



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
भारत सरकार का उद्यम
एक परिवार एक बैंक

CORRIGENDUM - 3

Please refer to RFP 102021-22 published on **24.12.2021** inviting proposal from eligible bidders for **Request for Proposal for Supply, Installation & Maintenance of Backup Solution**. The corrigendum & reply to pre-bid queries are available on Bank's website <https://www.bankofmaharashtra.in> in the Tenders Section.

Deputy General Manager
Information Technology Department



Date: 07.02.2021

CORRIGENDUM - 3

Please refer to RFP 102021-22 published on **24.12.2021** inviting bids for **Request for Proposal for Supply, Installation & Maintenance of Backup Solution.**

Following correction be read in the tender document.

1. Change in timelines for Last Date and Time for receipt of tender offers and Date of opening of technical bids enclosed in **Annexure – I**
2. Amendment in clauses in RFP. The amendments are enclosed as **Annexure-II.**

(Shirish Salway)
Deputy General Manager
Information Technology Department

Annexure - I

1. Page No. 09: Invitation to the Tender:

Important Information regarding Bid Submission

RFP Term/Clause no. Invitation of the Tender	As per previous Timelines	Revised Timelines
Queries to be mailed by	10.01.2022	Completed
Pre Bid Meeting	14.01.2022 @12:30 PM	Completed
Last Date and Time for receipt of tender offers	10.02.2022 up to 14:00 hrs.	15.02.2022 up to 14:00 hrs.
Date of opening of technical bids	10.02.2022 up to 16:00 hrs.	15.02.2022 up to 16:00 hrs.

Deputy General Manager
Information Technology Department

ANNEXURE-II RFP102021-22 (CORRIGEDUM - 3)

Sr. No.	Page #	Point/ Section	RFP Clause	Clause Revised As
1	66	2 d	Proposed purpose built backup appliance/Backup Solution with storage should have redundant components/HA mechanism in place to avoid Single Point of Failure and should have minimum of 4x16/32 GB FC ports & 2x10G ports on each controller for Host connectivity, and it should support FC/iSCSI protocols to meet the backup performance in point e. Proposed Backup Solution should have scalability with respect to ports and cache in future.	Proposed purpose built backup appliance/Backup Solution with storage should have redundant components/HA mechanism in place to avoid Single Point of Failure and should have minimum of 4x16/32 GB FC ports &/or 2x10G SFP ports on each controller for Host connectivity, and it should support FC/iSCSI protocols to meet the backup performance in point e. Proposed Backup Solution should have scalability with respect to ports and cache in future.
2	15	2.3.1 Project Schedule	6 weeks hardware & software delivery. 18 weeks installation & commissioning	12 weeks hardware & software delivery. 24 weeks installation & commissioning
3	15	2.3.1 Project Schedule	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within eighteen (18) weeks after issuing the purchase order by Bank. Bidder has to ensure the Delivery of Hardware and Software within six (6) Weeks from the date of acceptance of Purchase Order.	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within twenty - four (24) weeks after issuing the purchase order by Bank. Bidder has to ensure the Delivery of Hardware and Software within twelve (12) Weeks from the date of acceptance of Purchase Order.
4	27	4.1 Overview and General Scope	64. The bidder has to implement the solution but however if bidder failed to implement the solution then OEM has to implement the solution and necessary undertaking from OEM should be submitted. The health-check of the deployed solution and report indicating compliance to reference architecture and best practices should be submitted post implementation. The bidder has to make necessary arrangement for the same and Bank will not pay any additional cost for implementation /configuration by OEM.	The bidder has to implement the solution but however if bidder failed to implement the solution then OEM has to implement the solution and necessary undertaking from OEM should be submitted. The health-check of the deployed solution and report indicating compliance to reference architecture and best practices should be submitted post implementation by OEM/Authorized Partner. The bidder has to make necessary arrangement for the same and Bank will not pay any additional cost for implementation /configuration by OEM.
5	46	Source Code	a) The application software should mitigate Application Security Risks, at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project). The Bank shall have right to audit of the complete solution proposed by the bidder, and also inspection by the regulators of the country. The Bank shall also have the right to conduct source code audit by third party auditor. b) The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard. c) In case the Bidder is coming with software which is not its proprietary software, then the Bidder must submit evidence in the form of agreement it has entered into with the software vendor	a) The application software should mitigate Application Security Risks, at a minimum, those discussed in Latest OWASP top 10 (Open Web Application Security Project). The Bank shall have right to audit of the complete solution proposed by the bidder, and also inspection by the regulators of the country. The Bank shall also have the right to conduct source code audit by third party auditor. b) The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard. c) In case the Bidder is coming with software which is not its proprietary software, then the Bidder must submit evidence in the form of agreement it has entered into with the software vendor

Sr. No.	Page #	Point/ Section	RFP Clause	Clause Revised As
			which includes support from the software vendor for the proposed software for the full period required by the Bank.	which includes support from the software vendor for the proposed software for the full period required by the Bank. d) In case where software is OEM proprietary and Source code will not be shared with the bank as per OEM Policy, then in that Case, OEM/Bidder has to share the audited report of proposed software.
6	85	Annexure 7: Application Management Services	The service window for FM services shall be 24x7x365.	The service window for FM services shall be 16x7x365.
7	129	E] Facilities Management - People deployment cost	L1 level personnel (24*7*365)	L1 level personnel (16*7*365)
8	68	Annexure 1: Technical and Functional Requirements for Backup Solution.	The Storage must be with SSD, SAS and SATA/NLSAS disks and enclosures within same storage system. The type of disk in the storage should fulfil the backup performance as mention in the point e.	The Storage must be with SSD, SAS with SATA/NLSAS disks and enclosures within same storage system. The type of disk in the storage should fulfil the backup performance as mention in the point e.
9	29	4.2.2 People Deployment	The Bidder is required to deploy onsite people resource to provide L1, L2 level support to the proposed solutions for the tenure of the contract. Bank expects that bidders deploy their resources at the DC locations and provide the remote support for any issues reported /logged by Bank's branches or locations other than DC. If the bidder's resources are unable to resolve the issues remotely then the bidder is expected to send the resource to the respective location to resolve the issue/event at no additional cost to the Bank.	The Bidder is required to deploy onsite people resource to provide L1, L2 level support to the proposed solutions for the tenure of the contract. Bank expects that bidders deploy their resources at the DC locations and provide the remote support for any issues reported /logged by Bank. If the bidder's resources are unable to resolve the issues remotely then the bidder is expected to send the resource to the respective location to resolve the issue/event at no additional cost to the Bank.
10	99	Annexure 14: Resource Deployment Plan	L1 resource support timings	The service window for FM services shall be 16x7x365.
11	15	Delivery Schedule	Backup Solution as stated in technical specification given in Annexure 1 of this RFP, should be delivered at the address notified in the Purchase Order within Six (6) weeks from the date of acceptance of Purchase Order.	Backup Solution as stated in technical specification given in Annexure 1 of this RFP, should be delivered at the address notified in the Purchase Order within Twelve (12) weeks from the date of acceptance of Purchase Order.
12	66	2 Backup Platform d	Proposed purpose built backup appliance/Backup Solution with storage should have redundant components/HA mechanism in place to avoid Single Point of Failure and should have minimum of 4x16/32 GB FC ports & 2x10G ports on each controller for Host	Proposed purpose built backup appliance/Backup Solution with storage should have redundant components/HA mechanism in place to avoid Single Point of Failure and should have minimum of

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			connectivity, and it should support FC/iSCSI protocols to meet the backup performance in point e. Proposed Backup Solution should have scalability with respect to ports and cache in future.	4x16/32 GB FC ports &/or 2x10G SFP ports on each controller for Host connectivity,
13	68	Annexure 1: Technical and Functional Requirements for Backup Solution .2(X)	The Storage must be with SSD, SAS and SATA/NLSAS disks and enclosures within same storage system. The type of disk in the storage should fulfil the backup performance as mentioned in the point e.	The Storage must be with SSD, SAS with SATA/NLSAS disks and enclosures within same storage system. The type of disk in the storage should fulfil the backup performance as mentioned in the point e.
14	15	2.3.1	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within fifteen (15) weeks after issuing the purchase order by Bank. Bidder has to ensure the Delivery of Hardware and Software within six (6) Weeks from the date of acceptance of Purchase Order.	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within twenty - four (24) weeks after issuing the purchase order by Bank. Bidder has to ensure the Delivery of Hardware and Software within twelve (12) Weeks from the date of acceptance of Purchase Order.
15	15	2.3.1	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within eighteen (18) weeks after issuing the purchase order by Bank. Bidder has to ensure the Delivery of Hardware and Software within six (6) Weeks from the date of acceptance of Purchase Order.	Bidder is expected to complete the project in all respect including installation, configuration, and Integration, UAT & production movement of solution within twenty - four (24) weeks after issuing the purchase order by Bank. Bidder has to ensure the Delivery of Hardware and Software within twelve (12) Weeks from the date of acceptance of Purchase Order.
16	page no.6 6	12. Annexures Annexure 1: Technical and Functional Requirements for Backup Solution; sr no. d)	Proposed purpose built backup appliance/Backup Solution with storage should have redundant components/HA mechanism in place to avoid Single Point of Failure and should have minimum of 4x16/32 GB FC ports & 2x10G ports on each controller for Host connectivity,	Proposed purpose built backup appliance/Backup Solution with storage should have redundant components/HA mechanism in place to avoid Single Point of Failure and should have minimum of 4x16/32 GB FC ports &/or 2x10G SFP ports on each controller for Host connectivity,
17	38	5.1.9 Confidentiality Agreement	5.1.9.3 Confidentiality should be applicable forever.	5.1.9.3 Confidentiality should be applicable for 5 years if the bidder is not qualified
18	40	5.2.8 Insurance	In addition to the insurance policies taken by the Bidder with respect to the transportation of the equipment as set out above, the Bidder shall maintain adequate professional liability and an all risk Insurance for the aggregate of all deliverables and services to be rendered by virtue of Supply of solution equipment & software and shall provide to the Bank on request copies of such policy of insurance and evidence that the premiums have been paid. The Bidder shall procure appropriate insurance policies of the limits acceptable to the Bank for damage to Bank's premises, Banks	In addition to the insurance policies taken by the Bidder with respect to the transportation of the equipment as set out above, the Bidder shall maintain adequate professional liability and an all risk Insurance for the aggregate of all deliverables and services to be rendered by virtue of Supply of solution equipment & software and shall provide to the Bank on request copies of such policy of insurance or submit insurance broker's certificate(with prior approval from bank) and evidence that the premiums have been paid. The Bidder shall procure appropriate insurance policies of the

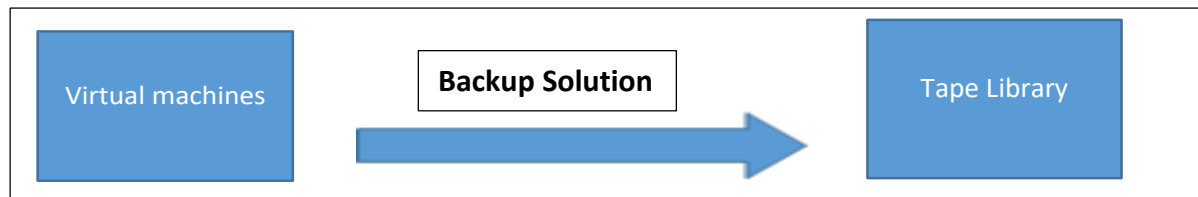
Sr. No.	Page #	Point/ Section	RFP Clause	Clause Revised As
			property, data or loss of life, which may occur as a result of or in the course of performing the Bidder's obligations under the RFP. The Bidder also warrants and represents that it shall keep all their respective directors, partners, advisers, agents, representatives and or employees adequately insured in respect of business travel in India and further agrees to provide to the Bank on request copies of such policy of insurance and evidence that the premiums have been paid. The Bidder shall furnish to the Bank prior to the commencement of the supply of solution equipment, copies of the certificates of insurance as stipulated as set out herein certifying that the policies of insurance, endorsed as required, are in full force and effect (together with any required waivers of subrogation). The Bidder shall ensure that the policies contain provision that the Bank will be given thirty (30) days' prior written notice by the insurers in the event of either cancellation or material change in coverage; and that the Bank shall be given thirty (30) days' notice prior to termination of the insurance for failure to renew or pay premium. The Insurance procured by the Bidder shall be primary to any other insurance available to the Bank, its assigns, officers, directors, agents and employees. The Bidder's obligation to maintain insurance coverage hereunder shall be in addition to, and not in lieu of, the Bidder's other obligations, and the Bidder's liability to the Bank shall not be limited to the amount of coverage. It is usual for Bidders to have name of their customers endorsed as additional insured / beneficiary and provide a copy of the policy to the customers. The Bank shall be added as a Beneficiary or additional insured" and appropriate certification shall be provided by the Bidder's insurer certifying compliance with the provisions of this clause	limits acceptable to the Bank for damage to Bank's premises, Banks property, data or loss of life, which may occur as a result of or in the course of performing the Bidder's obligations under the RFP. The Bidder also warrants and represents that it shall keep all their respective directors, partners, advisers, agents, representatives and or employees adequately insured in respect of business travel in India and further agrees to provide to the Bank on request copies of such policy of insurance or submit insurance broker's certificate (with prior approval from bank) and evidence that the premiums have been paid. The Bidder shall furnish to the Bank prior to the commencement of the supply of solution equipment, copies of the certificates of insurance as stipulated as set out herein certifying that the policies of insurance, endorsed as required, are in full force and effect (together with any required waivers of subrogation). The Bidder shall ensure that the policies contain provision that the Bank will be given thirty (30) days' prior written notice by the insurers in the event of either cancellation or material change in coverage; and that the Bank shall be given thirty (30) days' notice prior to termination of the insurance for failure to renew or pay premium. The Insurance procured by the Bidder shall be primary to any other insurance available to the Bank, its assigns, officers, directors, agents and employees. The Bidder's obligation to maintain insurance coverage hereunder shall be in addition to, and not in lieu of, the Bidder's other obligations, and the Bidder's liability to the Bank shall not be limited to the amount of coverage. It is usual for Bidders to have name of their customers endorsed as additional insured / beneficiary and provide a copy of the policy or submit insurance broker's certificate (with prior approval from bank) to the customers. The Bank shall be added as a Beneficiary or additional insured" and appropriate certification shall be provided by the Bidder's insurer certifying compliance with the provisions of this clause.
19	26	4.1 Overview, General and Detailed Scope	58. It would be bidder's responsibility to integrate proposed solution with existing SIEM to generate alerts for any violations at no extra cost to Bank. Proposed solutions should be able to send logs in an acceptable format to the existing SIEM solution. Bidder would be provided adequate support by bank's existing SIEM system integrator for the purpose of integration.	58. It would be bidder's responsibility to integrate proposed solution with existing SIEM to generate alerts for any violations at no extra cost to Bank. Proposed solutions should be able to send logs in a widely accepted industry format to the existing SIEM solution. Bidder would be provided adequate support by bank's existing SIEM system integrator for the purpose of integration.
20	15	2.3.1.1 DELIVERY of	Delivery Schedule: Backup Solution as stated in technical specification given in Annexure 1 of this RFP, should be delivered at the address notified in the Purchase Order within Six (6) weeks	Delivery Schedule: Backup Solution as stated in technical specification given in Annexure 1 of this RFP, should be delivered at the address notified in the Purchase Order within Twelve (12) weeks

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		Hardware and Software:	from the date of acceptance of Purchase Order. Delivery for the above purpose is deemed to be complete when the items specified in the Purchase Order are delivered and date of delivery is the date on which the last item is delivered (site wise).	from the date of acceptance of Purchase Order. Delivery for the above purpose is deemed to be complete when the items specified in the Purchase Order are delivered and date of delivery is the date on which the last item is delivered (site wise).

Clarification on the Backup and Storage

Current Backup Architecture:

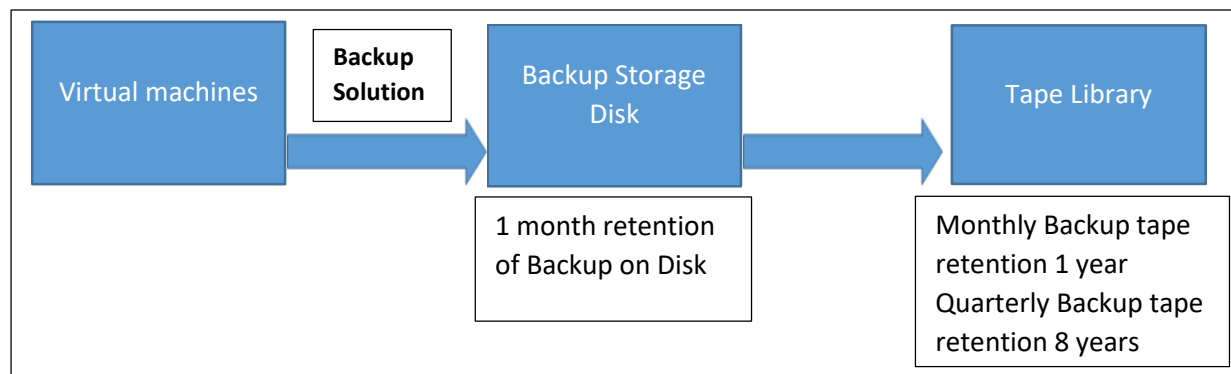
Currently the Backup is directly taken from Virtual Machines to Backup Tapes. This takes a lot of time so everyday Backup is not possible for all the Virtual Machines.



VM Disk to Backup Tape

In order to prevent further Data loss and take every day Backup. Bank wants to switch to new architecture of Backup will be first taken on the Storage disk and then it will be moved to Backup Tapes.

Expected Backup Architecture:



VM Disk to Disk to Backup tape

Backup solution should be proposed keeping in the following factors in mind:

1. Every day backup is to be taken and any day data is should be available for restoration either from Disk or backup tape.
2. 300 TB front end data is the size raw data to be considered for backup is the initial phase and then from second year we have provision for additional 200 TB (Total 500 TB from second year onward) for coming 4 years.
3. The disk storage is to be proposed keeping the following two backup policy and factors into consideration which are:
 - a) Weekly full backup & daily incremental or Monthly full & daily incremental.
 - b) Secondary Storage asked in the RFP required to take and store backup of 300 TB raw data(extended to 500 TB Raw data) for one month retention period and additional days considering the period required to move the backup to tapes.
At any point of time, Back up on disk will be 30/31 days (1 month) + additional days which are required to move the back up on tape.
 - c) The secondary disk storage should be provisioned by bidder considering storing backup after de dup and compression.
 - d) Data growth rate of 1% per month is to be considered for next 5 years.
4. Bank will consider the extra time required for the first time full back of raw data taken by the proposed solution in our environment. After completion of initial full backup, proposed solution must complete the backup of both full as well as incremental data thereafter within backup windows of 10 hours.

Deputy General Manager
Information Technology Department