need clarification on the same. | The Vendor shall agree that the price for incremental offering (i.e. for any additional requirement) cannot exceed the original proposed cost and the Bank reserves the right to re-negotiate the price. At the unit rates provided for TCO calculations the bank has the right to order as much as it wants at those rates. |
| 38 | 62 | 3.2.31 | In 2(a) request the period to be made 30 days In 3, request that the Vendor shall also be entitled to terminate the contract in case the Bank is in material breach of any of the terms of the contract and fails to rectify the same within 30 days of written notification by the Vendor. | The RFP clause remains unchanged. |
| 39 | 63 | 3.2.32.2 | If the AMC is continued by the Bank the rates shall be mutually agreed to by the parties. | If the AMC is continued post the contract period by the Bank; the AMC rates shall be mutually agreed to by the parties. |
| 40 | 65 | 5 | We request deletion of "... The Bank shall have the right to withhold any payment due to the Vendor, in case of delays or defaults on the part of the Vendor. Such withholding of payment shall not amount to a default on the part of Bank." All payments shall be made by the Bank within 30 days of submission of invoice. Any payment due for more than 30 days shall attract interest at the rate of 2% per month. The Vendor shall also be entitled to withhold provision of services until such payment is made by the Bank. All fees payable to Vendor are exclusive of any sales, use, value added tax, service taxes or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing | The RFP clause remains unchanged. |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
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| | | | jurisdiction and where such taxes are applicable, Bank shall be responsible to pay or reimburse Vendor the amount of such taxes. | |
| 41 | 72 | 7.3 | All upgrades/ enhancements shall be provided to the Bank at mutually agreed cost. | The RFP clause remains unchanged. |
| 42 | 125 | Appendix 2, Form A 05 | <p>Request addition of the following at the end of the Appendix: Notwithstanding anything contained herein above Our liability under this bank guarantee shall not exceed Rs _____/- (Rupees _____ only). This bank guarantee shall be valid upto ----- We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before ----- before 14.30 hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.</p> | The RFP clause remains unchanged. |
| 43 | 128 | Appendix 2, Form A 05 | <p>We request addition of the following at the end of the Appendix as points 12, 13 and 14: 12. The Bank shall not shall any confidential information with you in violation of proprietary rights of any third party. 13. The obligations as to confidentiality shall continue for a period of 2 years following any disclosure of confidential information. 14. The obligation as to confidentiality shall apply mutatis mutandis to the bank in case it gets access to any of our confidential information.</p> | The RFP clause remains unchanged. |
| 44 | | | <p>We request addition of the following clauses Intellectual Property Rights Vendor shall retains all rights to its pre-existing intellectual property including any modification customization, enhancement, interface development etc. thereto. Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ contractor's licensor and The Bank shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. Each Party shall be entitled to use in the normal course of its business</p> | The RFP clause remains unchanged. |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|----------|---------------------|--|---|
| | | | <p>and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this contract.</p> <p>Nonexclusively Vendor shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by vendor under this contract</p> <p>Entire Understanding This contract executed by the parties hereto constitutes the entire understanding between the parties hereto with respect to the subject matter hereto and supersedes and cancels all previous negotiations thereof. To the extent permitted by applicable law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this contract.</p> | |
| 45 | 23 | 2.3 | <p>“Benchmarking -This benchmark should be carried out on the proposed hardware...” – Benchmark, if any, will be targeted to be carried out on Single instance of Production at DC (no HA). This is being deduced from Target state DC depicted on pg 21 of RFP. Also, while the hardware will be arranged at an OEM (IBM) benchmarking center, the Bank needs to clarify on the required database, application licenses & requisite data for carrying out the Benchmark.</p> | <p>“Benchmarking -This benchmark should be carried out on the proposed hardware...” – The benchmarking should be carried out on the proposed hardware without HA (Redundant Hardware) as redundancy is meant for high Availability and not for performance. It is the responsibility of vendor (and OEM) to arrange for the required licenses including application, database licenses to carry out the benchmarking successfully. The RFP requirement remains unchanged.</p> |
| 46 | 28 | 2.7 | <p>“Service Levels” – It is requested that the Bank look at System availability/uptime at a Solution level and not at individual System level. High Availability considerations are made such that even in the scenario of individual system going down, Solution availability is not affected. Request Bank to consider & amend clause accordingly.</p> | <p>The RFP clause remains unchanged. However refer to Table-1, and Table-2, for revised Cost references for service credit and Issue Criticality Classification</p> |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|----------|---------------------|--|--|
| 47 | 29 | 2.7.2.1 2.7.2.2 | <p><i>“Cost Reference for the 5 year tenure”</i> – Cost reference computation considers complete DC & NS infra over a 5 year term (incl product, installation & AMC over a 5 year period). It is requested that: A. Cost of only those system/s affecting the Solution SLA be considered. B. Cost paid upto that point by the Bank for the particular system be considered as the cost reference.</p> | The RFP clause remains unchanged. |
| 48 | | | All hardware’s from OEMs and software’s from third party software vendors shall be subject to the terms and conditions as may be provided by such hardware OEMs/ third party software vendors as the case may be. | The RFP clause remains unchanged. |

Table-QR-2

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|----------|---------------------|--|---|
| 1 | 11 | 1.5 – 2 1.5 – 3 | “Timelines for Installation and Migration within 1 Month” – We request to add “or mutually agreed timelines between Bank and Vendor, based on Downtime window availability and equipment movements from DC to DRC & vice versa”. | The revised RFP Clause should be read as “Timelines for Installation and Migration within 2 Months” |
| 2 | 22 | 2.2.2.10 | “Target State DRC” – Diagram representing RAW capacity of DS8700 as 259TB, it should be represented as 256TB. | Accepted, The raw capacity of DS8700 Storage should be read as 256TB |
| 3 | 23 | 2.3 | “Benchmarking” – 6. Batch Run Process - Term Deposit Booking Batch – calculation of interest - Need more clarification about expected results for these points. 8. OLTP Benchmark (Channels) for Night Region – Only ATM & Internet Banking Transactions considered for Night Region. 9. Batch run process - Base rate change – This process is nearly equal to “End of Year” Batch process. | “Benchmarking” – 6. Batch Run Process - Term Deposit Booking Batch – calculation of interest - Need more clarification about expected results for these points. Bank Response - This RFP point stands deleted Reponses to Point 8. OLTP Benchmark (Channels) for Night Region - Vendor has to consider IB, MB, ATM, IMPS, BNA and other delivery channels transactions for Night Region; also the Vendor is required to consider 30% TPS of Day Region OLT process. The RFP requirement remains unchanged. Response to Point 9. Batch run process - Base rate change – As and when the Base Rate Changes, the time required to run the EOD along with Base Rate Change process should not exceed 5 hours. The RFP requirements remain unchanged. |
| 4 | 24 | 2.4 | “ASM Configuration” – In present solution, IBM HA-Cluster is configured and the same is considered for new hardware design. Oracle ASM is not tested in present hardware configuration. So we will be deploying new hardware solution with IBM HA-Cluster. Also SDR Server is not part of solution, as we are using Oracle Data Guard for Data Replication. | “ASM Configuration” – The Vendor is required to deploy IBM HA-Cluster, as currently Bank is using the same; also vendor is required to consider the same for new hardware design. The vendor is required to migrate from IBM-HA Cluster Solution to Oracle ASM within 1 Year from the date of Purchase Order, at no additional |

| Sr. No. | Page No. | Point / Section No. | Query | Banks Response (Vendor Should not fill in this column) |
|---------|----------|----------------------|--|---|
| | | | | cost to the Bank. Replication Between DC and DRC - The Vendor is required to use Oracle Data Guard for Data Replication between DC and DRC. |
| 5 | 25 | 2.5 | "In DRC mid-level storage should be virtualized under the DS Series Storage System shifted from DC to DRC" – In DC & DRC, Storage may not be combined under virtualization, as per solution design there is no need for storage virtualization, hence request to amend accordingly. | The storage(s) that is DS 8700 and V7000 Gen2 should be configured in standalone mode at DRC. |
| 6 | 25 | 2.5 | "Advanced Customer Services DS8870 Production storage RAID" - DS8870 Storage for production is mentioned in RAID-10. Actually proposed solution is RAID-5 with flash within DS8870. Request to amend accordingly. | The revised clause should be read as "Advanced Customer Services DS8870 Production storage RAID" - Production environment should be configured on RAID 5 that is for the Flash drives. However in DRC the production environment should be configured on RAID 10 |
| 7 | 37 | 3.1.2 (6)- (5) | "The Bank has no obligation to accept the post warranty AMC services..." – In case of no obligation to accept the post warranty AMC Services, Request AMC/ATS Cost, not be considered for Cost of Reference purpose, for SLA Penalty Computation purpose. | This RFP clause stands removed; hence vendor has to provide Post Warranty AMC Services to the Bank. |
| 8 | 78 | Annexure-4 | "Benchmarking – Total No of Accounts given as 79.54mn" – Hardware is sized with consideration of 60mn accounts in Production and 20mn accounts in Data Archival System. Pls consider parameters accordingly. | The benchmarking should be carried out considering 60 million accounts. |
| 9 | 89 | Annexure-1 Form B 01 | "IBM TIVOLI STORAGE MANAGER FOR SYSTEM BACKUP AND RECOVERY 10 PROCESSOR VALUE UNITS" – As per Bank's suggestion, Sysback was not required as a part of solution, so pls modify bill of material accordingly. | The line items mentioned below stands deleted from the Bill of Material "Appendix 1 Form B 01 - Bill of Material. a) Page 101, Serial No 10.3 b) Page 101, Serial No 10.10 c) Page 108, Serial No 6.4 d) Page 109, Serial No 6.12 Refer to "Addendum -1 Appendix 1 Form B 01 - Bill of Material" for revised bill of material. |

Service Level default –

The Table given in Section 2.7.2 of the RFP, stands replaced with below Table-1 and this table should be referred for cost reference for computation of Service Credit. Any other points not covered below remain unchanged in the SLA section of the RFP.

Table-1

| Service Level Description | Minimum Expected Service Level (Monthly) | Measurement Tools | Cost Reference for the 5 year tenure |
|--|---|------------------------------|---|
| Availability of Critical Infrastructure Such as Enterprise RISC Server & Storage Array at DC & NS [Redundant Hardware Failure] | 99.96% | Enterprise Management System | In case if the application is running on the in-scope redundant hardware then [(Cost of all in-scope Server & Storage Product cost at DC + Server & Storage Product cost at NS + Installation cost at DC + Installation cost at NS + AMC & ATS cost at DC + AMC & ATS cost at NS) / 5] |
| Availability of Critical Infrastructure Such as Enterprise RISC Server & Storage Array at DC & NS [Application is down due to any of the Hardware Failure] | 99.96% | Enterprise Management System | Application is down due to any of the in scope hardware failure then (Cost of all in-scope Server & Storage Product cost at DC + Server & Storage Product cost at NS + Installation cost at DC + Installation cost at NS + AMC & ATS cost at DC + AMC & ATS cost at NS) |
| Availability of Critical Infrastructure Such as Enterprise Intel Blade Server & V7000 Gen2 Storage Array at DC | 99.96% | Enterprise Management System | Cost of all in-scope Server & Storage Product cost at DC + Server & Storage Installation cost at DC + AMC & ATS cost at DC |
| Availability of Critical Infrastructure such as Ethernet Switches at DC | 99.96% | Enterprise Management System | The Cost of the Ethernet Switches + installation Cost + AMC Cost |
| Availability of Key infrastructure Such as Servers and Storage [Redundant Hardware Failure] | 99.3% | Enterprise Management System | In case if the application is running on the in-scope redundant hardware then [(Cost of all in-scope Servers & Storages Product cost at DRC + Installation cost at DRC + AMC & ATS cost at DRC + Other services cost)/5] |
| Availability of Key infrastructure Such as Servers and Storage [Application is | 99.3% | Enterprise Management | Application is down due to any of the in scope hardware failure |

| Service Level Description | Minimum Expected Service Level (Monthly) | Measurement Tools | Cost Reference for the 5 year tenure |
|---|--|------------------------------|--|
| down due to any of the Hardware Failure] | | System | then Cost of all in-scope Servers & Storages Product cost at DRC + Installation cost at DRC + AMC & ATS cost at DRC + Other services cost |
| Availability of Key Infrastructure Such as Enterprise Intel Blade Server & V7000 Gen2 Storage Array at DRC | 99.3% | Enterprise Management System | Cost of all in-scope Server & Storage Product cost at DRC + Server & Storage Installation cost at DRC + AMC & ATS cost at DRC |
| Availability of Key infrastructure Such as Ethernet Switch at DR | 99.3% | Enterprise Management System | The Cost of the Ethernet Switches + installation Cost along with AMC cost at DR |
| Availability of Significant infrastructure | 99% | Enterprise Management System | Cost of relevant Hardware & Software or services |
| Availability of Tape Library / Drive / Drives in Tape Library) at DC | 100% | Enterprise Management System | Penalty will be charged @10000 INR for every 1 hour of downtime of Entire Tape Library and in case of LTO-X drive failure, penalty would be charged “@ INR 1000/ hour / LTO-X drive” |
| Availability of Tape Library / Drive in Tape Library) at DRC | 100% | Enterprise Management System | Penalty will be charged @5000 INR for every 1 hour of downtime of Entire Tape Library and in case of LTO-X drive failure, penalty would be charged “@ INR 1000/ hour / LTO-X drive” |

Issue Criticality Classification –

The Table given in Section 2.7.1 of the RFP, stands replaced with below Table-2

Table-2

| Criticality Level | IT Infrastructure grouping |
|-------------------|--|
| Critical | <ul style="list-style-type: none"> a. Enterprise Storage Array at DC & NS b. Core IBM Servers at DC & NS c. Other In-Scope Servers and Storage at DC d. SAN Switch at DC & NS e. Tape Library at DC f. Ethernet Switches at DC g. Servers running at DRC as Primary such as Risk Solution h. All the Equipment mentioned in Key Category below; in case DC Equipment fails |
| Key | <ul style="list-style-type: none"> a. Enterprise Storage Array at DRC b. Core IBM Servers at DRC c. Other In-Scope Servers & Storages at DRC d. Tape Library at DRC e. Ethernet Switches at DRC f. Tape backup at DC & DRC g. SAN Switch at DRC |
| Significant | <ul style="list-style-type: none"> a. Any other infrastructure not covered in “critical” and “key” |

Important information regarding Bid submission–

The last date of bid submission is revised and the new schedule is as under:

| Event Name | Remark |
|---|---|
| Last Date and Time for receipts of tender offer | 5 th September, 2015 up to 14:00 Hours |
| Time and Date of Opening of technical bids | 5 th September, 2015 up to 16:00 Hours |